

ST. XAVIER'S COLLEGE, MAPUSA – GOA

GRIEVANCE REDRESSAL MECHANISMS FOR STUDENTS

(UGC Grievance Redressal Regulations 2012)

As regards the grievances of students the grievances defined in UGC Regulations under clause 2(f) of the Gazette Notification No.14-4/2012 (CPP-II) dated December 2012 shall be included.

GRIEVANCE REDRESSAL MECHANISMS FOR STUDENTS:

1. Student Feedback

Student feedback is obtained through a google form that is made available at the end of the semester. The students give their suggestions and grievances. The System Administrator consolidates the feedback and communicates it to the Administrator and Principal and the concerned Committee for further action. The Action Taken Report is submitted for perusal of the aggrieved.

2. Grievance Redressal Portal

There is a Grievance Redressal Portal on the College website for students. The grievance entered on the portal will be sent as email to the Secretary of the Grievance Redressal Committee, which in turn will be discussed with the Chairperson/Principal of the College and the Grievance Redressal Committee and the College Administrator, and appropriate action is taken based on the gravity and merit of the grievances.

3. Direct Approach

a) An aggrieved student shall first present his/her grievance in writing to the concerned Teacher/Mentor/ HoD/ Convenor of the Student Welfare Committee. The Teacher/HoD/Convenor is required to get back to the student within one week of the presentation of grievance, to inform the student of the progress. The concerned teacher/HoD/Convenor if required, forwards the written grievances which requires the attention of the Grievance Redressal Committee, within a week. The Grievance Redressal Committee will communicate the action taken to the student within 30 days of receipt of the grievance. A register is to be maintained for the purpose.

4. Complaint Register

A complaint register is maintained at the college office for students to register complaints regarding the maintenance of facilities in the campus. The staff in charge of maintenance of facilities/ Infrastructure Committee checks the register regularly and discusses remedial actions to be taken with the College Administrator. The action taken is recorded in the register.

GRIEVANCE REDRESSAL MECHANISM FOR STAFF:

- There should be a sincere effort from the part of the members of staff to find solutions for the problems.
- Grievances, if any, may be presented before the officials – Administrator of the College/ Principal/ Concerned Head.
- All matters requiring the intervention of higher authorities should be presented in person and in writing.
- The grievance committee shall be formed as and when required. The composition of the grievance committee will be decided by the Administrator of the College and Principal according to the nature of the grievances being considered. The committee objectively and with due respect to the institutional and academic goals, looks into the grievances and takes appropriate action to remedy the situation. The Committee will communicate the action taken to the aggrieved within 30 days.