



SRI DURUGOJI GOPALA RAO EDUCATIONAL AND CHARITABLE TRUST (R)

Vidyadayini College of Education ವಿದ್ಯಾದಾಯಿನಿ ಶಿಕ್ಷಣ ಮಹಾವಿದ್ಯಾಲಯ

J Division, Assessment No. 2206/1, 2106/1, 2206/1,
K.R.Nagar, Harihar-577601, Dist : Davangere State : Karnataka.

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STUDENT GRIEVANCE REDRESSAL CELL

The Student Grievance Redressal Committee is constituted in the college to provide a safe, secure, healthy, and supportive environment for students.

The Grievance Cell's mission is to investigate complaints from any student and take necessary action to address them. Students can voice their concerns about any academic or non-academic issue on campus through different ways. The institution strives to resolve student complaints regarding academic and non-academic issues within the campus using the online grievance link /suggestion box system in a timely manner. The committee consists of 7 members including Principal as the chairman of the committee. The Grievance Committee will take into account each student's unique issues of a particular kind. Additionally, more talks and investigations have been conducted, and swift action has been taken. The Student Grievance Redressal Committee (SGRC) is a mandatory body in all higher educational institutions, including affiliated colleges, as prescribed by the National Assessment and Accreditation Council (NAAC) and the University Grants Commission (UGC). Its primary purpose is to create a safe, fair, and transparent academic environment by addressing the grievances of students in a structured and time-bound manner.

The SGRC plays a critical role in maintaining a healthy academic atmosphere and ensuring student satisfaction by resolving issues related to academics, facilities, administration, and other areas of concern.



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Objectives:

The Grievance Cell was established to resolve complaints from students and other stakeholders in a timely manner, with the goal of deepening the students' relationship with the institution by offering them all the amenities they require to maintain a comfortable environment for academic teaching and learning

Roles and Responsibilities of SGRC

- Receive and Register Complaints:
 - Accept written or online grievances from students regarding academic, administrative, or infrastructural issues.
 - Maintain a grievance register for documentation and tracking.
- Acknowledge and Address Grievances Promptly:
 - Ensure timely acknowledgement of the received complaint (usually within 2-3 working days).
 - Aim to resolve grievances within 15-30 working days, depending on the nature of the issue.
- Maintain Confidentiality:
 - Handle student grievances with confidentiality and sensitivity to avoid victimisation or discrimination.
 - Conduct Hearings and investigations as needed.
 - Organise meetings/hearings with concerned parties to investigate the grievance thoroughly.
 - Give a fair opportunity to all involved parties to present their side.
- Provide Recommendations and Resolutions:
 - Suggest corrective measures or disciplinary actions where necessary.
 - Communicate decisions formally to the complainant.



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→ Promote Awareness:

- Create awareness among students about the grievance redressal mechanism through orientation programs, website updates, and notice boards.

→ Monitor and Improve Systems:

- Analyse recurring grievances and suggest improvements in institutional policies or practices.
- Submit periodic reports to the college administration, IQAC, and affiliating university if required.

→ Ensure Compliance with UGC Regulations:

- Adhere to the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 or its latest version.
- Update mechanisms following amendments in NAAC/UGC guidelines.

The existence and effective functioning of the SGRC is also a key criterion under NAAC's Governance, Leadership and Management and Student Support and Progression metrics, contributing to the overall institutional quality.

Students can approach the Student Grievance Redressal Cell (SGRC) in colleges to report a wide range of concerns that affect their academic, administrative, or personal well-being. The SGRC provides a structured and confidential platform to address and resolve these issues in a timely and fair manner.



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List of Issues Students Can Report:

1. Academic Issues
 - Delays in syllabus coverage
 - Inaccessibility to study materials or library resources
2. Administrative Grievances
 - Delay or denial of certificates, mark sheets, ID cards, etc.
 - Irregularities in fee collection
3. Faculty-Related Concerns
 - Harassment or misbehaviour by teaching/non-teaching staff
 - Unfair treatment or lack of support from faculty members
4. Infrastructure and Facility Issues
 - Poor classroom, laboratory, library, canteen, washrooms, or hostel conditions
 - Lack of access to drinking water, washrooms, or clean campus environment
5. Examination-Related Complaints
 - Non-issuance of admit cards
 - Biased evaluation or errors in exam results
 - Delay in revaluation or grievances in the rechecking process
 - Issues with the conduct of Internal Assessments/Examinations
6. Personal Grievances
 - Peer-related conflicts or bullying
7. Violation of Rules or Discrimination
 - Caste, gender, or economic-based discrimination
 - Any form of unjust behaviour impacting student dignity

The SGRC at Vidyadayini College serves as a vital mechanism to ensure student welfare and uphold their rights within the institutional framework.



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STUDENT GRIEVANCE REDRESSAL CELL

The following members are inducted into the Student Grievance Redressal Committee (SGRC) for the 2025-2026 Academic Session.

Position	Designation	Name & Contact Information
Representative for Management	Chairman	D G Raghunath 9448115118 chairman_vidyadayini@rediffmail.com
Chairperson	Principal	Dr. Lingaraj G Pujar 9480751670 lingarajpujar@gmail.com
Co-ordinator	Senior Faculty Representative	Beereshi B H 9481257277 beerabeeresh@gmail.com
Member	IQAS Representative	Dr Anand B Chittaraji 9902132668 asserann@gmail.com
Position	Designation	Name & Contact Information
	Student Representative	Harish Talvar 6366129904 (President Student Union)
	Student Representative	Fareen Kousar 8317419496 (President Student Union)