

5.1.3 The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as

BLDEA's J.S.S College of Education in Vijayapura, Karnataka, has established a Grievance Redressal Cell to address and resolve issues faced by students, faculty, and staff. This initiative underscores the institution's commitment to maintaining a harmonious and supportive educational environment. A well-structured grievance redressal mechanism is essential for maintaining a positive and inclusive educational environment. Our institution has established clear guidelines to ensure that grievances raised by students, faculty, and staff are addressed promptly and effectively.

Purpose and Objectives:

The primary aim of the Grievance Redressal Cell is to provide a platform for individuals to voice concerns and seek timely resolutions. The cell focuses on:

- Addressing grievances related to academic and administrative matters.
- Ensuring fair treatment and justice for all stakeholders.
- Promoting transparency and accountability within the institution.

Structure and Functioning:

The Grievance Redressal Cell operates under a structured framework:

- **Composition:** The cell comprises senior faculty members and administrative staff, ensuring diverse representation.
- **Procedure:** Grievances can be submitted in writing or orally. The cell reviews each case, conducts necessary investigations, and provides resolutions within a stipulated timeframe.
- **Confidentiality:** All complaints are handled with utmost confidentiality to protect the identities and interests of the complainants.

Contact Information:

For lodging grievances or seeking assistance, individuals can contact the Grievance Redressal Cell through the following channels: Offline and online

- Email: bldeajssbed@gmail.com
- Phone: +91 - 9449362595

These contact details are provided on the college's official website.

Additional Support Systems:

In addition to the Grievance Redressal Cell, the college has established other support systems to ensure the well-being of its community:

- **Anti-Ragging Cell:** Dedicated to preventing ragging and ensuring a safe environment for new students.

- Anti-Sexual Harassment Cell: Focused on addressing and preventing sexual harassment within the campus.
- Women Empowerment Cell: Aims to empower female students through various programs and initiatives.

These cells collectively contribute to creating a respectful and supportive atmosphere at BLDEA's JSS College of Education.

Conclusion

The institution's grievance redressal mechanism is designed to be efficient, accessible, and transparent. With clear guidelines, an active committee, regular awareness programmes, and a streamlined grievance submission system, the institution ensures that students' concerns are promptly addressed, contributing to a harmonious academic atmosphere.

Obtained Score=1

Excepted Score=4

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| 1. Institution has guidelines regarding redressal mechanism approved by appropriate statutory/regulatory bodies | View |
| 2. Details of members of grievance redressal committees are available on the institutional website. | View View |
| 3. Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students | View |
| 4. Provision for students to submit grievances online/offline | View |
| 5. Grievance redressal committee meets on a regular basis | View View View View |
| 6. Students' grievances are addressed within 7 days of receiving the complaint | View |

| *Give details for the applicable options in the Data Template; Documentary support to this Metric to be hosted on the institutional website and appropriate links to be provided | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Institution has guidelines regarding redressal mechanism approved by appropriate statutory/regulatory bodies | Provide link to the document: https://bldejss.ac.in/ |
| 2. Details of members of grievance redressal committees are available on the institutional website | Dr.B.Y. Khasnis, ©Dr.M.S.Hiremath, Dr. M.B. Kori, Dr. J.S. Pattanshetti, Dr. B. S. Hiremath, Shri.S.S.Patil, Shri.P.D.Multani, Dr. S.B. Segunishi |
| 3. Awareness programmes are conducted to communicate the guide lines for redressal of student grievances to teachers and students | Provide link to report of the programmes: https://bldejss.ac.in/grievance-cell.php |
| 4. Provision for student to submit grievances online/offline | 1.No.of grievance submitted online:25 (5years) 2.No.of grievances submitted offline:4 (last year) 3. Link to the portal for online submission of grievances: https://bldejss.ac.in/grievance-cell.php |

100

E-1749

விஜயபுரம் கல்வியியல் ஆய்வு மற்றும் ஆராய்ச்சி மையம், விஜயபுரம் கல்வியியல் ஆய்வு மற்றும் ஆராய்ச்சி மையம், விஜயபுரம் கல்வியியல் ஆய்வு மற்றும் ஆராய்ச்சி மையம்

Injanayagi Shri Siddeshwar Swamiji College of Education, P.G. Studies
Education and Research Centre, S.S. High School Campus, VIJAYAPUR.

