



**South Konkani Education Society's
RANI PARVATI DEVI COLLEGE OF ARTS & COMMERCE**

Tilakwadi, Belagavi - 590 006, Karnataka, India

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AISHE Code : C-10167

NIRF Code : IR-C-C-1067



Ref. No. _____

Date. 11.0 JAN 2017

STUDENTS' GRIEVANCE REDRESSAL CELL

POLICY AND MECHANISM

As per the directions received from University Grants Commission, Rani Channamma University and other competent authorities the College has established a Students Grievance Redressal Cell to provide a mechanism to address and for the redressal of students' grievances. The cell has to ensure timely and transparent redressal of complaints, issues, grievances brought to their notice.

Anyone with a genuine grievances, complaint may approach the chairperson or members of the Committee in person. In case the person is unwilling to appear in person (to maintain anonymity), grievances/complaints may be dropped in writing at the complaint/suggestion-box kept at prominent places on the campus. Provision is also made for the students to express their grievances online through the portal in the college website which is accessible to the Principal and cell chairpersons. The Grievance cell will review all the grievances related to Teaching staff/ Non-teaching staff, Library, Canteen, wash room, security, ladies/boys common room, drinking water and other infrastructural facilities etc. received and ensure that the Grievances/issues are resolved at the earliest.

Constitution of the Cell:

- Principal of the college designated as Chairperson.
- The Coordinator of Internal Quality Assurance Cell (IQAC)
- Three teachers on rotation basis to be nominated by the Principal -Members
- Students representatives (General Secretary & Ladies Representative)

Responsibilities of the Cell

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimised.
- Sensitizing all the newly admitted students about the mechanism of Redressal cell at the time of Orientation/Induction/Mentoring programme.
- The grievance cell shall hear and settle grievances and will try to resolve the grievances
- If the committee is unable to settle a grievance, the committee shall bring the same to the notice of the immediate higher authorities.

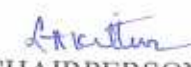

COORDINATOR

IQAC, RPD COLLEGE

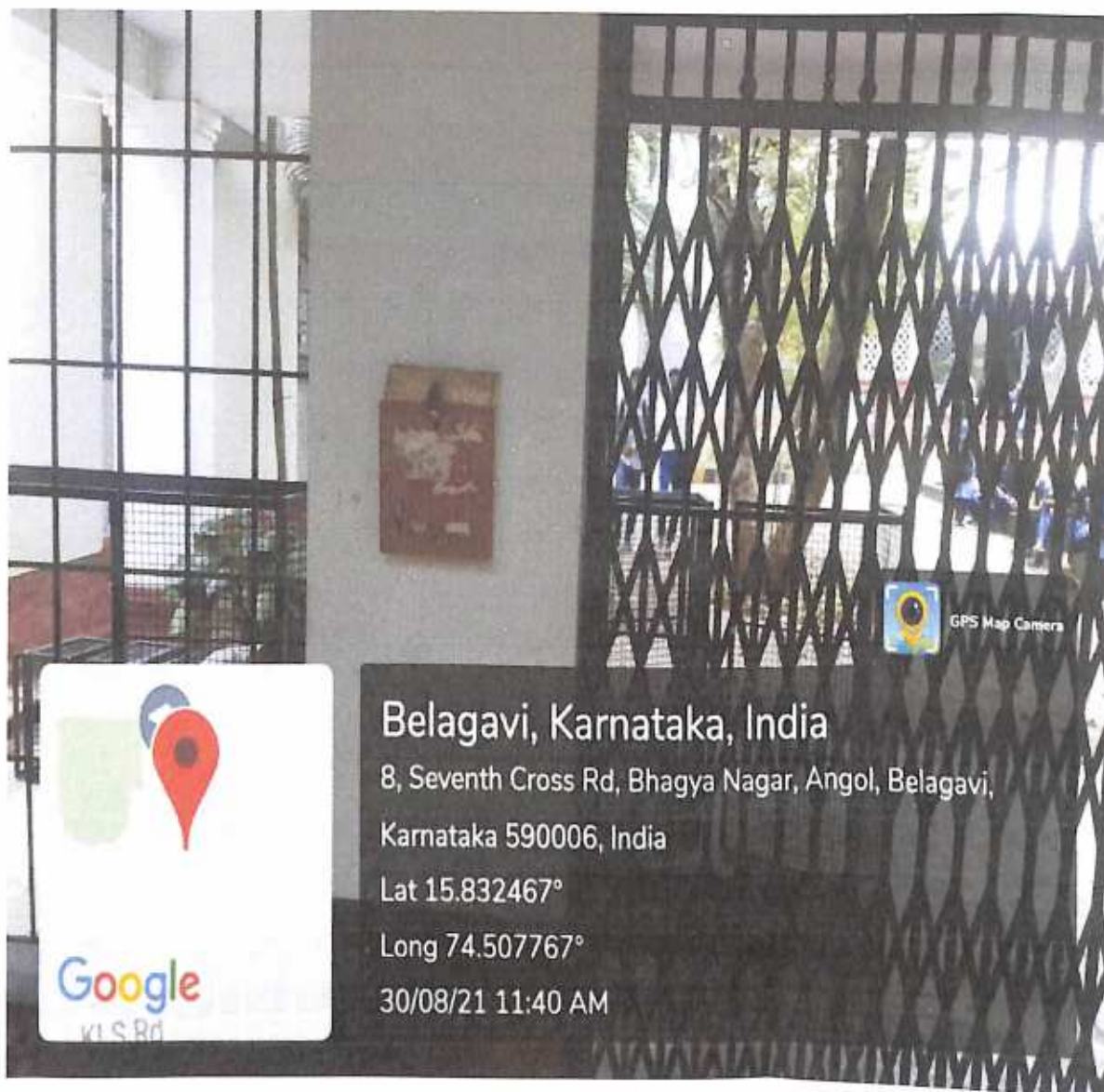
R.P.D. College of Arts & Commerce
Belagavi


