

Surana College

Mechanism for Redressing Student's ragging Issues

1. Committee consists of 4 members and an incharge, at beginning of each year committee holds meeting to discuss the channel to receive student's complaint and mechanism to resolve the issues.
2. Complaint from the students of any department can be received from any of the committee members.
3. Students can either give oral complaint or written complaints mentioning the problem faced by the students.
4. However to have proper documentation if the complaint is received orally, committee will direct the complainant to prepare and submit hand written complaint about the incidence within a day, if the issue is severe, complaint will be received immediately from the student(Complainant)
5. Once the hand written complaint is received, the copy of the same will be given to all the committee members for analysing the issue.
6. Before proceeding further issue will be informed to principal.
7. Further the committee shall conduct proceedings by individually calling the accused and the complainant and ask them to give details.



18.8

8. Further once the proceeding is completed, committee tries to collect evidence for the incidence.
9. Committee also allows both the parties to produce relevant documentation and witnesses supporting their proceedings.
10. After collecting evidence, committee sit for discussion pertaining to the incidence and prepare the report and forwards to the principal along with supporting documents and will initiate disciplinary action on the accused in the form of:
 - Warning
 - Written Apology
 - Dismissing(in extreme cases)
 - Suspending from attending classes
 - Debarring
 - Denial of being member in any of the student committee
 - Withholding/ withdrawing scholarship
 - Debarring from appearing in any test/examination
 - Cancellation of admission for next year

Handwritten signature and initials. The signature is a cursive scribble on the left, and the initials 'SB' are written on the right with a horizontal line extending to the right.

Surana college

Mechanism for Redressal for sexual harassment

1. The Committee shall meet as and when any complaint is received by it. Complaint may be received by any member of the committee. Any of the committee member will receive the complaint or grievance from students or others.
2. The Committee may direct the complainant to prepare and submit a detailed statement of incidents if the written complaint lacks exactness and required particulars, within a period of two (2) days from such direction or such other time period that the Committee may decide.
3. The Committee shall direct the accused employee(s) to prepare and submit a written response to the complaint / allegations within a period of four (4) days from such direction or such other time period as the Committee may decide.
4. Each party shall be provided with a copy of the written statement(s) submitted by the other.
5. The Committee shall conduct the proceedings in accordance with the principles of natural justice. It shall allow both parties reasonable opportunity of presenting their case. However, should the accused choose not to participate in the proceedings, the Committee shall continue *ex parte*.
6. The Committee shall allow both parties to produce relevant documents and witnesses to support their case. Documents produced by either party shall be affixed with that party's signature to certify the document as original / true copy.
7. The party against whom the document / witness is produced shall be entitled to challenge / cross-examine the same.
8. The Committee shall sit on a day-to-day basis to record and consider the evidence produced by both parties.
9. As far as practicable, all proceedings of the Committee shall take place in the presence of both parties.
10. Minutes of all proceedings of the Committee shall be prepared and duly signed by the members of the Committee.
11. The Committee shall make all endeavour to complete its proceedings within a period of fifteen (15) days from the date of receipt of complaint.
12. The Committee shall record its findings in writing supported with reasons and shall forward the same with its recommendations, to the Principal/Management, within a period of five (5) days from completion of the proceedings before it. In case the

Committee finds that the facts disclose the commission of a criminal offence by the accused person, this shall be specifically mentioned in the Committee's report.

13. If, in the course of the proceedings before it, the Committee is satisfied that *a prima facie* case of sexual harassment is made out against the accused employee(s)/student and that there is any chance of the recurrence of any such action, or that it is required to do so in the interests of justice, it may, on the request of the complainant or otherwise, disciplinary action could be initiated in the form of:-

1. Warning
2. Written apology
3. Bond of good behavior
4. Adverse remarks in the confidential report
5. Debarring from supervisory duties
6. Denial of membership of statutory bodies
7. Denial of re-employment/re - admission
8. Stopping of increments / promotion/denying admission ticket
9. Reverting, demotion
10. Suspension
11. Dismissal
12. Any other relevant mechanism

If, in the course of the proceedings before it, the Committee is satisfied that any person has retaliated against / victimized the complainant or any person assisting the complainant as a result of the complaint having been made or such assistance having been offered, the Committee shall report the same in writing, to the Principal/Management, with reasons and with recommendations of the action to be taken against such person.

