



Vishwadarshana Education Society®

# VISHWADARSHANA COLLEGE OF BCA

Approved by AICTE, New Delhi, Recognized by State Govt. of Karnataka, and  
Affiliated to Karnataka University, Dharwad.

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## GRIEVANCE REDRESSAL COMMITTEE

Vishwadarshana College of BCA has been set up a special cell in August, 2025, as per the rules and regulations addressed by the AICTE/UGC, for student or other stake holders in Technical Institution "Grievance Redressal Committee" has been Constituted with following staff in different positions to enquire the nature and extent of grievance

### OBJECTIVES

- To formulate the policy to investigate and review complaints or grievances of students and faculties.
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the gravity of the grievance.

### DEFINITION: In these regulations, unless the context otherwise requires

- "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education ;
- college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- "grievances" include the following complaints of the aggrieved students, namely:
  1. Demand of excess money other than that specified in the declared admission policy or approved by the competent authority to be charged by the institution;

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2. Complaints of the students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minority or Disabled categories;
  3. Non publication of prospectus/broucher, as specified;
  4. Denial of quality education as promised at the time of admission or required to be provided;
  5. Publishing any information in the prospectus, which is false or misleading, and not based on facts
  6. Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
  7. On provision of student amenities as may have been promised or required to be provided by the institution;
  8. Non transparent or unfair evaluation practices;
  9. Nonpayment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- "Grievance Redressal Committee" means a committee constituted under these regulations;
  - Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956.

### **FUNCTIONS**

The cases will be attended promptly on receipt of written grievances from the students. The cell formally will review all cases and will act accordingly as per the Management policy The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities

### **STANDARD OPERATING PROCEDURE (SOP)**

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department, who will address the issue and try to resolve it within 7 working days of the receipt of the

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grievance. If, there is no response within the stipulated time from the respective department or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Institute Grievance Redressal Cell. If, the grievance is against the respective Head of department, then the grievant may directly submit his/her grievance in writing or submit in person at the Grievance Redressal cell, to the Officer-in-charge of Grievance Redressal cell.

### **FOLLOW UP & MONITORING**

Grievance Redressal Cell shall coordinate, monitor and ensure Redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

### **SCRUTINY**

Grievance Redressal Committee will make a thorough review of the Redressal process. In case the committee feels satisfied with the resolution provided by the respective department/individual, then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

### **CALL FOR HEARING**

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/individual or upon the Grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

### **INVESTIGATION**

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview

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witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

### FINAL DECISION

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application -pass an order indicating the reasons for such order, as may be deemed fit.

### COMMUNICATING THE DECISION

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

### CLOSURE OF COMPLAINT

The complaint shall be considered as disposed off and closed when: a. the grievant has indicated the acceptance of the resolution; b. the grievant has not responded within four weeks from the date of receipt of information on resolution The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

### Grievance Redressal Committee members are as follows.

Sl no.	Name	Designation	Sign
1	Ms. Asha K	Asst Professor	
2	Mr. PRASANNA BHAT	Asst Professor	
3	Mrs. KAMALAKAR HEGDE	Asst Professor	
4	Mr. MOHAN G	Asst Professor	

  
PRINCIPAL

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