

Grievance Redressal Cell

In order to promote an inclusive and supportive learning environment within the institution, the Student Grievance Redressal Cell is committed to resolving concerns brought up by students. Students can use both online and offline means to file their grievances, whether they have academic or non-academic issues.

Objectives

- To foster good relations between college students on campus.
- To maintain peace among the college community by ensuring the fast, responsible, and responsive settlement of disputes.
- To inspire pupils to express their worries without worrying about being victimised or facing retaliation.
- To foster an atmosphere of reciprocal respect for each person's rights and dignity within the college community.
- To ensure that student complaints are handled fairly and impartially in order to effectively resolve them.

Steps

- In order to pursue additional action and remedies, aggrieved parties must draft a complaint and submit it with any required supporting documentation.
- To understand all sides' perspectives and reach an unbiased decision, the cell convener and members must pay attention to the complaint as well as any other parties involved in the case.

- Within seven working days, the College hopes to resolve the complaints of the Students.

**Composition of Grievance Redressal Committee
2022 - 2023**

SL NO	Name	Designation
1	Dr.Murali S	Principal, Chairman
2	Prof. Sujatha .M	Vice Principal, Student Welfare Officer
3	Prof. Suresh	HOD, Commerce Student Welfare Officer
4	Prof. Parvathi S P	Faculty Student Welfare Officer



Principal
Millennium City Commerce Evening College
12,33/4, Ground Floor, Pattana Market Cross Road,
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Bangalore - 560 015.

Grievance Redressal Cell

Overview

In accordance with the UGC Regulations, 2012 on Grievance Redressal, which were published in the Indian Gazette on March 23, 2013, the Millennium city commerce evening college, Bengaluru, hereby notifies Guidelines that are broadly compliant with the aforementioned UGC Regulations in order to address college students grievances.

To look into the complaints made by students, the Grievance Redressal Cell was established. Whatever the issue, the Grievance Redressal Cell works to resolve real grievances and concerns from students.

The Cell upholds a welcoming and impartial learning atmosphere. As soon as complaints from parents and students are received, they are addressed. The Grievance Redressal Cell examines every complaint, and any decisions made are documented.

Objectives

1. The Grievance Redressal Cell gives all students, without exception, a forum to air their issues.
2. Recognise the students' areas of weakness and approach them in a methodical and constructive way.
3. Creating a bridge between instructors, students, and college administration.
4. To gather feedback for on-going quality improvement and enhancement from parents and students.

Levels of Grievance Handling

Anybody who has a legitimate complaint may speak with the class instructor face-to-face or by consulting the official overseeing the Student Grievance Cell.

If the individual is not willing to attend in person, complaints can be left in writing at the suggestion box.

The officer overseeing the Student Grievance Cell may also receive grievances via email.

When students file written grievances on any of the following issues, the cell will handle them:

1. **Exam-related administrative matters:** such as prompt issuance of duplicate marksheets, conduct certificates, transfer certificates, and other certificates.
2. **Financial Matters:** Concerning fees and dues for different library, lodging, etc. products.
3. **Admissions-Related Issues:** Turning down an application in line with the institute's stated admissions policy, Any information published in the prospectus that is inaccurate, deceptive, or not supported by evidence is not published, as required by UGC.
4. **Other Issues:** Concerning specific issues with food preparation, transportation accessibility, hygienic conditions, instructor abuse, etc.

Functions of the Grievance Redressal Cell

1. Upon receiving written grievances from the students, issues will be quickly addressed to.
2. In accordance with the Management policy, the cell shall formally assess each situation and take appropriate action.
3. The cell will report to the higher authorities on the cases it has handled and the quantity of cases that are still pending and in need of instruction from them.

Grievance Via,

Offline: Written grievances may be left at the suggestion box if the complainant is unwilling to attend in person. The official overseeing the Student's Grievance Cell may also receive grievances via email.

Online: By completing the form found at, students can also file complaints through the internet.

Grievance Handling Procedure:

1. When evaluating grievances, the College Grievance Redressal Cell will adhere to natural justice principles.
2. Every complaint is gathered, examined, evaluated, and treated carefully.
3. Three tiers of the institution's Complaint Management Mechanism are implemented.
4. The concerned department heads, mentors, and classroom teachers attend the grievances at the departmental level.
5. The institution's Grievance Redressal Cell receives complaints that remain unresolved at the departmental level.
6. The convener of the Grievance Redressal Cell and the Principal are notified via an online monthly Status Report on the number of grievances received, resolved, and pending as of the final day of the preceding month.

Procedure for Redressing Grievances

1. Grievances can be registered online, through class teachers, department heads, or by email address or in person.
2. Instantly acknowledging the receipt of grievances by speaking with the offended student orally.
3. Examining the grievances to scrutinise the Redressal procedure.
4. If the resolution is not satisfactory within the allotted period, call for a hearing or an investigation.
5. Complaint the grievance brought to the notice must be resolved by the redressal cell within seven working days of the complaint being received. In some unjustified cases, the resolution process may take up to ten working days.
6. The parties in question are contacted once the complaint is received and given an equal chance to voice their opinions. It is more impartial and transparent thanks to this procedure.
7. The parties that feel wronged will have a chance to voice their complaints with the cell's Redressal provided. Within seven working days, the cell may consider the grievance once again and take appropriate action. Should the complaint persist, it may be brought up with the Head of the Institution for Redressal.

8. Measures taken: The Grievance Redressal Cell makes every effort to settle the dispute and punishes those who make fictitious, malicious, or false accusations and present false evidence.

9. A choice is made, and the grievance is addressed and recorded.

References: The October 2018 notification F.No.14-4/2012 (CPP-II) under the UGC Regulations for Grievances Redressal Regulations 2012 was consulted in the drafting of the policy.

Records Administration

The following paperwork needs to be prepared by the Discipline and Anti-Ragging Cell:

1. Rounds
2. Meeting Minutes
3. Programme Records
4. Reports on actions done
5. Annual Summaries
6. Students' own initiative.

Authorization and Examine Specifics:

Authority of Approval: Dr.Murali.S
Principal

Committee of Advice: Prof. Sujatha.M
(Student welfare officer)
Prof. Suresh
(Student welfare officer)

Reviewed by: Prof. Parvathi.SP
Dept of commerce

Principal

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