PRINCIPAL

RPD COLLEGE BELAGAVI
PRINCIPAL
R.P.D. College of Arts & Commerce
BELAGAVI-6


CHAIRPERSON

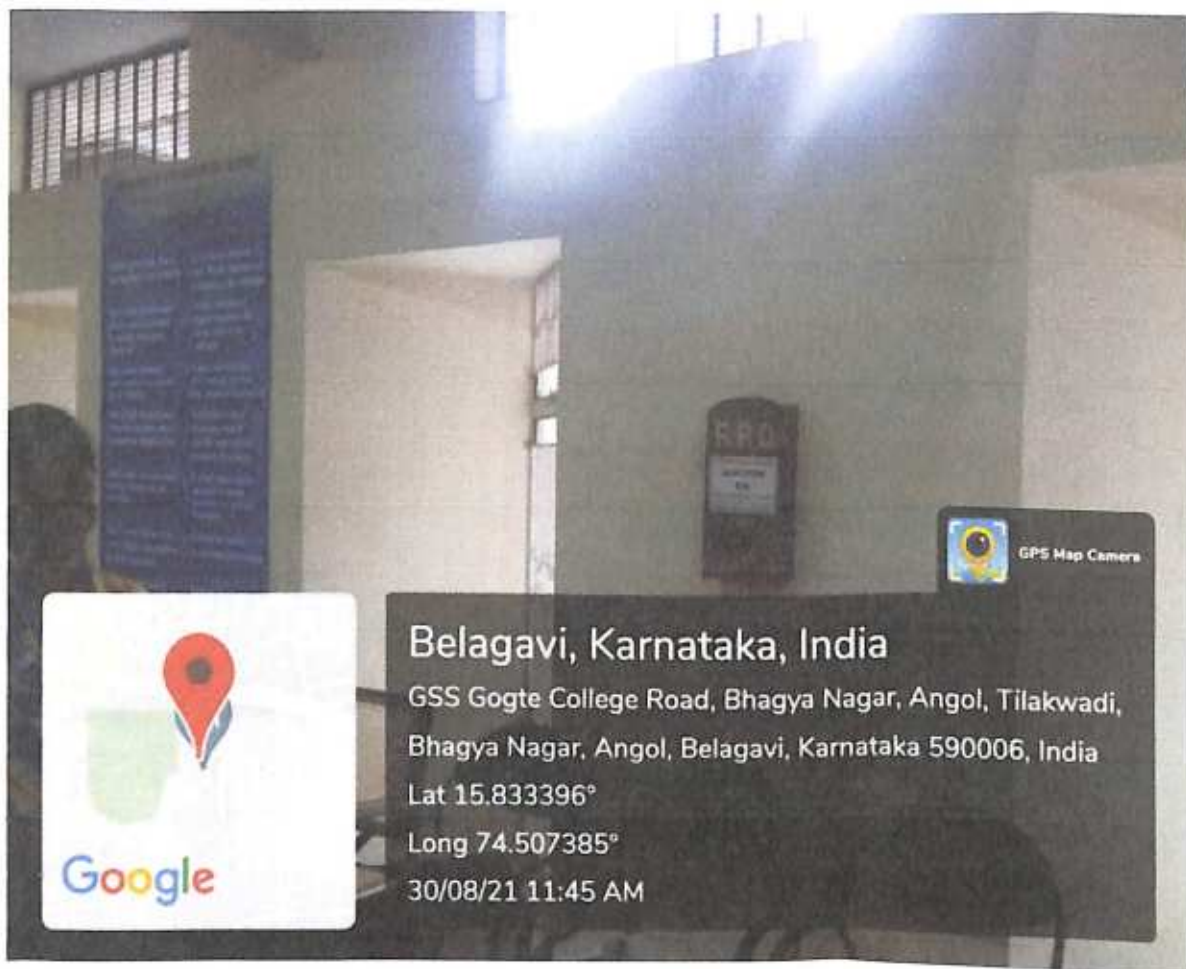
RPD COLLEGE MANAGING COMMITTEE



SUGGESTION/COMPLAINT BOX PLACED NEAR THE CLASSROOMS


Co-ordinator, IQAC
R.P.D. College of Arts & Commerce
Belagavi


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R.P.D. COLLEGE OF ARTS AND COMMERCE,
BELAGAVI