If, at the culmination of the proceedings before it, the Committee is satisfied that the complainant has knowingly brought false charges of sexual harassment against any person, it shall report the same in writing to the Principal/Management, with reasons and with recommendations of the action to be taken against such person.

Handwritten signature and initials. The signature is a cursive 'M' followed by a horizontal line. Below it are the initials 'BB' with a horizontal line underneath.

SURANA COLLEGE

GRIEVANCE REDRESSAL CELL

Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem. Students are encouraged to use the suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as is comfortable to them.

Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

Objectives

1. To support, those students who have been deprived of the services offered by the college, for which he / she is entitled.
2. To make officials of the college responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the students' grievances with an impartial and fair approach.

Functions



1. Redressal of Students' Grievances to solve their academic and administrative problems.
2. To co-ordinate between students and Departments / Sections to redress the grievances.
3. To guide ways and means to the students to redress their problems.

Student Grievance Procedure

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem.

Procedure for lodging complaint

- The students may feel free to put up a grievance in writing and drop in the Grievance Box or handover to the officer incharge of the Cell.
- Once in a month Grievance Box will be opened in front of all committee members
- Committee involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.



Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

- Matters are disclosed to only those, who have a legitimate role in resolving the matter.
- Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Follow up & monitoring

- Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time(max 10 days)
- Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.


Exclusion

Student Grievance Cell shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.

Members:

- Mrs Geetha A M
- Mrs Sheethal Archarya
- Mrs Bhavana


Principal
SUNANA COLLEGE
SOUTH FRIAR ROAD
BANGALORE - 4



STUDENT GRIEVANCE REDRESSAL CELL (2015-16)

Complaint Received on (Date) 6th October 2016

Complaint By /Class Laptop ↓ Sem 'A'

Complaint Shostage of Laptop Connectors

Action Taken(Date) 8th October 2016

Management
DEPARTMENT

M. Sathish
SIGNATURE OF THE FACULTY

SB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2015-16)

Complaint Received on (Date) 20/7/2015

Complaint By /Class III + I Sem B.A. HEP

Complaint one class room + ground floor
because for visually challenged
students.

Action Taken(Date) 27/7/2015

DEPARTMENT 7
Economics.

Girish K
SIGNATURE OF THE FACULTY
Head Of Department
Dept. of Economics
Surana College South End Road
Bangalore - 560 004

SB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

29-06-2016

Complaint By /Class

IIIrd sem BA-HEP

Complaint

Books in Kannada not available

Action Taken(Date)


solved (10-08-2016)

DEPARTMENT

Political Science

SIGNATURE OF THE FACULTY

RA


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

8/7/16.

Complaint By /Class

V Sem B.COM A & B.

Complaint

To change the soft skill
French subject to
Culture and diversity as the
students are finding it difficult to
cope up with the subject.

Action Taken(Date)

HOD held meeting with Principal
and decided to change the soft
skill subject.

DEPARTMENT

COMMERCE

SIGNATURE OF THE FACULTY

Mun

BB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

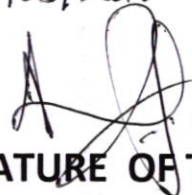
Complaint Received on (Date) 01/08/2016


Complaint By /Class CBBT (II & III year)

Complaint Shortage of Classrooms

Action Taken(Date) Accordingly classrooms were
accommodated in the Lab.
10/08/2016

DEPARTMENT of BOTANY


10/8/16
SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

.....2.08.2016.....

Complaint By /Class

.....III sem BCA.....

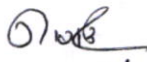
Complaint


.....Shortage of Benches.....

Action Taken(Date)

.....Problem solved. (8.08.2016).....

Sanskrit
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

2/8/2016

Complaint By /Class

II Sem B.A. HEP.

Complaint

Switch boards are not working

Action Taken(Date)

4/8/2016

DEPARTMENT of

Economics.

Geisha K.
SIGNATURE OF THE FACULTY

Head Of Department
Dept. of Economics
Surana College South End Road
Bangalore - 560 004

SB

Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)03-08-2016.....
Complaint By /ClassCBBT - all the three years.....
ComplaintShortage of Books in Library.....
Action Taken(Date)Informed Librarian to purchase the books on 08/08/2016.....