SR6101 Reccredited by NAAC up B Grade (CGPA: 2.81)

Permanence Address: Co-Rector Channarayana University, Bangalore. Recognized by NCTE, New Delhi.
Phone: 08 352 213260 Fax: 08 352 223324 email: vijayashree@gmail.com www.vijayapur.ac.in

(Co-Ordinator: M. A. Kishore M. Sc., M.A. M.Ed. Ph.D. P.T. Prasad)

VIJAYAPUR SR6101
College of Education

I. Guideline for Grievance Redressal

Grievance Department has to be manned by dedicated resources to address the grievances from time to time as per the instructions of the NHIA. The District authorities shall act as a fronting for the redressal of Beneficiaries' / Providers' other Stakeholder's grievances.

The District authorities shall also attempt to solve the grievance at their end. The grievances so recorded shall be numbered consecutively and the Beneficiaries' / Providers shall be provided with the number assigned to the grievance.

The District authorities shall provide the Beneficiaries / Provider with details of the follow-up action taken as regards the grievance as and when the Beneficiaries require it to do so.

The District authorities shall also record the information in pre-agreed format of any complaint / grievance received by oral, written or any other form of communication.

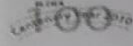
Under the Grievance Redressal Mechanism of PMBSSM, following set of District Grievance Redressal Committees have been set up to attend to the grievances of various stakeholders at different levels: District Grievance Redressal Committee (DGRC). The District Grievance Redressal Committee (DGRC) will be constituted by the State Health Agency (SHA) in each district within 15 days of signing of MoU with the Insurance Company.

The District Magistrate or an officer of the rank of Addl. District Magistrate, who shall be the Chairperson of the DGRC. The CMCO / MOO / DHO or equivalent rank officer shall be the Convener of the DGRC. Representatives from the district level offices of the Departments of Rural Development. The District Coordinator of the

Principal,
J.S.S. College of Education
VIJAYAPUR.

IQAC Co-ordinator
BLDEA's JSS College of Education
Vijayanur

Principal,
J.S.S. College of Education
VIJAYAPUR.



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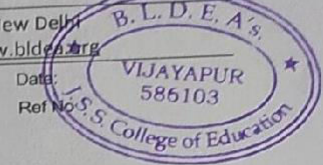
ಜ್ಞಾನಯೋಗಿ ಶ್ರೀ ಸಿದ್ಧೇಶ್ವರ ಸ್ವಾಮಿಗಳ ತಿರ್ಥೋದ್ಘಾಟನಾ ಕಾಲೇಜು, ಸ್ವಾಮೀಶ್ವರ ತಿರ್ಥೋದ್ಘಾಟನಾ ಕಾಲೇಜು
ಸಂಶೋಧನಾ ಕೇಂದ್ರ, ಎಸ್.ಎಸ್.ಹೈ.ಸ್ಕೂಲ್ ಕ್ಯಾಂಪಸ್, ವಿಜಯಪುರ-586 101

Jnyanayogi Shri Siddeshwar Swamiji, College of Education, P.G. Studies in
Education and Research Centre, S.S.High School Campus, VIJAYAPUR- 586101

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Phone: 08352-223290(o) Fax: 08352-223324 email: bldejssbedcb@gmail.com www.bldejss.ac.in

Dr (Smt) B. Y. Khasnis M.Sc.M.A.M.Ed,M.Phil.Ph.D,PGDHE
PRINCIPAL




The objectives of grievance redressal guidelines can vary depending on the context, but some common objectives include:

