



C.S.I., K.N.D., B.M.H.E.C.'s

C.S.I. COLLEGE OF COMMERCE, DHARWAD

ESTD. 1973

DHARWAD - 580 001, KARNATAKA

Phone : (O) 0836 - 2747029,

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Dr. (Smt.) K. D. DHAWALE

PRINCIPAL

M.A., M.Phil, Ph.D.

SYNDICATE MEMBER,

ACADEMIC COUNCIL MEMBER,

KARNATAK UNIVERSITY, DHARWAD

Ref. No. :

Date :

Grievance Redressal Policy

The College has a functional Grievance Redressal Cell which looks into the complaints lodged by students and redresses them at the earliest. Any grievance be it academic or non- academic can either be dropped in the suggestion box placed near the office or told to the members of the cell directly. The College aims at redressing the grievances of the students within stipulated time.

Objectives:

The Grievance Redressal Cell has been set up to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level.

Structure of the Grievance Redressal Committee:

The composition of the Grievance Redressal Committee is in accordance to the UGC (Grievance Redressal) Regulations, 2018

Sl. No	Name	Designation
1.	Dr. Kamala Dhawale	Chairperson
2.	Dr. S. V. Hegadal	Convenor
3.	Smt. Manasa C.T	Co-convenor
4.	Smt. Rita Ekbote	Member





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Grievance Redressal Committee – Process:

- Grievance Redressal Committee shall consider individual grievances of specific nature of students.
- The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one student.
- After the receipt of the complaint the committee is at the liberty to decide on the merit of case regarding scope of further discussion or inquiry and act accordingly.
- Grievance Redressal Committee shall redress grievances within a reasonable time.
- If need be, the Grievance Redressal Committee will give a report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Scope :

Students are at liberty to lodge grievance about any academic and non-academic matters related to -

- Timely issue of Transfer Certificates, Conduct Certificates/ Character Certificates or other examination and scholarship related matters.
- Issues related to bus pass.
- Matters pertaining to the library- extra books for home issue, extension of timings, issue of no dues certificate and payments for loss of books.
- Grievances about conditions of sanitation, drinking water or such related matters.
- Grievances related to Sports – gym timings.





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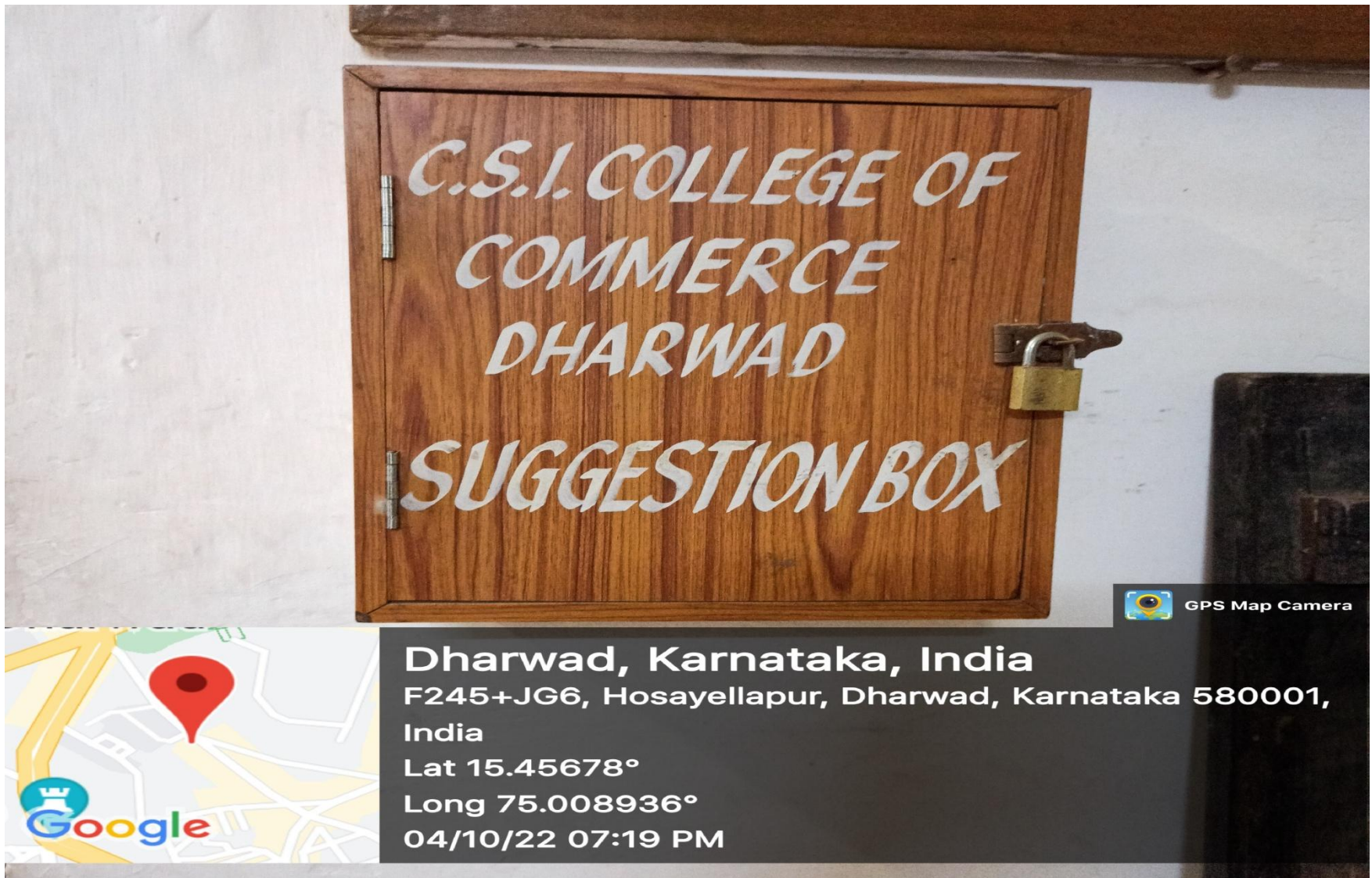
Procedure for lodging complaint :

- Students can lodge their grievance directly to the members of the Grievance Redressal Committee
- Students may drop the writing (can be anonymous if required) in the grievance/suggestion box placed at strategic places.
- The Grievance Redressal Committee will act upon those cases which have been forwarded along with the necessary documents.

The policy is communicated to the students, faculty, staff and all stakeholders through posters and through institutional website.



K. D. Dhawale
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SUGGESTION BOX