

## **STUDENT GRIEVANCE CELL**

As per the AICTE regulations and Bangalore University directives Students Grievance Redressal cell is constituted by BGS Institute of Hotel Management for the redressal of the problems reported by the students with the following objectives. The student grievance redressal committee is constituted at every beginning of the academic year.

- Upholding the dignity of the Institution by ensuring strife free atmosphere in the Institute through promoting cordial student-student relationship and student teacher relationship etc.
- To support those students who have been deprived of the services for which he/she is entitled.
- To make teaching and supporting staff responsive, accountable, courteous in dealing with the students
- To ensure effective solution to the student grievances with an impartial and fair approach
- Encouraging the students to express their grievance/problems freely and frankly without any fear of being victimized
- Advising the students to respect the right of dignity of one another and show restraint and patience whenever any occasion arises.
- To ensure effective solution to the students' grievances with an impartial and fair approach.

Students can approach the cell to voice their grievance regarding academic and non-academic matters. The cell redresses the grievance at individual and class level and grievances of common interest. Students can use the suggestion box placed on the campus to express constructive suggestions and grievances. Suggestion boxes are provided in every floor including hostel and library. Also, an online grievance redressal mechanism has been implemented which is available in BGS IHM portal. Students can login to our college website and can submit their grievance. Regular coordinator meetings will be convened to discuss the issues if any. The complaints received are scrutinized by the committee/Principal.

## **Plan of Action**

- Formation of Grievance/welfare committee
- Preparation of standard formats
- Identification of student welfare officer.
- Provision to drop the written request/complaints.
- Students to meet the student welfare officer at Grievance redressal cell.
- Displaying/uploading of Govt. circulars / notices / information with regard to the various benefits.
- Scholarships for needy students.

## **Implementation**

### **Feedback Mechanism**

- Online feedback mechanism.
- Suggestion box
- Direct submission to the student welfare officer
  - The cell enquires/reviews and analyses the nature and pattern of the grievance in a strict confidential manner.
  - Then the cell will act upon those cases and try to resolve them, within a stipulated time.

## **Structure of the Committee**

<b>#</b>	<b>Role</b>	<b>Designation</b>
1	Chairperson	Principal
2	Convener	Senior Faculty of Associate Professor level or above
3	Members	Faculty from Various Departments
	Frequency of the meeting	Once in a year & whenever required

## **Student Grievance Redressal Committee for the Academic Year 2024-25**

<b>#</b>	<b>Name</b>	<b>Designation</b>	<b>Phone Number</b>
1	Mr. Eabin Mathew	Principal / Chairman	9591987319
2	Mr. Rajesh Kumar	Professor & HOD/Convener	9845113400
3	Mr. Praveen F A	Asst. Professor/Member	9986099331
4	Ms. Srabanti Chakraborty	Asst. Professor/ Member	9163072656
5	Ms. Drishya Prabhakar K C	Asst. Professor / Member	7259181339
6	Mr. Manjunatha K N#	Office Superintendent	8884588468
7	Ms. Shabna Shirin P	Student BHM 2 <sup>nd</sup> Year	8129118748
8	Mr. Krishna Pradeep	Student BHM 1 <sup>st</sup> Year	7306991534