- Fairness: Ensuring that grievances are addressed fairly and equitably
- Timeliness: Addressing grievances promptly and within prescribed time frames
- Accessibility: Making the grievance redressal process easy to access
- Satisfaction: Improving the satisfaction of the aggrieved party
- Efficiency: Improving the efficiency and productivity of the organization
- Tact: Dealing with complex situations tactfully to reduce feelings of oppression or dissatisfaction
- Encouragement: Encouraging people to express their grievances freely without fear of victimization


Principal,
J.S.S. College of Education
VIJAYAPUR.

Structure of Grievance Redressal Cell



Report on Grievance Redressal Cell Meeting 2023-24










Grievance Redressal Cell Meeting was conducted on 15-04-2024 for Med. Students meeting held under the Chairmanship of Dr.B.Y.Khasnis. All the faculty members attended the meeting.

students Grievances.







- 1) Potable water facility
- 2) Number of Fans
- 3) Trash box number need to be Increased
- 4) Podium Speaker not working properly
- 5) keeping classrooms clean


After listing to Grievances the Principal had discussion with the staff members & assured students that grievances will be resolved.

Name of Teaching Staff

| Sl No | Teacher's Name | Sign |
|-------|-----------------------------------|---------------------------------------------------------------------------------------|
| 1 | Dr.B.Y.Khasnis |  |
| 2 | Dr.M.S.Hiremath |  |
| 3 | Dr.M.B.Kori |  |
| 4 | Dr.J.S.Pattanshetti |  |
| 5 | Dr.B.S.Hiremath |  |
| ✓ 6 | Shri.S.S.Patil coordinator |  |
| 7 | Shri.A.S.Masali |  |
| 8 | Shri. P.D.Multani |  |
| 9 | Shri.S.P.Shegunsi |  |

Name of the Students


| | |
|------------------------|-------------------------------------------------------------------------------------|
| 1.Miss sana choudhari |  |
| 2.Pavan bavoan |  |
| 3.Rjshekar kambar |  |
| 4.Chandappa |  |
| 5.Tulajappa dasar |  |
| 7.praveen pasupatinath |  |



ಶ್ರೀ ಸಿದ್ಧೇಶ್ವರ ಸ್ವಾಮೀಜಿ ಕಲ್ಯಾಣ ವಿದ್ಯಾಪೀಠ, ಸ್ವಾಮೀಶ್ವರ ಕಲ್ಯಾಣ ಅಧ್ಯಯನ ಕೇಂದ್ರ
ವಿದ್ಯಾಪೀಠ ಕೀರ್ತ್ಯು, ಎಸ್.ಎಸ್.ಹೈ.ಸ್ಕೂಲ್ ಆವರಣ ವೀರಣವುರ್-586 101

Estd 1980


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 e (lmt) B.V.Channa M.Sc.M.A.M.Ed.M.Phil.Ph.D.PGDHE
 DIRECTOR


