

GARDEN CITY COLLEGE OF SCIENCE AND MANAGEMENT STUDIES
Bangalore - 49

GUIDELINES FOR GRIEVANCE REDRESSAL COMMITTEE

(As per notification of the UGC Act, 1956 (3 of 1956))

1. Objective:

To provide a mechanism to students of the college to air out their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

2. Definition:

“Aggrieved student” means a student who has any complaint in the matters concerned with the grievances defined under these guidelines , and includes a person seeking admission to the college.

“Grievances”: Grievances include the following complaints of the aggrieved students, namely:

- i) making admission contrary to merit determined in accordance with the declared admission policy of the college;
- ii) irregularity in the admission process adopted by the institute;
- iii) refusing admission in accordance with the declared admission policy of the college;
- iv) non publication of prospectus
- v) publishing any information in the prospectus, which is false or misleading, and not based on facts;
- vi) withhold or refuse to return any document in the form of certificates of degree or any other award or other document deposited with it by a person for the purpose of seeking admission in the college, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the college.
- viii) breach of the policy for reservation in admission as may be applicable
- ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- x) non payment or delay in payment of scholarships to any student that the college is committed
- xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- xii) non provision of student amenities as may have been promised or required to be provided by the college;
- xiii) denial of quality education as promised at the time of admission or required to be provided;

- xiv) non transparent or unfair evaluation practices;
- xv) harassment and victimisation of students, including sexual harassment;

3. Grievance Redressal Committee:

The Grievance Redressal Committee shall be constituted at the college with Principal, senior faculty and a student representative. Any aggrieved student may make an application to the Registrar at the Grievance Redressal Cell seeking redressal of grievance. The Grievance Redressal Cell shall receive the complaint and the Committee shall fix a date for hearing the complaint and communicate its decision within ten days of receipt of complaint. The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible, and not later than a month of receipt of the grievance. On the conclusion of proceedings, the Committee shall pass such order, as may be deemed fit to redress the grievance and provide relief as may be desirable to the affected party at issue. In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

**Principal
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