



# BISHOP HEBER COLLEGE (Autonomous)

Affiliated to Bharathidasan University  
Nationally Reaccredited with 'A' Grade by NAAC with a CGPA of 3.58 on 4 point scale  
Recognised by UGC as 'College of Excellence'  
Tiruchirappalli-620 017, Tamilnadu, India

## GRIEVANCE REDRESSAL POLICY

A Centralized confidential Students' Grievance Redressal Committee has been constituted to redress the grievances and complaints of the students of Bishop Heber College. This policy has been framed in line with the provisions of the "University Grants commission Grievance Redressal Regulations, 2012" of India (hereinafter referred to as the "the Act"). The Students' Grievance Redressal Committee attempts to address the day issues of concern relating to academics, infrastructure and routine activities inside the college campus.

### OBJECTIVES

- ❖ To provide a support system for the students to address the academic related issues.
- ❖ To initiate proactive measures to solve the issues of students concern.
- ❖ To analyse the grievances of students and to take corrective action with appropriate authorities for Redressal
- ❖ To get suggestions regularly from the students for improvement.

### DEFINITION

TERM	DEFINITION
<b>Aggrieved student</b>	A Student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
<b>Grievance</b>	Means, and includes, complaint(s) made by an aggrieved student in respect of the following: i. Admission contrary



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	<ul style="list-style-type: none"><li>ii. Irregularity in the process of the institution;</li><li>iii. Refusal to admit in accordance with the declared admission policy of the institution;</li><li>iv. Non- publication of prospectus by the institution</li><li>v. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;</li><li>vi. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study</li><li>vii. Demand of money on excess of that specified to be charged in the declared</li><li>viii. Violation,</li><li>ix. Non -payment or delay in payment of scholarships</li><li>x. Delay by the institution in the conduct of examinations</li><li>xi. Failure by the institution to provide student amenities as set out in the prospectus</li><li>xii. Non-transparent or unfair practices adopted by the institution for the evaluation of students;</li><li>xiii. Complaints of alleged discrimination of students form the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;</li><li>xiv. Denial of quality education as promised at the time of admission or required to be provided; and</li></ul>
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	xv. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
<b>Institution</b>	Bishop Heber College, Trichy
<b>College</b>	Bishop Heber College, Trichy
<b>Grievant</b>	Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.
<b>Days</b>	Day's means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

## SCOPE

The Committee deals with Grievances received in writing from the students about any of the following matters:

TYPES OF GRIEVANCE	SPECIFICATION
<b>Academic related issues</b>	Assessments; Evaluation, Admissions. Examinations, Library facilities, Issuance of certificates, Add-on courses, Research related issues, Declaration of results etc.
<b>Extension &amp; Extra Curricular</b>	Alumni registration, Award of non-academic credits, Physical Education, cultural activities at both institutions and outside etc.



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<b>Amenities &amp; Maintenance</b>	Hostel facilities-Allocation of rooms, Standard of meal, Wi-Fi internet connectivity, Utility-stores, Computer facilities, drinking water, Sanitation & hygiene, Maintenance, Medical facilities, play grounds, gymnasium etc.
<b>Placement &amp; Internships</b>	On-campus or off-campus interviews, soft skills training. Internships, etc.
<b>General Administration</b>	Collection of fees-on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, etc.
<b>Other related issues</b>	Safety & Security, Discipline, Misbehaviours, Emergency Services, etc.

## FUNCTIONS OF GRIEVANCE REDRESSAL COMMITTEE

- ❖ The Grievance Redressal Committee looks into the grievances and complaints regarding infrastructure, college and canteen facilities, hostel and mess facilities etc. lodged by the students.
- ❖ Students may approach the committee in person or in case the students are unwilling to appear in self, grievances may be dropped in writing



  
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at the suggestion box kept by the Grievance Redressal Cell at vital points at the college campus.

- ❖ The Grievance Redressal Committee examines the suggestion box once in 15 days and ensures that the grievances are redressed and solved in a stipulated time.
- ❖ All grievances referred to the Grievance Redressal committee and Principal shall be entered in a register to be maintained by the Secretary of Grievance Redressal Committee.
- ❖ The Committee prepares the statistical report about the number of grievances received, attended and redressed and the number of pending cases will be reported to the Principal every month.

## PROCEDURE OF REDRESSAL OF STUDENTS' GRIEVANCES

- ❖ The Students are encouraged to express their grievances by dropping their grievances or suggestions in the Suggestions Boxes which is kept in various places of the college campus.
- ❖ The Suggestion Boxes are checked once in 15 days
- ❖ If any grievance was found, the same is recorded in the register and addressed.
- ❖ The Students' Grievance Redressal Committee will enquire the grievances and recommend the final course of action to be initiated at the institutional level for the Redressal of the same.
- ❖ Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.



  
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## COMPOSITION OF STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

- ❖ The Principal is the Chairperson of the Grievance Redressal Committee
- ❖ The committee at Bishop Heber College may constitute members from teaching section and non-teaching section.



  
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