



**NAGARJUNA COLLEGE OF MANAGEMENT STUDIES**  
(Affiliated to Bangalore University, Recognized by the Government of Karnataka)  
Chikkamarali Village, Doddamarali Post, Nandi Hobli, Chikkaballapur Taluk & District-56210

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**Student's Grievance Redressal Committee**

**Vision:**

To foster a fair, inclusive, and conducive environment for all students and to ensure that students' concerns, complaints, and grievances are heard, addressed and resolved in a timely and effective manner.

**Mission:**

- Advising the students to respect the dignity of one another through various platforms.
- To ensure provision of free and fair environment to express grievances if any for effective resolution.

**Objectives:**

1. To maintain a fair, unbiased and consistent system for redressal of various issues faced by the students.
2. To maintain a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them.
3. To ensure strict confidentiality, so that students approach the Grievance Redressal Cell freely.
4. To ascertain that immediate and suitable actions are taken by requesting the management, depending upon the nature of the grievance.

**Policy:**

1. To keep student welfare as our highest priority.
2. To maintain harmonious atmosphere in the institution.
3. Encouraging the Students to express their grievances freely and frankly.
4. To address Students' Grievance.
5. It is empowered to look into complaints if any & to take action accordingly.

6. To provide suggestions if any.

### **Procedure for Redressal of Grievances is as under:**

1. The student will submit the application of Grievance or appeal to the coordinator either directly or by dropping in the suggestion box, which is placed in each floor.
2. The Coordinator, after verifying the facts, will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the solution of the Coordinator, then the same should be placed before the committee members.
3. On approval by the Chairman and committee members, the final decision shall be communicated to the student through the Coordinator.
4. The Committee, if needed, may recommend to the Principal, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance at Institution.
5. While dealing with the complaint, the Committee observes law of natural justice and hears the complainant and concerned people.
6. While passing an order on any Grievance, the relevant provisions of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.

### **Schedule of meetings:**

1. The committee would formally and informally meet as many times as required depending on the need.

### **Responsibilities of the Coordinator:**

1. The committee coordinator is responsible for scheduling the meetings and preparing the agenda for the discussions.
2. To write and circulate the minutes of the meeting.



**Principal**