

Grievance Reddressal Committee (Salaha)

Strategic Operating Procedure (SOP)

Introduction:

GRC stands for **Grievance Reddressal Committee** an institution -based organization with a mission to make the college a better place for students, staff and faculty. The **Grievance Reddressal Committee** is a statutorily constituted body which aims at the overall development of the college by resolving the grievances / complaints received and implementing suggestions given by students / staff / faculty for creating a healthy atmosphere in the campus. The **Grievance Reddressal Committee** is comprising of Principal as Chairperson, a Convener, one faculty member from each department and a student representative. It is a very active organization constituted based on UGC guidelines, working in the college to resolve the grievances and to implement suggestions received on timely basis approach.

Grievance Reddressal Committee, Sapthagiri College of Engineering, Bangalore

Name – The name of this association shall be “SALAHA”

Aim

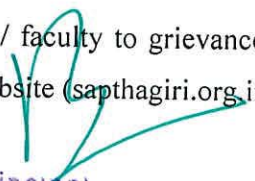
This committee is formed for the benefit of students, staff and faculty members of Sapthagiri College of Engineering (SCE), Bangalore to address their grievances, implement suggestions etc.

Operating Procedure

Create and implement a mechanism to handle the reported grievances/suggestions.

→ Install Grievance / suggestion boxes at important places in the college campus accessible to students/ staff / faculties.

→ Enrolling all the students / staff / faculty to grievance cell so that they can report their grievances online through college website (sapthagiri.org.in)


Principal
Sapthagiri College of Engineering
Chikkasandra, Hesaraghatta Road
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- Grievance / Suggestion boxes are opened at the closing hours of III Saturday of every month or whenever if it is required.
- Accept written grievances from students, staff and faculty.
- Accept grievances / suggestions reported to proctors by their proctees.
- Check the grievance portal regularly and note down the grievances.
- The name and identity of the person who reported Grievance shall be kept confidential.
- The Grievance committee meeting to be conducted twice in a year or as and when it is required based on the grievances or suggestions received.
- All received complaints / suggestions are analyzed, compiled in the meeting and forwarded to concerned departments for necessary action.
- Forward the findings to the Management if necessary for further action.
- The compiled grievances details and its resolution reports to be sent AICTE regularly.
- Monitor the resolutions / suggestions implemented on timely basis and discuss the same in the subsequent committee meetings for further improvement.


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