



POPE'S COLLEGE
(AUTONOMOUS)
Sawyerpuram -628 251
(Re-accredited with "A" Grade with CGPA of 3.28)



Grievances Redressal Policy

To address the grievances of the students, parents and others, as per UGC regulations, 2018 under clause (g) sub section(1) of section 26 of the UGC Act, 1956(3 of 1956) regarding Grievance Redressal in college, Grievance Redressal Committee (GRC) is formed in the college. The objective of GRC is to develop a harmonious educational environment in the college.

Composition and Tenure of the Committee

- The committee shall comprise of a Chairperson, Convener and two othersenior teaching faculty members.
- Principal of the college shall be the chairperson.
- Members of the committee shall be nominated by the chairperson for atenure of two years.
- Out of three (including convener), one member shall be female and other from SC/ST/OBC category.
- A representative from among the students of the college to be nominated by the chairperson as special invitee.

Scope of the grievances

Grievances may be related to any of the following matters:

- Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.

- Financial Matter – Issues related to charging of fees, scholarships and payments
- Administration Matters – Issues related to infrastructure, basic amenities, sanitation, and victimization
- Harassment and Ragging by colleague students or teachers etc.

Grievance receiving mechanisms

Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman of the Committee
- Through e-mail GrievanceRedressalpopes@gmail.com
- Writing to “The Chairman, Grievance Redressal Committee, Popes College, Sawyerpuram-628251”.

Grievance redressal mechanism

- After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within ten days of receipt of the application.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her

grievances before the Committee and the acknowledgement of receipt would be placed on record.

- In the case of a minor student (applicant), the student may be accompanied by his or her natural/legal guardian (either father or mother). No other person shall be allowed to the meeting.
- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.

Appeal

- The applicant shall have the right to file an appeal within 15 days from the date of the written communication of recommendations of the committee.

Organization wide awareness

Awareness among stakeholders is created by

Organizing awareness programs

**Displaying the grievance registration mechanism on
Web site**

Digital sign boards

Posters in prominent places of the campus

Grievance Redressal Committee

Grievance Redressal Committee (GRC) is constituted for the redressal of the complaints reported by the student/parent/employee of the college with the following objectives:

- To provide the students access to immediate, hassle free resource to have their grievances redressed.
- To uphold the dignity of the college by promoting cordial Student-Student/ Student-Teacher/Teacher-Teacher relationship.
- To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimised.
- To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the stakeholders.

Members of the Committee

S.No.		Designation & Department	Role
1		Principal	Chairman
2		Assoc.Professor,	Convener
3		Assoc.Professor,	Member
4		Asst.Professor,	Member
5		Student,	Member, Special Invitee