



JSS MAHAVIDYAPEETHA
JSS COLLEGE OF ARTS, COMMERCE & SCIENCE

Autonomous, 'A' Grade and 'College with Potential for Excellence'

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Date: 16-12-2024

Students Grievance Redressal Cell (SGRC) Policy

Preamble

In compliance with the University Grants Commission (UGC) Regulations, 2019, JSS College of Arts, Commerce, and Science establishes a Grievance Redressal Cell to address and resolve grievances of students in a fair, transparent, and timely manner. The College is committed to ensuring a conducive environment for academic and personal growth, fostering trust, and promoting well-being.

Objective:

To provide a mechanism for redressal of grievances faced by students regarding academic and administrative issues, ensuring compliance with UGC Regulations, 2019.

Constitution of the Collegiate Student Grievance Redressal Committee (CSGRC)

1. Composition:

- Principal of the college – Chairperson.
- Three senior members of the teaching faculty to be nominated by the Principal – Members.
- A representative from among students of the college, to be nominated by the Principal based on academic merit, excellence in sports, or performance in co-curricular activities – Special Invitee.
- The term of the members and the special invitee shall be two years.

2. Quorum:

- The quorum for the meeting, including the Chairperson but excluding the special invitee, shall be three.

3. Principles of Natural Justice:

- In considering grievances, the CSGRC shall adhere to principles of natural justice.

4. Reporting and Recommendations:

- The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
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Procedure for Redressal of Grievances

1. Submission of Complaint:

- Students can file grievances through the online portal, providing relevant details and supporting documents.

2. Referral to CSGRC:

- Upon receipt of a complaint, the institution shall refer it to the CSGRC along with its comments within 15 days.

3. Scheduling a Hearing:

- The CSGRC shall fix a date for hearing the grievance and inform the institution and the aggrieved student.

4. Representation:

- Students may appear in person or authorize a representative to present their case before the CSGRC.

5. Recommendations:

- The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating University and a copy thereof to the aggrieved student.
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Responsibilities of the Institution

- Extend full cooperation to the CSGRC for speedy resolution of grievances.
 - Ensure wide publicity of the Grievance Redressal mechanism and its procedures.
 - Monitor the implementation of recommendations made by the CSGRC.
 - Maintain records of grievances and resolutions for audit and review.
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Awareness and Training:

The College shall conduct periodic workshops and awareness programs for students and staff about the Grievance Redressal Cell's functioning and the UGC Regulations, 2019.

Review and Amendments:

This policy shall be reviewed periodically to ensure effectiveness and alignment with the latest UGC regulations and institutional requirements.

Effective Date: 16-12-2024

Approval by: IQAC

Dissemination: This policy shall be made available on the College website and displayed prominently on campus notice boards.



Principal
PRINCIPAL

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