 Date: _____
 Ref No: _____

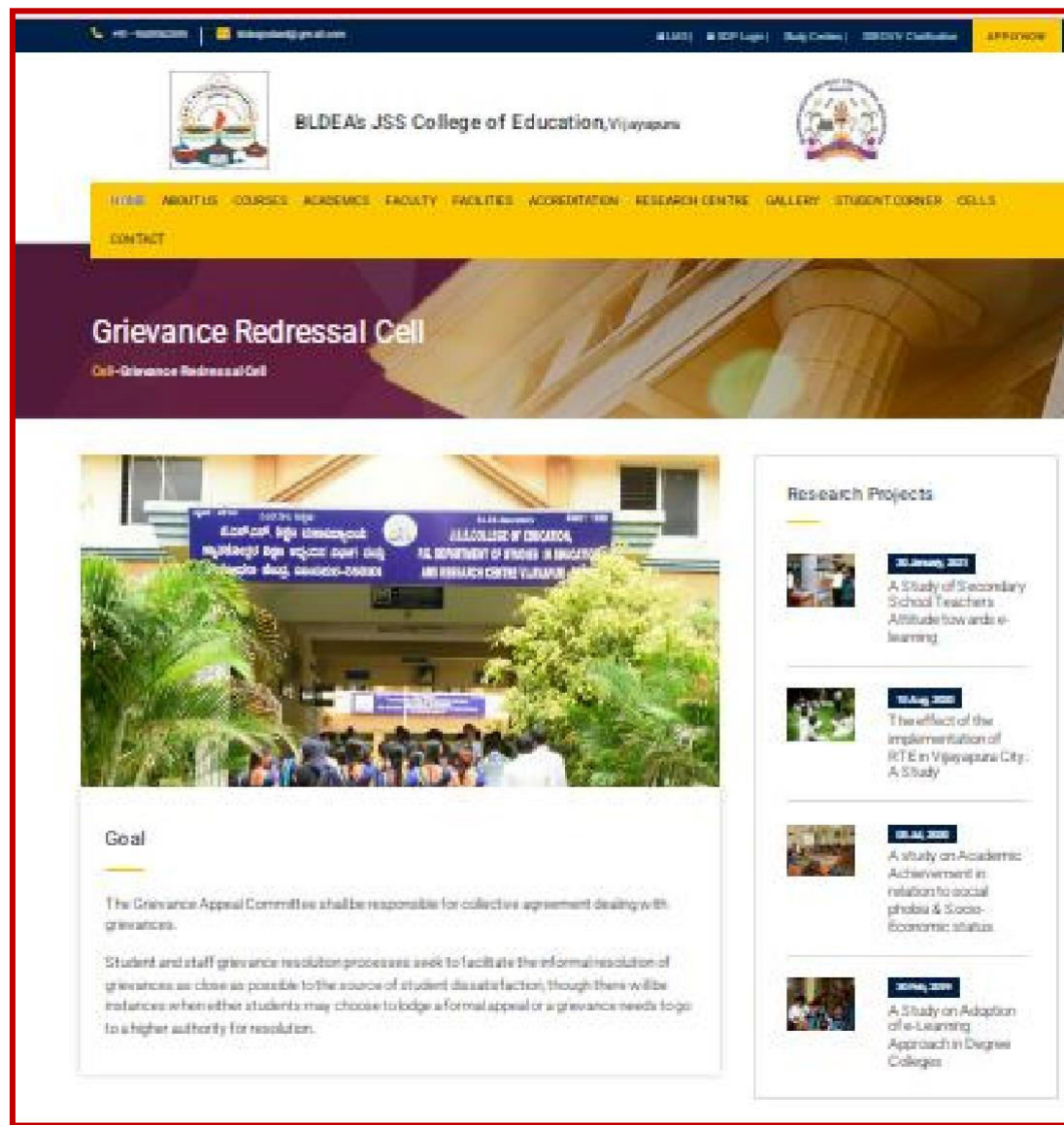


BLDEA's
J.S.S College of Education, Vijayapur
Objectives of Grievance redressal Cell



- To develop an organizational framework to resolve grievances of the students and other stakeholders.
- To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.

2. Details of members of grievance redressal committees are available on the institutional website



The screenshot displays the website of BLDEA's JSS College of Education, Vijayapura. The header includes the college's name and a navigation menu with links such as HOME, ABOUT US, COURSES, ACADEMICS, FACULTY, FACILITIES, ACCREDITATION, RESEARCH CENTRE, GALLERY, STUDENT CORNER, CELLS, and CONTACT. The main banner features the text "Grievance Redressal Cell" and "Cell - Grievance Redressal Cell". Below this, there is a large photograph of the college entrance with a banner that reads "BLDEA'S JSS COLLEGE OF EDUCATION, VIJAYAPURA" and "RESEARCH CENTRE". To the right of the photo, there is a section titled "Research Projects" listing four projects with their dates and titles:

- 25 January, 2021**: A Study of Secondary School Teachers' Attitude towards e-learning.
- 16 Aug, 2020**: The effect of the implementation of RTE in Vijayapura City: A Study.
- 05 Jul, 2019**: A study on Academic Achievement in relation to social phobia & Socio-Economic status.
- 20 May, 2019**: A Study on Adoption of e-Learning Approach in Degree Colleges.

