



**SINDHI COLLEGE**

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#33/2B, Kempapura, Hebbal, Bengaluru - 560024  
Permanently Affiliated to Bengaluru City University  
Approved by AICTE, NAAC Re-accredited

**Ph.no: 080-23637544 E-mail: mail@sindhicollege.com**

## **GRIEVANCE REDRESSAL CELL**

### **Objectives of the cell**

- To enable the students to air their grievances.
- To clarify the nature of the grievances.
- To investigate the reasons for dissatisfaction.
- To obtain, where possible, a speedy resolution to the problem.
- To take appropriate actions and ensure that promises are kept.
- To inform the student of their right to take the grievance to the next stage of the procedure, in the event of an unsuccessful resolution.

### **Purpose of GRC**

- To ensure a transparent, fair, and effective mechanism for resolving grievances of students, faculty, and other stakeholders
- To comply with AICTE regulations and maintain institutional harmony

### **Constitution of Grievance Redressal Cell**

- Institution has established a **Grievance Redressal Cell** chaired by the Principal of the college: Dr Asha N
- The committee comprises of:

Sl.No	Name	Designation
1	Dr. Asha N	Chairman
2	Prof. Subramanya Bhat	Member
3	Prof. Vaidyesh M A	Member
4	Mr. Nagaraj Y K	Member
5	Kum. Madhumitha	Member

### **Scope of Grievances**

- **Student-related issues:**
  - Admission irregularities
  - Fees and refund policies
  - Examination and evaluation grievances
  - Discipline concerns
- **Faculty and staff grievances:**
  - So far no issue has been registered

### **Functions and Responsibilities:**

- Receive and address complaints in a time-bound manner.
- Maintain **confidentiality** of grievances.
- Provide an appropriate and fair resolution within the stipulated time of receiving the complaint.
- Submit annual report of grievances and their resolutions to AICTE.

### **Online Grievance Redressal System:**

- Institution maintains an online grievance redressal portal.
- It is :
  - ✓ Accessible to students, faculty, and other stakeholders.
  - ✓ Transparent in recording grievances and their status.
  - ✓ Grievance details and resolutions of the same are notified periodically

## **Awareness and Visibility**

- Institution displays grievance redressal policies, contact details, and committee members:
  - Prominently on the institution's website.
  - On campus notice boards.
- **All the stakeholders are educated about grievance mechanisms during orientation or regular interactions.**

## **Compliance and Reporting:**

- Periodically reviewing the functioning of the GRC to ensure effectiveness.
- Submit compliance reports to AICTE and ensure adherence to its guidelines.
- **ISO Audits:**
  - Regular reviews by the institution and external agency to assess the efficiency of grievance handling.

By adhering to these guidelines, institution establishes a **transparent and effective grievance redressal mechanism**, promoting a harmonious and inclusive academic environment. Proactive grievance monitoring ensures a safe and respectful campus, free from harassment, ragging, and discrimination, while fostering a culture of accountability and mutual respect.