DEPARTMENT - CHEMISTRY

UniaPlk
SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

August 20th 2016

Complaint By /Class

Seem Joty, HIT

Complaint

Regarding shortage of projectors & benches.


Action Taken(Date)


Raised a requisition to Management on 22nd August 2016

DEPARTMENT

Journalism.

SIGNATURE OF THE FACULTY


(RADHIKA)


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

23/8/2016

Complaint By /Class

I Sem BBM students

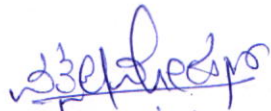
Complaint


Students requested ~~the~~ reference class in the library.

Action Taken(Date)

By requesting the librarian, accommodated (23-8-16) this at the library.

Kannada
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)


Complaint Received on (Date) 28/8/16


Complaint By /Class III B.A

Complaint classroom no. 104. there were fan is not working.

Action Taken(Date) on 28/8/16. Informed to Electrician and repaired. on same day.

Hindi
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

29-8-2016

Complaint By /Class

II year BBA / Priyanshu Agarwal

Complaint

Shuttle Feathers course not available in the month we have taken on 2-9-2016

Action Taken(Date)

2-9-2016

Sports
DEPARTMENT

[Signature]
SIGNATURE OF THE FACULTY

BB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

..... 1st September 2016

Complaint By /Class

..... Sem BBA 'B'

Complaint

..... Shortage of white board markers
and Dusters

Action Taken(Date)

..... 7th September 2016

Management
DEPARTMENT

M. Sathish
SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 1-9-16

Complaint By /Class 1st year B.A HEP

Complaint Issue related ID cards for
Late admission

Action Taken(Date) 19-9-16 ID card issued
to late admission

DEPARTMENT

Political Science

SIGNATURE OF THE FACULTY

RASHI

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

.....21-09-2016.....

Complaint By /Class

.....

Complaint

.....lost my I.D card.....

Action Taken(Date)

.....26-9-2016.....

- Directed to lodge police complaint.
- New Id card was given.

DEPARTMENT

English

SIGNATURE OF THE FACULTY

Shobha
22/9

SB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

26th September 2016

Complaint By /Class

III Sem BBA 'B'

Complaint

Projector issues

Action Taken(Date)

29th September 2016

Management
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

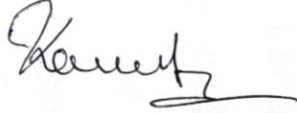
Complaint Received on (Date) 30.10.16

Complaint By /Class V Sem R.A.

Complaint Notice Board to display activities.

Action Taken(Date) 08/10/16

History
DEPARTMENT


SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)03/10/16.....

Complaint By /ClassI Sem (C.C.B.T.).....

ComplaintCLASSROOM.....
[Placement Room]

Action Taken(Date)2/1/17.....

Allotment of classroom for I sem students
in Electronics Lab

DEPARTMENT

Bio technology

Saytasmeen M
SIGNATURE OF THE FACULTY

98
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

.....4.1.1/2017.....

Complaint By /Class

.....II year and I year (PMCS) BSc Student.....

Complaint


.....Non-availability of new edition Books
for Reference (CBCS).....

Action Taken(Date)

.....List of Books given to librarian
for purchase and purchased
new books on 8/1/17.....

DEPARTMENT Mathematics

Veenu
SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 05-1-17

Complaint By /Class IV B.C. A (A sec)

Complaint > with regard to
projector not working
> switch board.

Action Taken(Date) Informed to Rajamma. It got repaired

Computer Science
DEPARTMENT

Mithit
SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) January 17

Complaint By /Class BA-OE student (Paper VI & VII)

Complaint The non-availability of Prasaraanga Publications prescribed OE Text Book.

Action Taken(Date) Went to Prasaraanga Publication and spoke with authority. They gave the assurance of supplying books by Feb 1st week. Till that time students were studying from Dept. library books.