Below the photograph, there is a section titled "Goal" with the following text:

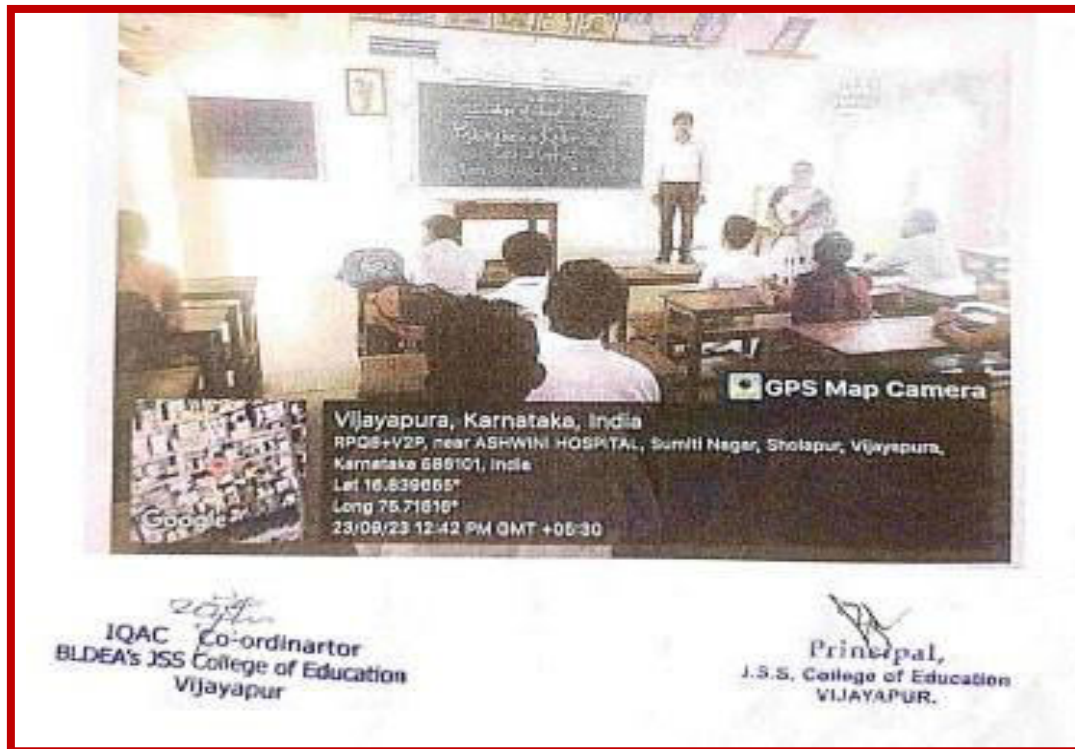
The Grievance Appeal Committee shall be responsible for collective agreement dealing with grievances.

Student and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs to go to a higher authority for resolution.

