



Sri Taralabalu Jagadguru Education Society(R) Sirigere

☎: (08192) 264512

MAKANUR MALLESHAPPA COLLEGE OF EDUCATION

(Aided College Permanently Affiliated to Davangere University and Recognised by NCTE

NAAC by Accredited with "B" Grade CGPA 2.76)

Anubhavamantapa, Davangere-577 004 Karnataka

Student Grievance Cell

The institution is committed to providing a safe and congenial learning atmosphere for the students. The Grievance Cell facilitates the resolution of grievances in a fair and unbiased manner, maintaining necessary confidentiality as the case may be. Any student with a genuine grievance can submit his/her grievance in writing or fill up the online grievance submission form available in the college website.

Objectives of the Grievance Cell

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students
- To promote cordial and harmonious relationships between the different stakeholders
- To encourage students to express their concerns freely and openly without the fear of being victimized
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality

In accordance with the provisions of UCG, a Student Grievance Cell is constituted at the commencement of every academic year. The Student Grievance Cell probes into student grievances and tries to resolve the issues in a time bound and confidential manner. It aims to redress grievances at individual and class level and also grievances of common interest.

A complaint box has been set up outside the college office where students can deposit their complaint or grievance letters offline. The Cell Convener checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible.

Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Cell Convener periodically checks if any grievances are submitted.

As soon as grievances are received through online or offline channels, a meeting of the Cell is convened, grievances discussed and remedial actions taken in a time bound manner.

A Student Grievance Redressal Cell (SGRC) is a mandatory requirement for NAAC accreditation, focusing on transparency, timely complaint resolution, and maintaining records for Criterion 5 (Student Support and Progression) Specifically under key indicator

5.1(student support).For exam related grievances, it can also cross-reference Criterion 2 (Teaching- Learning and Evaluatin)

Functions and Objectives

- **Fair Resolution:** Addresses academic, administrative, and infrastructure concerns.
- **Confidentiality:** Protects student identity through secure submission channels.
- **Time-Bound Action:** Resolves complaints within a stipulated period, typically 15 to 30 days

NAME	DESIGNATION	POSITION	CONTACT
Dr.KT.NAGARAJ NAIK	PRINCIPAL	CHAIRMAN	9449649684
Smt.KAVYA G S	Lecturer	CONVENER	7975738538
KALLESHWARA P	Lecturer	MEMBER	9902757392
HARSHITA M	Trainee 2 nd year	MEMBER	8277001144
NITYASHREE	Trainee 1 st year	MEMBER	8792448606
S J DHARMARAJ	Trainee 1 st year	MEMBER	9019573026

Submission Mechanisms

- **Offline Boxes:** Physical or suggestion boxes placed near administrative blocks or common areas.
- **Online Portals:** Dedicated digital forms or official email IDs managed by the cell coordinator.
- **Tiered Escalation:** Moves from members to convener (Tier I) to chairman(Tier II)

A box is placed near girls waiting to post their personal grievances.

Another box placed in campus premises

Submit your Grievances -send email to mmceedn@gmail.com

Letter template for a student raising a grievance

[date]

[name of the student],

I am writing to raise a formal grievance.

I have a [problem with / complaint about] [give details].

[Optional] I have evidence in the form of [give details].

Please let me know when I can meet you to talk about my grievance.

Yours sincerely,