

**SREE SIDDAGANGA COLLEGE OF ARTS, SCIENCE AND COMMERCE FOR
WOMEN, TUMKUR.**

GRIEVANCE REDRESSED 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.

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.

Guidelines

The grievance Cell meets once in a month to take note of the complaints/ suggestions. In case of urgent issues the cell meet 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.

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.

Committee for the year: 2014-15

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|---------------------|-------------|
| 1. V. Nalinakshi | Chairperson |
| 2. Parashivamurthy | Convenor |
| 3. H G Sadashivaiah | Co-convenor |
| 4. Sumangalamma | Member |
| 5. L.Girija | Member |
| 6. Nayana M | Member |
| 7. Divya K | Member |
| 8. Shakunthala K.V | Member |

Box opened on 27-3-2014 and 13-08-2014 for details of Written Complaints received

Sl. No of the complaint	Nature of the complaint	Action suggested/taken
1	Uniforms for BA	Discussed with the principal and members of the committee
2	Drinking Water facility demanded by B.Sc students	Attended
3	Objection on Issuing Language reference books for BA. B.Sc	Attended
4	Exam section	Issues were clarified at the exam section

Committee for the year: 2015-16

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|--------------------------|-------------|
| 1. V. Nalinakshi | Chairperson |
| 2. Parashivamurthy | Convenor |
| 3. H G Sadashivaiah | Co-convenor |
| 4. Dr. D N Yogeshwarappa | Members |
| 5. Lakshmi Narayan | Member |
| 6. L. Girija | Member |
| 7. Vijayalatha R S | Member |
| 8. Roopa V | Member |
| 9. Shakunthala K.V | Member |
| 10. Jeevitha K | Student(BA) |

Box opened on 26-2-2015 for details of Written Complaints received

Sl. No of the complaint	Nature of the complaint	Action suggested/taken
1	Honouring the rank students	Students were informed that alumni association honours rank holders every year
2	Unhygienic food in the canteen	Advised to maintain hygiene by the principal
3	Cups to drink water	Provided
4	Curtains for windows in B.com class rooms	Discussed with the principal and members of the committee

Committee for the year: 2016-2017

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|-------------------------|---------------|
| 1.V. Nalinakshi | Chairperson |
| 2. Parashivamurthy | Convenor |
| 3. H G Sadashivaiah | Co-convenor |
| 4. Shashidhariah | Member |
| 5. Dr.D N Yogeshwarappa | Members |
| 6. lakshmi Narayan | Member |
| 7. L.Girija | Member |
| 8. Vijayalataha R S | Member |
| 9. Padmavathi KV | Member |
| 10. Laksmi | Student (BSC) |

Box opened on 27-3-2016 for details of Written Complaints received

Sl. No of the complaint	Nature of the complaint	Action suggested/taken
1	Uniform for BA and BSc students	Discussed with the principal and members of the committee
2	To change class representative of 2 nd BA(HEE) class due to illness of current CR	Solved
3	Behaviour of library members	Library staffs were ordered to maintain hygiene by the principal
4	With regards door lock facility in washrooms	Solved

Committee for the year: 2017-18

1 Dr.D N Yogeshwarappa	Chairperson
2. Parashivamurthy	Convenor
3. H G Sadashivaiah	Co-convenor
4. Marappa	Member
5. K C Mangala	Members
6. K Dakshina Murthy	Member
7. Sowmya shree R	Member
8. Pavana B S	Member
9. Asha Rani	Member
10. Akshitha	Student (BA)

Box opened on 15-3-2017 for details of Written Complaints received

Sl. No of the complaint	Nature of the complaint	Action suggested/taken
1	Dustbins and cleanliness in the class room	Discussed with the principal and members of the committee
2	Industrial trip and projectors in the SSPD class for B.com students	Solved
3	Waiting room adequate facility	Solved
4	Proper lab equipments in microbiology department	Solved

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. Rachithaprabhu.
Student(III B.Com)

Box opened on 25-01-19 for details of Written Complaints received

Sl.No of the complaint	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

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.

Photo Gallery:

