

## **DON BOSCO COLLEGE (CO-ED), GUEZOU NAGAR, YELAGIRI HILLS**

### **STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Version 2.0 dated October 2021

Author: Mr Immanuel (Dean:Student Welfare)|Reviewed and Approved by: Dr S Thaddeus SDB (Principal)

The Students Grievance Redressal Committee (SGRC) is established to provide a platform for students to voice their problems and grievances related to academic and non-academic matters. SGRC looks into the complaints lodged by students and resolves them promptly and fairly. The students can approach SGRC through various modes of communication namely higrade(Student Portal), suggestion box, student welfare committee meeting or the student portal to express their grievances and suggestions regarding the academic environment and other services offered by the college. SGRC aims to create a pleasant, healthy, and disciplined atmosphere in the college and foster mutual and cordial relationships among the students, faculty, and management.

#### **OBJECTIVES**

1. To maintain a healthy working atmosphere among the students, faculty, parents, and management.
2. To address the problems and grievances of the students regarding academic and non-academic matters.
3. To ensure the dignity and rights of the students and faculty and prevent any conflict or discrimination in the college.
4. To encourage the students to express their grievances and suggestions freely and frankly, without any fear of being victimized.
5. To provide effective and impartial solutions for the students' grievances and complaints.
6. To advise the students to refrain from any agitation or violence against other students or faculty.
7. To seek feedback and suggestions from the students for improvement.
8. To strictly prohibit any form of ragging in and outside the college and handle any ragging complaints as per the anti-ragging rules.
9. To handle any women's harassment complaints as per the government rules.

#### **COMPOSITION OF SGRC**

1. Principal
2. Vice Principal (Admin)
3. Vice Principal (Academic)
4. Campus Minister
5. Dean: Students Welfare
6. Office Admin
7. Women Cell Coordinator
8. Physical Director
9. System Admin
10. Student Representative (UG-Arts)
11. Student Representative (UG-Science)



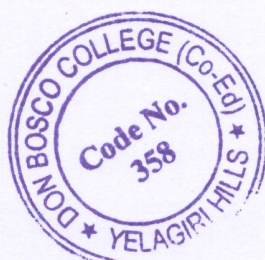
12. Student Representative (UG-Commerce & Management Studies)
13. Student Representative (PG)

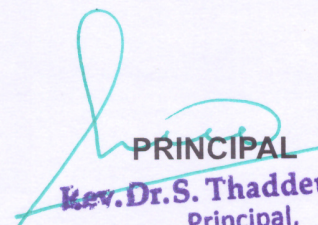
## FUNCTIONS

1. SGRC has the following ways to receive student grievances through higrade(Student Portal), suggestion box, student welfare committee meeting, Head of the department, women cell, Mentor, registers and send an email to [principal@dbcvelagiri.edu.in](mailto:principal@dbcvelagiri.edu.in)
2. The Dean of Student Welfare is responsible for collating the complaints once in a month and convening SGRC Meetings as and when required.
3. SGRC handles the cases immediately and promptly and conducts a preliminary inquiry to verify the facts and evidence. The committee provides an opportunity for the aggrieved party and the respondent to present their case and hear each other's views.
4. SGRC deliberates on the merits of the case and arrives at a fair and impartial decision, based on the rules and regulations of the institution and the relevant laws and guidelines.
5. SGRC communicates the decision and the reasons for it to the concerned parties including the management body, and suggests corrective or preventive measures if needed.
6. SGRC ensures that the students of the college respect the rights and dignity of one another and show utmost restraint and patience whenever any grievance arises.
7. SGRC ensures that there is no victimization or discrimination of the complainant or the respondent, and that the confidentiality and privacy of the parties are respected.
8. SGRC maintains a record of the grievances and their outcomes, and submits reports to the Principal at the end of every semester.
9. SGRC prepares statistical reports about the number of cases received and their outcomes and submits them to the regulatory bodies at the end of every semester.

## EVIDENCES

1. Suggestion Box
2. Student Portal
3. Minutes of Student Welfare Committee Meeting
4. Grievance Ledger
5. Minutes of SGRC Meeting
6. SGRC Report (bi-annual)



  
**PRINCIPAL**  
Rev. Dr. S. Thaddeus, S.T.  
Principal,  
Don Bosco College (Co-Ed)  
Guezou Nagar, Yelagiri Hills,  
Tirupattur Dist 635 85.