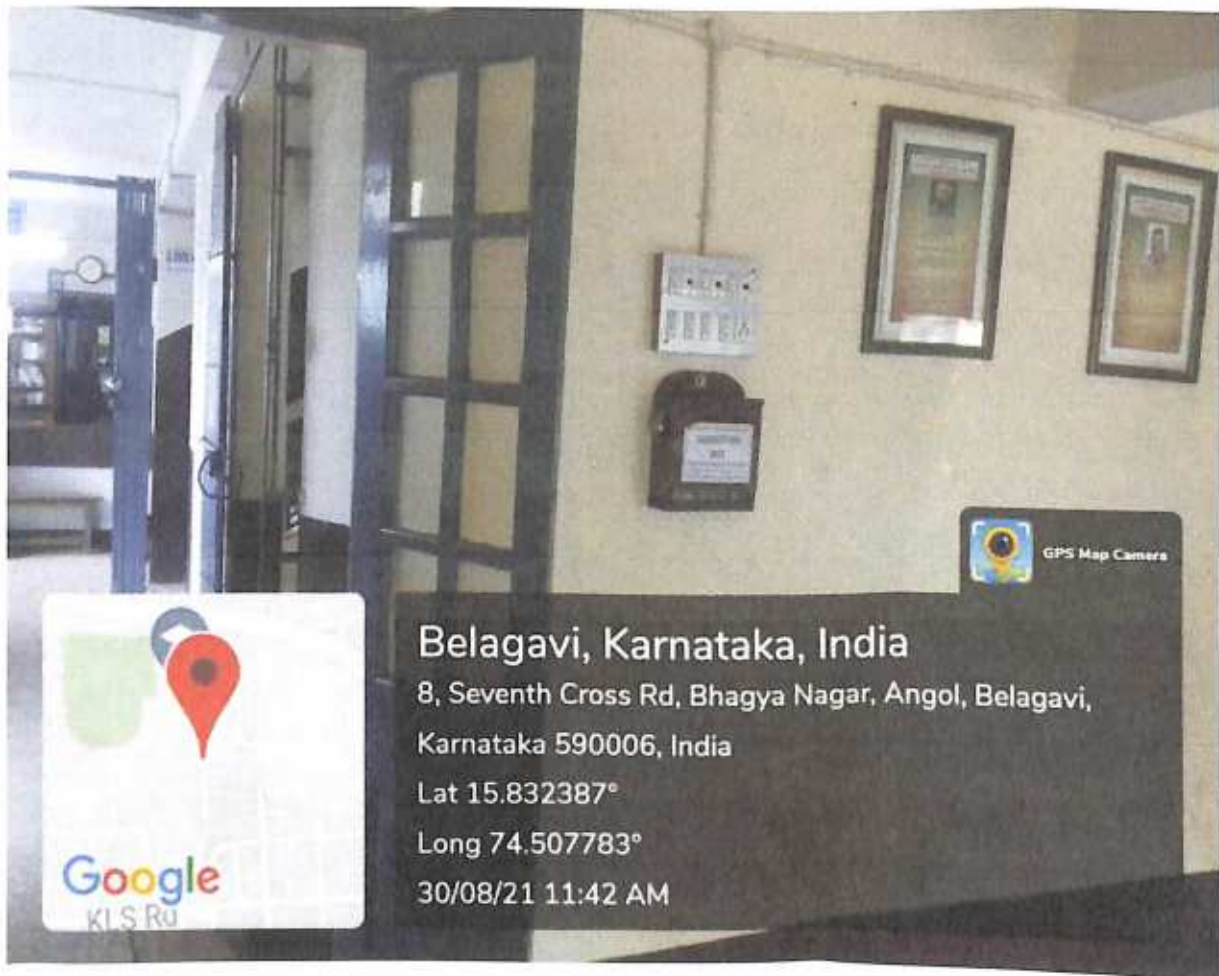


SUGGESTION/COMPLAINT BOX PLACED AT COLLEGE OFFICE


Co-ordinator, R.P.D.
R.P.D. College of Arts & Commerce
Belagavi


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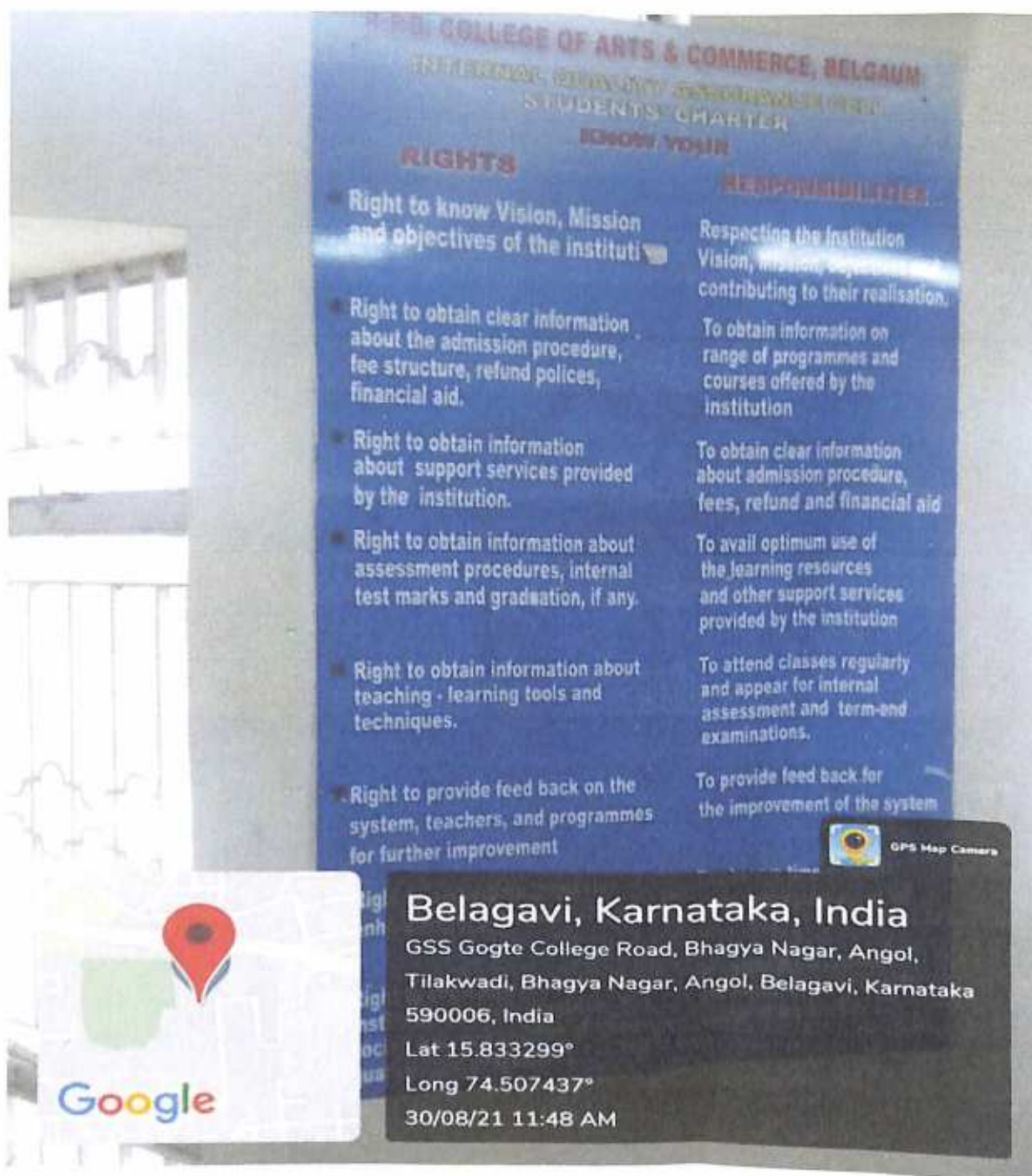
RPD COLLEGE OF ARTS AND COMMERCE BELAGAVI
GRIEVANCE/SUGGESTIONS BOXES IN THE COLLEGE PREMISES



SUGGESTION/COMPLAINT BOX PLACED AT LIBRARY READING ROOM

Almini
Co-ordinator, IQAC
R.P.D. College of Arts & Commerce
Belagavi

Suhis
Principal
R.P.D. COLLEGE OF ARTS AND COMMERCE,
BELAGAVI



STUDENT CHARTER PROMINENTLY DISPLAYED IN OFFICE

A. Chinnu
 Co-ordinator, IQAC
 R.P.D. College of Arts & Commerce
 Belagavi

S. Chinnu
 PRINCIPAL
 R.P.D. COLLEGE OF ARTS AND COMMERCE,
 BELAGAVI