



HENRY BAKER COLLEGE MELUKAVU

(Affiliated to Mahatma Gandhi University, Kottayam, Kerala, India)

Melukavumattom P.O, Kottayam, Kerala, India PIN. 686652, Ph: 04822-219014

Email: hbcprincipal@gmail.com

Website: www.henrybakercollege.edu.in

29-07-2019

Sub: **Circular on College/Department Grievance Redressal Committees**

It is to inform the students that in compliance with UGC (Grievance Redressal) Regulations, 2018, any student who wants to resolve a grievance (other than grades of internal assessment) including ragging and sexual harassment may complain to the teacher in charge/mentor (class warden) and the teacher shall take decision within 2 days of receipt of grievance. If the student is not satisfied about the decision taken by the teacher/mentor, she/he may complain to the College Grievance Redressal Committee (CGRC) and the CGRC shall take decision within 3 days. If the student still has not been satisfied about the decision of the CGRC, an appeal against the decision of the CGRC may be given to the Head of the Institution (the Principal). The Principal shall take the decision within 2 days of receipt of grievance.

A student who has grievance relating to grades of internal assessment may submit the subject matter in writing before faculty in charge of the Departmental Grievance Redressal Committee (DGRC) comprising of the teacher who has provided the course (whose grade is the subject matter of allegation) and a senior teacher of the same department as member and the Head of the Department as Chairman. The DGRC shall take decision within 2 days of receipt.

Grievances can be filed online and offline. Online grievances can be submitted to college authorities through the website of the college. In the offline mode, students can download and fill in the prescribed form from the college website or can draft a grievance according to the context. A student can submit the grievance directly to the faculty concerned or put the written grievance in the Grievance Redressal Boxes (GRBs) placed inside the campus. GRBs will be open for collection every Saturday.

It is to also inform you that HBC's Grievance Redressal System is a three tier structure viz. redressal through CGRC, HBC's Head of the Institution as Appellate Authority and the affiliating university: Mahatma Gandhi University, Kottayam as the Apex Authority in settling all kinds of grievances.




Principal

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30-07-2018

Sub: **Circular on College/Department Grievance Redressal Committees**

It is to inform the students that:

- (1) A student having a grievance (other than any grievance relating to internal assessment) including any activity relating to or which tantamount to ragging and sexual harassment may make a complaint before the class wardens concerned and the class wardens shall take decision within two working days and if the student concerned is not satisfied about the proceedings of the class warden, then the student can make a complaint before the College Grievance Redressal Committee and it shall take decision within 3 working days. However, an appeal shall lie before the principal and the principal shall take decision within 2 days. However, the student can prefer an appeal before the Mahatma Gandhi University, Kottayam against the decision of the principal.
- (2) A student who has grievance relating to grades of internal assessment may submit a written complaint before faculty in charge of the Departmental Grievance Redressal Committee (DGRC) and it shall take decision within 2 days
- (3) A student can submit the grievance directly to the faculty concerned or put the written grievance in the Grievance Redressal Boxes (GRBs) placed on the campus. GRBs will be open for collection every Saturday.



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Email: hbcprincipal@gmail.com

Website: www.henrybakercollege.edu.in

24-07-2017

Sub: **Circular on College/Department Grievance Redressal System**

It is to inform our students that:

- (1) A student having grievance (other than any grievance relating to grades of internal assessment) including ragging and sexual harassment may complain to the teacher in charge/class warden/mentor concerned and the teacher shall take decision within 2 days of receipt of grievance. If the student is not satisfied about the decision taken by the faculty, she/he may complain to the College Grievance Redressal Committee (CGRC) and the CGRC shall take decision within 3 days. If the student still has not been satisfied about the decision of the CGRC, an appeal against the decision of the CGRC may be given to the Head of the Institution (the Principal). The Principal shall take the decision within 2 days of receipt of grievance.
- (2) A student who has grievance relating to grades of internal assessment may submit the same in writing before faculty in charge of the Departmental Grievance Redressal Committee.
- (3) A student can submit the grievance directly to the faculty concerned or put the written grievance in the Grievance Redressal Boxes (GRBs) placed on the campus. GRBs will be open for collection every Saturday.



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Principal

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Email: hbcprincipal@gmail.com

Website: www.henrybakercollege.edu.in

27-06-2016

Sub: **Circular on College/Department Grievance Redressal System**

It is to inform our students that:

- (1) A student having grievance (other than any grievance relating to grades of internal assessment) including ragging and sexual harassment may complain to the teacher in charge/class warden/mentor concerned and the teacher shall take decision within 2 days of receipt of grievance. If the student is not satisfied about the decision taken by the faculty, the student concerned may complain to the College Grievance Redressal Committee (CGRC) and the CGRC shall take decision within 3 days. If the student still has not been satisfied about the decision of the CGRC, an appeal against the decision of the CGRC shall lie before the Principal. The Principal shall take the decision within 2 days of receipt of grievance.
- (2) A student who has grievance relating to grades of internal assessment may submit the same in writing before faculty in charge of the Departmental Grievance Redressal Committee.
- (3) A student can submit the grievance directly to the faculty concerned or put the written grievance in the Grievance Redressal Boxes (GRBs) placed on the campus. GRBs will be open for collection every Saturday.

Principal



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15-07-2015

Sub: **Circular on College/Department Grievance Redressal System**

It is to inform the students that:

- (1) A student having grievance (other than any grievance relating to grades of internal assessment) including ragging and sexual harassment may complain to the teacher in charge/class warden/mentor concerned and the teacher shall take decision within 2 days of receipt of grievance. However, the students can also make a complaint before the College Grievance Redressal Committee (CGRC) against the decision of the faculty concerned and the Committee shall take decision within 3 days. If the student still has not been satisfied about the decision of the Committee, an appeal shall lie before the Principal and the Principal shall take the decision within 2 days.
- (2) A student who has grievance relating to grades of internal assessment may submit the same in writing before faculty in charge of the Departmental Grievance Redressal Committee.
- (3) A student can submit the grievance directly to the faculty concerned or put the written grievance in the Grievance Redressal/Complaint Boxes placed on the campus and these boxes will be open for collection every Saturday.



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Principal

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