DEPARTMENT

English

SIGNATURE OF THE FACULTY

Abhikesh
10/1/17

BB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 15/01/2017

Complaint By /Class BSc students

Complaint Not availability of
Physics TB. (Resonance)

Action Taken(Date) Books ordered on
23/01/2017

Library
DEPARTMENT

[Signature]
SIGNATURE OF THE FACULTY

S.S.
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) January 17

Complaint By /Class BA- OE student (Paper VI & VII)

Complaint The non-availability of Prasaraanga Publications prescribed OE Text Book.

Action Taken(Date) Went to Prasaraanga Publication and spoke with authority. They gave the assurance of supplying books by Feb¹⁵ week. Till that time students were studying from Dept. library books.

DEPARTMENT

English

SIGNATURE OF THE FACULTY

Abhikesh
10/1/17

SB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

..... 22/7/17

Complaint By /Class

..... BA Jody's

Complaint

..... Practical Record books from
Psychotronics & arrangements
of Lab.

Action Taken(Date)

..... 29/7/17 Problem Resolved

Psychology
DEPARTMENT

SIGNATURE OF THE FACULTY

Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 28/10/17

Complaint By /Class Pinal up U.S.J

Complaint Wi-Fi connectivity

Action Taken(Date) Not taken yet

Toussin

DEPARTMENT

Alia

SIGNATURE OF THE FACULTY

SS

Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

..... August 20th 2016

Complaint By /Class

..... Isem Joly, HIT

Complaint

..... Regarding shortage of
Projectors & benches.

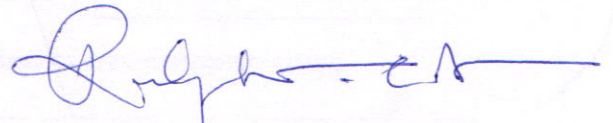
Action Taken(Date)


..... Raised a requisition to
Management on 22nd
August 2016

DEPARTMENT

Journalism.

SIGNATURE OF THE FACULTY


(RADHIKA)


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE

ECO - Mr. Geisha K

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

2/8/2016

Complaint By /Class

V Sem B.A. HEP.

Complaint

Switch boards are not working

Action Taken(Date)

4/8/2016

DEPARTMENT of

Economics.

Geisha K.
SIGNATURE OF THE FACULTY

Head Of Department
Dept. of Economics
Surana College South End Road
Bangalore - 560 004

ES
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

29-8-2016

Complaint By /Class

II year BBA / Priyanshu Agarwal

Complaint

Shuttle Feathers course not available in the month we have taken on 2-9-2016

Action Taken(Date)

2-9-2016

Sports

DEPARTMENT

[Handwritten Signature]

SIGNATURE OF THE FACULTY

BB

Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

23/8/2016

Complaint By /Class

I Sem BBM students

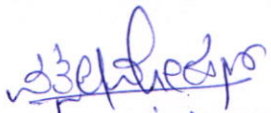
Complaint

Students requested ~~the~~ reference class in the library.

Action Taken(Date)

By requesting the librarian, accommodated (23-8-16) this at the library.

Kannada
DEPARTMENT


SIGNATURE OF THE FACULTY

38
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 05-1-17

Complaint By /Class IV B.C.A (A sec)

Complaint > With regard to
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> switch board.

Action Taken(Date) Informed to Rajamma & got it repaired

Computer Science
DEPARTMENT

Mithit
SIGNATURE OF THE FACULTY

BB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

.....21-09-2016.....

Complaint By /Class

.....

Complaint

.....Lost my I.D card.....

Action Taken(Date)

.....26-9-2016.....

- Directed to lodge police complaint;
- New Id card was given.

DEPARTMENT

English

SIGNATURE OF THE FACULTY

Shobha
22/9

SB

Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

..... 30/09/16

Complaint By /Class

..... IV Sem R.A

Complaint

..... Notice Board to display activities

Action Taken(Date)

..... 08/10/16

History
DEPARTMENT

SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

8/7/16.

Complaint By /Class

V Sem B.Com A & B.

Complaint

To change the soft skill
French subject to
Culture and diversity as the
students are finding it difficult to
cope up with the subject.

Action Taken(Date)

HOD held meeting with Principal
and decided to change the soft
skill subject.

