

STUDENT GRIEVANCE REDRESSAL POLICY

PURPOSE

The purpose of this document is to provide a framework for resolving the various grievances of students. It aims to provide a variety of effective and efficient procedures and methods to address these grievances.

The mechanism for Grievance Redressal is different for different types of cases. For instance, if a student has a medical issue, the matter will be referred to a specialist for treatment. If a student has a non-medical issue, the matter will be referred to an Appellate Authority.

DEFINITION

“Personal Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- i. The Institution reserves the right to reject any document or award that a student submits for admission or scholarship unless it is in the form of a certificate or degree or diploma or any other document that shows that he or she is committed to pursuing any course or program of study.
- ii. The Institution may also refuse admission to a student if it has received a demand for money beyond the stipulated amount.
- iii. Non-payment of scholarship or delay in payment of financial aid may also be considered as an admission condition.
- iv. If the Institution has to delay the declaration of results or the conduct of examinations beyond the schedule prescribed by the UGC, this condition may be considered an admission condition.
- v. The Institution may also ask for an extension of the deadline if it cannot provide student amenities as per the prospectus.
- vi. Grievances may also be made in connection with the evaluation of answer scripts.
- vii. The Institution may also deny admission to a student who withdraws within the time indicated in the prospectus. or delay in the refund of fees.
- viii. Complaints of discrimination against students from various backward classes, women, minorities, and persons with disabilities may be made to the Institution.

- ix. Quality education that is not provided or promised at the time of admission is denied. Also, harassment or discrimination is committed against students.

SCOPE

The Policy is being implemented by Seicom Degree College, Tirupathi in its various divisions and is aimed at providing a uniform framework for dealing with the various issues faced by students (by the provisions contained in the University Grants Commission (UGC) (Redress of Grievances of Students) Regulations, 2019)

Specific grievances relating to gender discrimination and sexual harassment are not covered under the provisions of the Anti-Ragging Regulation and will be dealt with by the Committee/s of the Institution.

The Regulation has been evolved to ensure that the grievances of students are considered and acted upon in a uniform manner.

Regulation for Grievance Redressal

Student Grievances may be personal or in common and may relate to Academic Issues, Staff-Related Issues, or Organizational Issues.

Academic Mentoring: Seicom Degree College, Tirupathi campus has a unique structure that enables students to pursue interdisciplinary studies. Its goal is to provide a conducive environment that encourages blended learning and academic excellence.

Although all students can benefit from having a mentor, faculty members may need to support and guide the students in dispersing this service. It is important that programs have a long-term approach and are focused on developing positive relationships.

Mentoring Program Policies

Students are assigned to a faculty member from their own discipline. The same faculty member will be their mentor for their entire tenure at the Institution.

The mentor faculty member will also follow up with the student on their progress in the following areas: academic performance, co-curricular activities, and career guidance.

The mentor can maintain a record of all the mentees' achievements and academic progress. This can be done through a variety of sections such as the student's academic progress summary.

The student's detailed academic performance is analysed to provide details of areas where the student can excel and where he or she may need support.

Activities and co-curricular activities are also recorded based on the information provided by the mentees. The mentor can also request certificates for achievements.

The mentor may also give an overall evaluation based on the progress of the student in terms of their academic and skill development.

The student mentoring program shall be used to facilitate the selection of 'Best Outgoing Student' (For UG and PG programs)

2.) Authorities for Redressal of Personal Grievances of Students Enrolled:

The Institution has the following authorities that are responsible for handling student complaints:

Institution Student Grievance Redressal Committee

Two Senior Teachers are needed to be considered for this position.

Head of the Department. (convener)

The Class Teacher/ Coordinator

The Institution representative/staff member will be responsible for dealing with the Grievances relating to the Institution. This person will also be expected to coordinate with the other staff members and administrators regarding the various aspects of the Institution.

One senior faculty member is acquainted with the Grievance Redressal Mechanism nominated by the Principal.

The Institution committee meets as and when needed. It has a Principal who shall cast a vote in case of any discrepancy.

A Student Council member of the Class as a non-member Special Invitee.

The Student Grievance Cell will look into the grievance and will make its recommendation regarding the same to the student.

If any student has a Grievance against any faculty or staff member, the student may bring it to the attention of the Cell. The committee will deal with the issue in strict confidence.

The Convenor and the Principal shall ensure that no student is subjected to any discrimination or punishment for pursuing their personal grievance.

3) Grievances relating to Continuous Internal Assessments (CIA's) and other assessments Related Matters.

- i. All the faculty members are bound by the Open-door policy to address the various academic issues faced by the students.
- ii. Any grievance regarding the evaluation of the student should be first addressed by the faculty member responsible for the program or area where the student is enrolled.
- iii. The Evaluation Review Committee (ERC) can also address any faculty-related issues during the evaluation process.
- iv. All unresolved grievances can be referred to Grievance Cell for resolution at the level of the University.

4. Appeal to Ombudsperson:

The Ombudsperson shall only hear appeals from the aggrieved student once all other remedies have been provided under this Regulation.


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Any enrolled student or non-student who is dissatisfied with the decision of the Central Staff Salaries and Remuneration Commission or the University Grants Regulatory Authority may appeal against the decision within 15 days of the receipt of the decision.

While an issue of malpractices in the conduct or evaluation of a test may be referred to the Ombudsperson, no appeal or application to revalue or re-totalling of test answer sheets is entertained unless specific irregularity is indicated.

The Ombudsperson may also be assisted by a person, as amicus curiae, to resolve the issues raised by the student.

4 Procedure for Redressal of Grievances by Ombudspersons and Student Grievance Redressal Committees:

The Institution shall also furnish all the relevant information in its website and its prospectus in respect of the student grievance redressal committee and the Ombudsperson.

The Institution shall have an online portal where aggrieved students may submit their grievances.

The student grievance redressal committee shall receive the complaints within 15 days from the date of submission.

An aggrieved student may appear in person at the Institution to present his/her case.

The institution should extend its co-operation with the Ombudsperson in addressing the grievances.

The Ombudsperson may, after giving due opportunity to both the parties, pass an order that may be deemed fit to provide relief to the student.

The institution and the student shall receive copies of the order under the Ombudsperson's signature.

The institution shall comply with the Ombudsperson's recommendations. The Ombudsperson may also report any failure on the part of the institution to follow the recommendations.

The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.


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Annexure 2: Application and resolution form for the Grievance redressal.

Name of the Student		
Student Registration No.		
Section / Campus		
Course code / Name		
CIA (select the appropriate CIA)	II [max marks 50] / III [max marks 60]	
Marks	Expected. _____ Awarded _____.	
To be filled by the student: Details of the discrepancy/issue.		Signature of the student & Date
To be filled by the faculty member: Reasons why change in marks as claimed by the student not acceptable		Name, Signature of the faculty & Date
To be filled by the AREA CHAIR/ HOD: Review of the case and the resolution proposed.		Signature of AREA CHAIR/HOG & Date
To be filled by ERC member(s): Review in case of escalation and resolution proposed.		Signature of respective ERC member(s) & Date
Student's comments with signature & Date	Accepted / Not accepted	Signature of the student & Date

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