



## Grievance Redressal

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### Introduction

The Grievance Redressal Cell exists to swiftly resolve concerns of students and other stakeholders, fostering a positive learning environment where everyone feels supported and heard. This strengthens the bond between students and the institution by ensuring their needs are met and fostering a smooth academic experience.

The objective is to rapidly hear and handle student grievances. Students can voice their concerns about matters pertaining to both academic and non-academic issues on campus, by completing the Grievance Redressal Form, which can be found in our college website. Our institution is dedicated to addressing these complaints in a timely manner, guaranteeing that students' issues about academics and non-academics are addressed.

### Objectives

*To provide opportunities for Redressal of certain grievances of the students pertaining to both academic and non-academic matters on campus.*

### Composition of the Students Grievance Redressal Committees (SGRC):

A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).

- i. According to the UGC (Grievance Redressal) Regulation 2023, the composition of the Students' Grievance Redressal Committee (SGRC) shall be formed as follows –
  - a. A Professor – Chairperson
  - b. Four Professor/Senior Faculty Member of the Institution as Members.
  - c. A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.



- ii. At least one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- iii. The term of the chairperson and member shall be for a period of two years.
- iv. The term of the special invitee shall be one year.
- v. The quorum for the meeting including the Chairperson but excluding the special invitee shall be three.
- vi. In considering the grievances before it, the SGRC shall follow the principles of natural justice.
- vii. The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- viii. Any student aggrieved by the decision of SGRC may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

#### **Grievance Redressal Committee of NSB, Bangalore:**

<b>Name</b>	<b>Role</b>
1.	Chairman
2.	Member (Sr. Faculty)
3.	Member (Women Faculty)
4.	Member (SC/ST/OBC Category Faculty)
5.	Member (Faculty)
6.	Student Representative



## Mechanism of GRC

- i. To accept the genuine grievances from the students and suggest remedial measures to solve in the stipulated period of time.
- ii. The Grievance Redressal committee of the Institution shall monitor status and progress of Grievance Redressal and shall furnish report on Grievance Redressal position to the Principal.
- iii. The committee ensures effective solution to the faculty / students' grievances with an impartial and fair approach.
- iv. It also encourages the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- v. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.

## Procedure for lodging complaints

The aggrieved student can fill the Students Grievance Form which is available in the institution's website(<https://www.nsb.edu.in/compliances.php>). The image of "Student Grievance Redressal Form" is provided as under:

**Student Grievance Form**

Enter Name

Enter Registration No

Enter Mobile No

Enter Email

Program & Year

MBA - First Year  MBA - Second Year

Type of Grievance

Choose...

Details of your Grievance

**Submit**

The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.