AsinDVV - <https://bldejss.ac.in/pdf/ssr/dvv/5.1.3B.pdf#page=11>

3. Awareness programmes are conducted to communicate the guidelines for redressal of student

grievance to teachers and students



AsinDVV-<https://bldejss.ac.in/pdf/ssr/dvv/5.1.3B.pdf#page=13>

Report on Grievance Redressal cell meeting 2023-24
 Grievance Redressal cell meeting was conducted on
 1-2024 for m.e.d. students. meeting held under
 chairmanship of Dr. B.Y. Kharbhis. members of
 Grievance Redressal cell Shri. S.S. Patil Shri. S.P. Shergun-
 der. Dr. B.S. Hiremath attended the meeting.
 Grievances: 1) Potable water Facility
 member of Facs 2) Trash box number need to be
 increased 3) Podium speaker not working properly
 After listening to Grievances the
 Principal had discussion with the staff member
 resolved the Grievances

Names of staff members

Dr. B.S. Hiremath

Shri. S.S. Patil

Shri. P.D. Multani

Dr. S.P. Shergunsi

Name of students

Sana. Choudhary

1. Ravon Bavoon

Rajashekhore Kambas

Chandappa.

Tulajappa Pasor

Vidhyadhar Addodagi

Paveen Pashupathimath

Mahalaxmi Nijajgi

Choudhary

Ravon

Kambas

Chandappa

Tulajappa

Vidhyadhar

Paveen

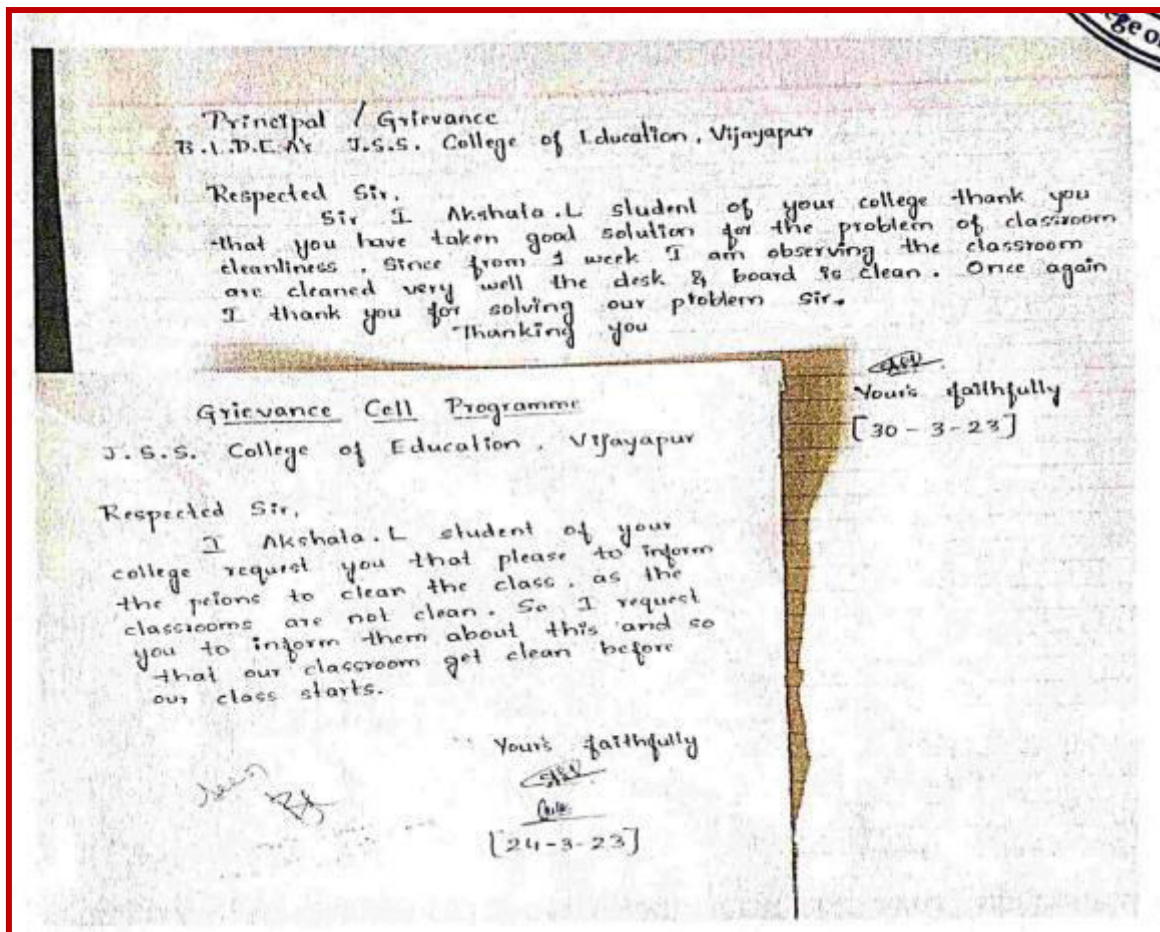
Mahalaxmi

5. Grievanceredressalcommitteemeetsonaregularbasis



AsinDVV-<https://bldejss.ac.in/pdf/ssr/dvv/5.1.3B.pdf#page=14>

6. Students' grievances are addressed within 7 days of receiving the complaint.



B.L.D.E.A's
J.S.S. College of Education, Vijayapur
Composition of Cells and Committees
Grievance Redrassal Cell 2019-20



| | | |
|---|-------------|---------------------|
| 1 | Chairman | Dr.M.S.Hiremath |
| 2 | Coordinator | Dr.A.V.Bamagond |
