



GOVINDA DASA COLLEGE

(Managed by HINDU VIDYADAYINEE SANGHA (R.), Surathkal)

Add : P.B.No.1, Surathkal - 575 014
Mangaluru, Karnataka.

Phone : 0824 - 2407287 (Fax & Office)

Principal: Prof. Krishnamoorthy.P, M.A., M.Phil.

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Website: www.govindadasacollege.edu.in

Grievance Policy

Vision

The objective of the Grievance cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute

Mission

- Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship.
- Encouraging the student to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion/Complaint Box is installed in front of the Administrative block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the college.
- Advising all the students to refrain from including students against other students, teachers and college administration.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

GRIEVANCES REDRESSAL COMMITTEE: A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The Grievance Redressal Committee consists of the following members:


PRINCIPAL
GOVINDA DASA COLLEGE
SURATHKAL, D.K.

Members

Sl. No.	Members
1	Principal
2	Vice Principal & SWO
3	IQAC Coordinator
4	All Department Heads
5	Student Secretaries of all Programmes

Functions of the Committee

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To analyze the merits of grievances and conduct formal hearings and investigation as the case maybe to protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

Procedure for filing the formal complaint/grievance

1. Any stakeholder may lodge complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.


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