



BMS COLLEGE FOR WOMEN, BENGALURU-04

Handbook on
Grievance Cell



Prepared by

GRIEVANCE CELL

BMS COLLEGE FOR WOMEN, BENGALURU-04

Grievance Cell

Grievance Cell of BMSCW is constituted to redress the grievances of students and staff. The grievance cell, has been existing since 1990. The cell is established to keep the healthy relationship among the Students, Staff, Parents and the Management. The committee meets once in a month for the purpose of redressal of grievances of the students.

Objectives:

- Grievance Cell of BMSCW is constituted to deal with the grievances of students and staff.
- The cell is established to keep the healthy relationship among the Students, Staffs, Parents and Management.
- The committee meets once in a month for the purpose of redress of grievances of the students.

Functions

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure:

- A complaint box is provided in the ground floor, near the entrance so that it is accessible to students, staff and parents.
- One more complaint box is placed in the first floor.
- All the grievances will be registered in a book by the committee and the problems will be discussed and resolved immediately by the Principal and

the committee. If needed a meeting with the complainer will be arranged to discuss and redress the problem.

- There is a provision for students to discuss /write her problem directly with her mentor. In turn the mentor would bring to the notice of the grievance cell and the Principal to resolve the problems.
- Also College arranges meetings with student union members with Principal and Management directly to discuss their problems and seek the remedies.

Procedure for lodging complaint:

- College arranges meetings with student union members with Principal and Management directly to discuss their problems and seek the remedies
Students can meet principal directly and inform her about the grievances.
- Students can talk to the Student welfare officer,
- Students can talk to the class representatives,
- Students can talk to the class teacher about their problems
- Also there is a counsellor in the college whom students can approach and take help all the grievances will be registered in a book by the committee and the problems will be discussed and resolved immediately by the Principal and the committee. If needed a meeting with the complainer will be arranged to discuss and redress the problem.

STANDARD OPERATING PROCEDURE:

The grievant is free to represent his/her grievance to the Institute Grievance Redressal Cell after the hearing or investigation the Grievance redressal Committee shall use its best efforts to work out the issues involved with the parties named in the grievance application- pass an order indicating the reasons for such order as may be deemed fit.

The Committee Members:

Members	Department	Designation
Dr. Nanda.N	Principal	Rector
Dr. Sujatha.D	H.O.D, Mathematics	Convenor
Aruna Akula	Computer Science	Member
Vijaya Chandra Rao	BBA	Member
Dr.Chaya Dubay	Sociology	Member
Anil Kumar R	Library	Member
Shagithya	III B.sc PMCs	Students Member
Harshitha D H	II B.Com A	Students Member
Nandhitha R	I BA	Students Member