| 3 | Member | Dr.B.S.Hiremath |
| 4 | Member | Dr.J.S.Pattanshetli |
| 5 | Member | Shri.D.S.Patil |

Grievance Redrassal Cell 2020-2021

| | | |
|---|-------------|-----------------|
| 1 | Chairman | Dr.M.S.Hiremath |
| 2 | Coordinator | Dr.B.S.Hiremath |
| 3 | Member | Dr. M.B. Kori |
| 4 | Member | Dr.B.Y.Khasnis |
| 5 | Member | Shri.D.S.Patil |

Grievance Redrassal Cell 2021*2022


| | | |
|---|-------------|---------------------|
| 1 | Chairman | Dr.A.V.Bamagond |
| 2 | Coordinator | Dr.J.S.Pattanshetli |
| 3 | Member | Dr.B.S.Hiremath |
| 4 | Member | Dr.B.Y.Khasnis |
| 5 | Member | Shri.D.S.Patil |

Grievance Redrassal Cell 2022-2023

| | | |
|---|-------------|-----------------|
| 1 | Chairman | Dr.B.Y.Khasnis |
| 2 | Coordinator | Prof.S.S.Patil |
| 3 | Member | Dr.M.S.Hiremath |
| 4 | Member | Shri.A.S.Masli |
| 5 | Member | Shri.D.S.Patil |

Grievance Redrassal Cell 2023-2024

| | | |
|---|-------------|-----------------|
| 1 | Chairman | Dr.B.Y.Khasnis |
| 2 | Coordinator | Shri. S.S.Patil |
| 3 | Member | Dr.M.S.Hiremath |
| 4 | Member | Shri.A.S.Masali |


IQAC Co-ordinartor
BLDEA's JSS College of Education
Vijayapur


Principal,
J.S.S. College of Education
VIJAYAPUR.

4. Provision for students to submit grievances offline



Principal / Grievance
B.L.D.E.A. J.S.S. College of Education, Vijayapur

Respected Sir,
Student of your college thank you
that you have taken good solution for the problem of classroom
cleanliness. Since from 2 weeks I am observing the classroom
are always very well the desk is found to clean. Once again
I thank you for solving our problem Sir.