DEPARTMENT

COMMERCE

SIGNATURE OF THE FACULTY

Mun

BB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

29-06-2016

Complaint By /Class

IIIrd sem BA-HEP

Complaint

Books in Kannada not available

Action Taken(Date)


solved (10-08-2016)

DEPARTMENT

Political Science

SIGNATURE OF THE FACULTY

RA


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

1-9-16

Complaint By /Class

1st year B.A HEP

Complaint

Issue related ID cards for
late admission

Action Taken(Date)

19-9-16 ID card issued
to late admission

DEPARTMENT

Political Science

SIGNATURE OF THE FACULTY

R.A.S.

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

.....2.08.2016.....

Complaint By /Class

.....III sem BCA.....

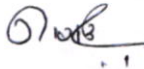
Complaint


.....Shortage of Benches.....

Action Taken(Date)

.....Problem solved. (8.08.2016).....

Sanskrit
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

15/01/2017

Complaint By /Class

BSc students


Complaint


Not availability of
Physics TB. (Reservaraju)

Action Taken(Date)

Books ordered on
23/01/2017

Library
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

.....28/8/16.....

Complaint By /Class

.....III. B.A.....

Complaint

.....classroom no. 104, there were
fan is not working.....

Action Taken(Date)

.....on 28/8/16, informed to Electrician
and repaired on same day.....

Hindi
DEPARTMENT

[Signature]
SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) ..03-08-2016.....

Complaint By /Class ..CBBT - all the three years.....

Complaint ..Shortage of Books in Librasy.....

Action Taken(Date) ..Informed Librarian to purchase the books on 08/08/2016.....

DEPARTMENT - CHEMISTRY

Usha Pk
SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

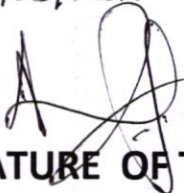
Complaint Received on (Date) 01/08/2016


Complaint By /Class CBBT (II & III year)

Complaint Shortage of Classrooms

Action Taken(Date) Accordingly classrooms were
accommodated in the Lab.
10/08/2016

DEPARTMENT of BOTANY

 10/8/16
SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 12/1/16


Complaint By /Class I Year BSc PMes

Complaint un-availability of new syllabus books for CBCS.

Action Taken(Date) Informed to Librarian to purchase new books. 18/1/16

DEPARTMENT of Physics


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

4/1/2017

Complaint By /Class

II year and I year (PMCs) BSc Students

Complaint


Non-availability of new edition Books
for Reference (CBCS)

Action Taken(Date)

List of Books given to Librarian
for purchase and purchased
new books on 8/1/17.

DEPARTMENT Mathematics

Veenu
SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date) 03/10/16

Complaint By /Class I Sem (C.E.B.T.)

Complaint CLASSROOM
[Placement Room]

Action Taken(Date) 2/1/17

Allotment of classroom for I sem students
in Electronics Lab

DEPARTMENT

Bio technology

Saytasneem NG
SIGNATURE OF THE FACULTY

SB
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

26th September 2016

Complaint By /Class

III Sem BBA 'B'

Complaint


Projector issues

Action Taken(Date)

29th September 2016

Management
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2016-17)

Complaint Received on (Date)

..... 1st September 2016

Complaint By /Class

..... Sem BBA 'B'

Complaint

..... Shortage of white board markers
and Dusters

Action Taken(Date)

..... 7th September 2016

Management
DEPARTMENT

Y. S. Narayana
SIGNATURE OF THE FACULTY

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

Surana College

The Grievance Redressal Committee

The Grievance Redressal Committee, Surana College redresses genuine complaints, issues and difficulties of the Stakeholders (Students & Parents) at individual as well as College level. The major focus of this committee is to provide and maintain the healthy, evenhanded educational environment in the institute. Students are Encouraged to use the Suggestion/ Feedback Methods to express constructive suggestions and grievances. They can approach the members of the committee or any of the faculty as is comfortable to them.

During Orientation programmes, Mentoring and the Class Meetings students are made aware that making complaint or giving feedback is a very powerful right hence they must use it in a responsible manner at the same time institute assures the stakeholders that once the complaints made proper action will be taken in the same regard with sensitivity and confidentiality.

All the complaints are scrutinized on four levels.

1) **Department Level-** These grievances are attended by the Mentor/ Class Teacher under the guidance of Head of the Department. During Mentoring and Parent teacher meetings the concern Faculty interacts with the stakeholders individually to understand and resolve the issue.

