

## **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 form 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)

- 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.