



Estd. 1971

MYSORE DIOCESAN EDUCATIONAL SOCIETY

St. Joseph's College of Education
Jayalakshmipuram, Mysuru

Accredited by NAAC/Affiliated to University of Mysore/Approved by NCTE

TRANSPARENT MECHANISM IN THE INSTITUTION

GUIDELINES FOR GRIEVANCE MECHANISM

STUDENTS GRIEVANCE REDRESSAL CELL

The St. Joseph's College of Education, Mysuru, has constituted a Students Grievance Cell. It will look into the complaints lodged by any student and judge its need. The Grievance Redressal Cell is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the Coordinator in consultation with his/her Method teacher and may send the complaint by e-mail or offline. In case the student is unwilling to appear in the cell, grievance may be dropped in writing in the suggestion box provided.

Objectives:

The objectives of the students Grievance Redressal Cell are:

1. To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere for the Josephite Students.
2. To render redressal of student's grievances.
3. To coordinate between students and department to redress the grievances
4. To support the students who have been deprived of the services to which he/she is entitled.
5. To ensure an effective solution to the student grievances with an impartial and fair approach.
6. To make teaching and supporting staff responsive, accountable courteous in dealing with the students.

GRIEVANCE REDRESSAL POLICY

The students are the main stakeholders and component of the institutional framework of a college. All educational institutions imparting education with a motto to provide transparency for all student activities at different stages have a yeoman duty to hear student grievance at par. Taking this spirit into consideration, the College has decided to provide a mechanism to students for redressal of their grievances.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES

Any aggrieved student may submit an application seeking redressal of grievance through an email or offline. College shall refer the complaint to the Student Grievance Redressal Committee along with its comments within 7 days of receipt of complaint.


- The cell fixes a date for hearing the complaint which shall be communicated to the Principal and the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case (in special circumstances only).

Regarding the campus life, St. Josephs' has a '**zero tolerance**' policy for ragging activities. Anti-ragging Committee and Disciplinary Action Committee (DAC), with Student Council In-charge (students) as Convener, play an important role here. Senior students of B.Ed help us in keeping the campus free of ragging activities. Gender related issues are handled by a separate committee called the Equal Opportunity Cell.

The academic processes of the institute run under the supervision of multiple committees, namely, Academic Committee, IQAC Committee, Admission Committee, ICT Committee, etc., which are governed by the faculty and student representative. Issues pertaining to academics are being resolved by the Academic Committee in consultation with staff in charge of Student Council. The institute has a full-time Student Counselor who counsels students and advises them appropriately.

The institute has a non-political elected Student Council (Student Body Government), which acts as an interface between the student community and the faculty for all academic matters. Most of the suggestions regarding academic issues (course registration, timetable, academic calendar) by students are brought to this Committee.

For each course, the faculty announces the grading policy in the beginning of the semester. The grading policy details the various components of the course and the weightage attached to each component (e.g. in-semester exam, end-semester exam, tutorial, assignments, and presentations). If a student has any complaints on tutorial or assignments then he/she talks to the respective faculty and resolves the issues. If the complaint is related to in-semesters or end-semester examinations then the matter is Principal, who then in consultation with Examination In charge instructs the faculty to take needful action (e.g. make-up test, re-examination, re-checking) on the matter as appropriate.


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