2) **Institute Level-** These grievances are attended by the Head of the Institute (Principal) and Head of the Departments. The complaints pertaining to various college forums, clubs, associations, programmes are put forth in front of the authorities.

4) **Examination related** Grievances are directed to Bangalore University by the Examination Committee.

3) Grievances which need special attention are presented in front of Management along with Principal and HODs. On the Basis of the gravity of the grievances, committee resolves the matter by consulting the management.

Objectives:-

1) To support, those students who have been unable to enjoy the services offered by the Institute, for which he/she entitled.

2) To make the faculties and officials of the institute responsive, accountable and courteous in dealing with stakeholders.

3) To ensure the impartial, justifiable and effective solutions to the students' grievances.

Functions:-

- 1) Redressal of grievances to solve students' academic and administrative problems
- 2) To Co-ordinate between students and Departments.
- 3) To guide ways and means to the students to redress their problem.

Procedure:-

- 1) Student can present their grievances during mentoring Sessions
- 2) Student/Parents can approach their class teachers/ Mentors apart from the mentoring sessions
- 3) Student can drop a Complaint in the drop box.
- 4) Committee analyzes and enquires the grievances as per the nature of the complaint with strictly confidential and unbiased process.
- 5) Matters are disclosed to those, who have legitimate role in resolving it.
- 6) The final report based on grievances is submitted to the Head of the Institute and further course of action will be intimated to the student after the discussion.
- 7) The grievance committee assures that the complaint has been properly solved in the stipulated time limit assigned to the committee.

Student Grievance Redressal Committee Members

1. Principal (Head of the Institution)
2. Head of the Department
3. Class Teacher/ Mentor
4. Administration staff representative

PS
Principal
SURANA COLLEGE
SOUTH END
BANGALORE

Student Orientation - 2017-18.



SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2017-18)

NO.

Complaint Received on (Date) 10/8/17

Complaint By /Class BA - JOPY's

Complaint Lab coats for Practical
Psychology classes.

Action Taken(Date) Initiation has been taken.

Psychology
DEPARTMENT

SIGNATURE OF THE FACULTY

Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2017-18)


Complaint Received on (Date) 27/10/2017


Complaint By /Class Final yr H.T.I & End yr

Complaint Non availability of book

Action Taken(Date) will indent

Tourism
DEPARTMENT


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4

SURANA COLLEGE, #16, SOUTH END ROAD, BENGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2017-18)

Complaint Received on (Date)

12-08-2017

Complaint By /Class

Vth sem B.A-HEP

Complaint

NO projector installed in the
classroom

Action Taken(Date)

under process

DEPARTMENT

Political science

SIGNATURE OF THE FACULTY

[Handwritten Signature]

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALURU-4



STUDENT GRIEVANCE REDRESSAL CELL (2017-18)

Complaint Received on (Date) July 2017

Complaint By /Class I-BCOM/I-BBA/I-B.A

Complaint The Teaching quality of a Lecturer

Action Taken(Date) Management Tried to give time to both student and teachers. But finally after receiving the same feedbacks from students, asked the faculty to resign. on. 23rd of Nov. 2017.

DEPARTMENT

English.

SIGNATURE OF THE FACULTY

medhi
26/11/17.

SS
Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4



STUDENT GRIEVANCE REDRESSAL CELL (2017-18)

Complaint Received on (Date)

..... 28/7/17

Complaint By /Class

..... TV B.COM


Complaint


..... Projectors Not working due
to cable problem

Action Taken(Date)

..... It was informed to the
respective person & necessary
action was taken on 8/8/17

DEPARTMENT COMMERCE


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4



STUDENT GRIEVANCE REDRESSAL CELL (2017-18)

Complaint Received on (Date) 23/9/17

Complaint By /Class I B.COM

Complaint


Weekly off not required.
as the students have to stay for
longer hours.

Action Taken(Date)

It was informed that students
can utilize the weekly off
for writing assignment. (23/9/17)

DEPARTMENT COMMERCE


SIGNATURE OF THE FACULTY


Principal
SURANA COLLEGE
SOUTH END ROAD
BANGALURU-4