



Estd. 1982



Sree Siddaganga College of Arts, Science and Commerce for Women

(Affiliated to Tumkur University)



B.H. Road, Tumkur-572102. Karnataka Ph: 0816-2272312 E-mail : sscasc.women@gmail.com Website : www.sscwtumkur.org

GRIEVANCE REDRESSAL CELL

INTRODUCTION

The grievance redressal cell was framed in 2003-04. Since then, college is concerned about the grievances related to the students, a grievance box is installed in the corridor of every floor to facilitate the students to address the issues that they are facing in the college. The students use the complaint box to put their grievances in writing. The principal is the chairman of the cell and the committee with a convener and members is formed for a stipulated time. The students can put their problems, individual or collective. The aim of the cell is to cater to the betterment of the students.

Working procedure of the Cell

Suggestion/Complaint boxes are placed in college campus in which students can put their written complaints. However, their identity is not disclosed. The students are free to express their opinions without any bias. The complaint/suggestions thus received are discussed thoroughly at the meeting of the Grievance cell and appropriate action is initiated.

Sree Siddaganga Education Society (R.)



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The Aims & Objectives of the Grievance Cell are

- To redress the Grievance of students with special reference to Teaching, Learning, Evaluation, Curricular Aspects, Infrastructure & student support systems.
- To bridge the gap between students and teachers in Academic and Non-academic matters so as to improve the teaching learning process.
- To create an awareness of importance of feedback about the teaching and non-teaching staff.
- To provide better curricular and co-curricular facilities to the students.
- To correct and rectify the deficiencies that we are unaware.
- To keep the campus clean and beautiful.



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Guidelines of Grievances Redressal Cell

The grievance Cell meets once in a month to take note of the complaints/suggestions. In case of urgent issues, the cell meets as and when required.

The core guidelines according to which the cell works is as follows.

- To make aware of the existence of cell and its objectives to the staff and the students through Notice boards.
- The office is housed in the political Science department.
- At the time of the opening of the complaint box each complaint is read out and recorded.
- The grievances are to be addressed either to the principal or the Convener.
- Cell should meet once in a month to take note of the complaints/suggestions.
- The Grievances redressed by Principal should be recorded.



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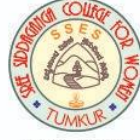
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Grievances Redressal Cell

Committee for the year: 2018-19

- | | |
|--|----------------------|
| 1. Dr. D N Yogeeswarappa
Principal | Chairman |
| 2. Dr. Sannaswamy
HOD of Political Science | Convener |
| 3. Pavana B. S.
Dept. of Political Science | Co-Convener |
| 4. H. S. Mallikarjunappa
HOD of Chemistry | Member |
| 5. Smt. Nayana M.
Dept. Commerce & Management | Member |
| 6. Divya K.
English Department | Member |
| 7. G. Chidanandamurthy
Botany Department | Member |
| 8. Rajasheraiah.M.
Office Superintendent | Member |
| 9. Kavya. H. S. | Student (I BA HEP) |
| 10. Rachitha prabhu. | Student (III B. Com) |

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Suggestion Box opened on 25-01-2019 for details of Written Complaints received

Sl. No.	Nature of the complaint	Action suggested/taken
1	Dustbins in toilets 1 st BA students	Solved
2	Canteen staff behaviour	Advised to staff by the principal
3	Memo circulation 1 st BSc students	Solved
4	Relaxation of 5 minutes in attending the class after lunch break	Accepted



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Action taken so far

- Internet facility is made available to both students and staff at the computer lab, departments & Library.
- More periodicals were subscribed at the library
- A canteen was established in a separate building.
- Separate parking space provided to staff and students for vehicle parking.
- One wide room is being used for indoor game, Gym facility for ladies staff and students.
- New toilets were constructed.
- Installation of ATM Machine in collaborates with union bank.
- Waiting rooms are providing for students.
- Construction of new class rooms.
- Installation of 2+2 Aqua Guard Distilled water system.
- A Xerox facility is made available at library with marginal cost.



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Photo Gallery:



PRINCIPAL

Sree Siddaganga College of Arts,
Science and Commerce for Women,
B.H. Road, TUMKUR.