

ALWAR SCHOOL OF BUSINESS AND COMPUTERS

Approved by AICTE, New Delhi and Ministry of HRD, Govt. of India

Ref: ASBC/PO/IQAC/06/2024-25/02

Date: 10.06.2024

GRIEVANCE REDRESSAL COMMITTEE

Sub: Constitution of Grievance Redressal Committee-reg.

A Grievance Redressal Committee has been constituted with the following members, under the coordinator ship of Dr.M.Shanmukha to look after the activity in the institution.

Composition of Grievance Redressal Committee

The Grievance Redressal Committee shall consist of:

Faculty Members

S No	Name	Designation	Department
1	Dr.M.SHANMUKHA	Coordinator	PGDM
2	Mr.T.VENKATA	Member	PGDM
3	Mr.Ch.Samrat	Member	PGDM
4	Mrs.D.Lohitha	Member	PGDM
5	Mr.U.Harishankar	Member	PGDM

Student Members

Si. No	Name of the Student	Branch	Position	Registration No
1	P Himanjali	PGDM	Member	323132912067
2	P Yajna Sri	PDGM	Member	323132912076
3	A.Vijaya Lakshmi	PGDM	Member	321132912039
4	M Pratyusha	PDGM	Member	322132910054
5	B Harini	PGDM	Member	323132910026

Objectives

The objectives of Students Counselling, Mentoring & Grievance Redressal Committee are:

- To provide an opportunity for the students to freely express their grievance, with utmost anonymity.
- To set up a mechanism for speedy and expeditious resolution of the grievance.
- To provide an appropriate counselling to the students in the process of resolving the grievance.
- To promote cordial relationship amongst the students, inter se.

Functions of the Committee

1. To conduct student counseling at regular intervals for healthy progress in Professional guidance, career advancement and all-round development.
2. To conduct student counseling at regular intervals for healthy progress in course work specific, laboratory specific and all-round development.
3. To make suggestions to the principal in matters related to problems faced by students like ragging, examinations, transportation, and canteen facilities etc, and report the principal on a regular basis and support smooth running of the college.
4. To oversee that the suggestion boxes are set at the right places and complaints are filed and noted in a proper way.

Mode of submitting the Grievance

An aggrieved student can submit the application seeking redressal of grievance to the Committee

- the online portal provided on the website of the college or;
- by email at svpec.principal@gmail.com or
- by dropping the compliant at the grievance box.

Grievance Mechanism

(1) On receipt of a complaint, the college shall refer the complaint to the Students Counselling, Mentoring & Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint.

(2) The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.

(3) An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.

(4) The Committee shall report with recommendations, if any, to the principal within a period of 15 days from the date of receipt of the complaint.

(5) Any grievances unresolved by the committee or the grievances arising from colleges can be considered by the Counselling, Mentoring & Grievance Redressal Committee. In such cases, Counselling, Mentoring & Grievance Redressal Committee shall send its report and recommendations, if any, to the principal with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.

Internal Assessment related grievances

Three tier mechanism is set up to resolve the internal assessment related grievance:

Firstly, the grievance will be brought to the notice of the concerned course teacher.

Secondly, in case if the grievance is not resolved/ unaddressed, same can be escalated to the Class Teacher/Mentor.

Finally, if the grievance still persists, the same shall be referred to the Student Grievance Redressal Committee. In the process of redressal of the grievance, the interest of the aggrieved student shall be considered and as much as possible efforts shall made to resolve the grievance within 7 days by the Students Counselling, Mentoring & Grievance Redressal Committee.

Consequences of non-compliance

Any contravention of the regulations by the college would invoke the actions as per Regulation 10 of the UGC Regulations, 2019.


DIRECTOR