Grievance Cell Programme
J.S.S. College of Education - Vijayapur

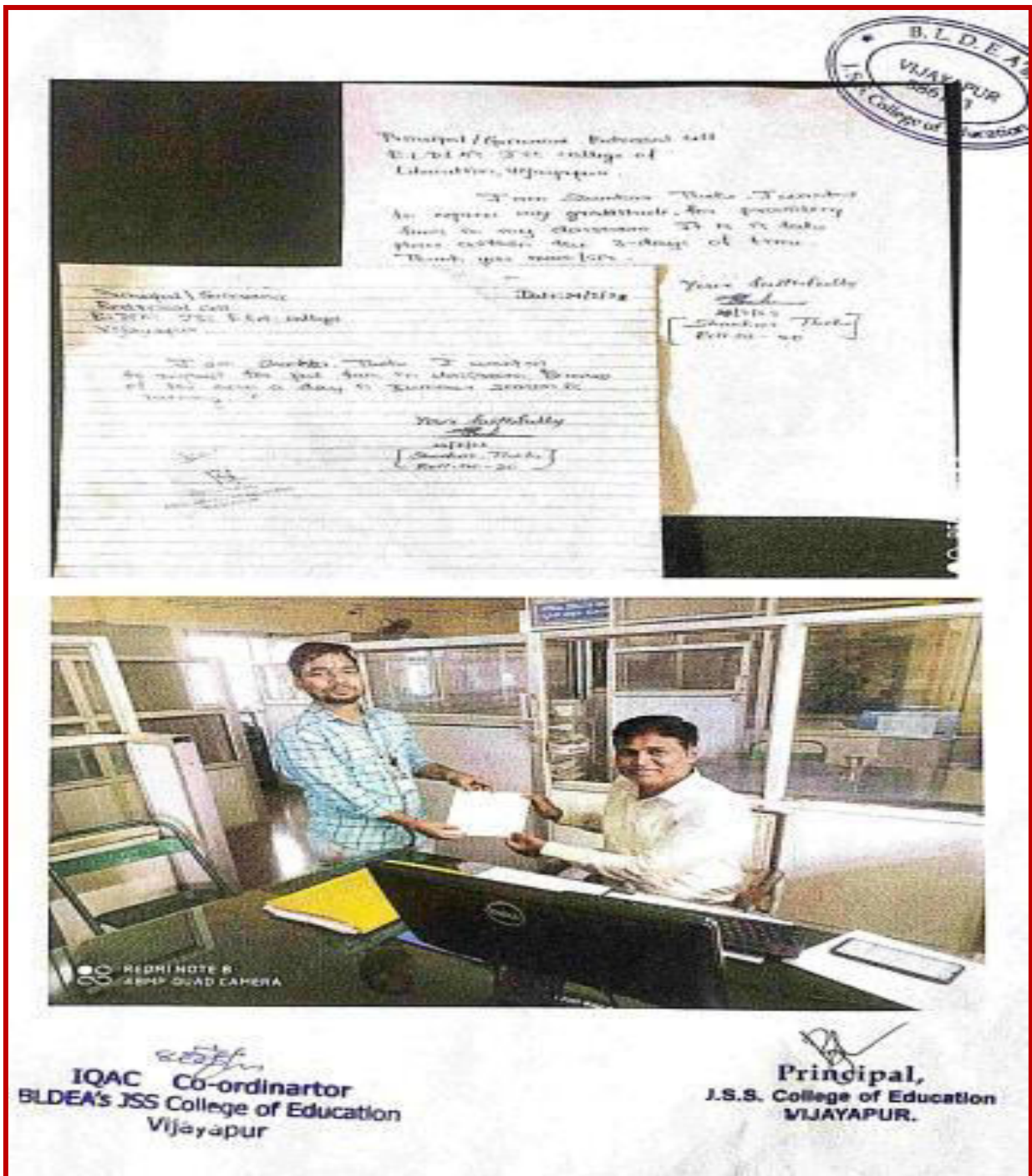
Respected Sir,
I, Akshata-L. Student of your
college request you that please to begin
the phone to clean the class. as the
classrooms are not clean. So I request
you to begin from about this and so
that our classroom get clean before
our class starts.

Yours faithfully
[20-8-23]

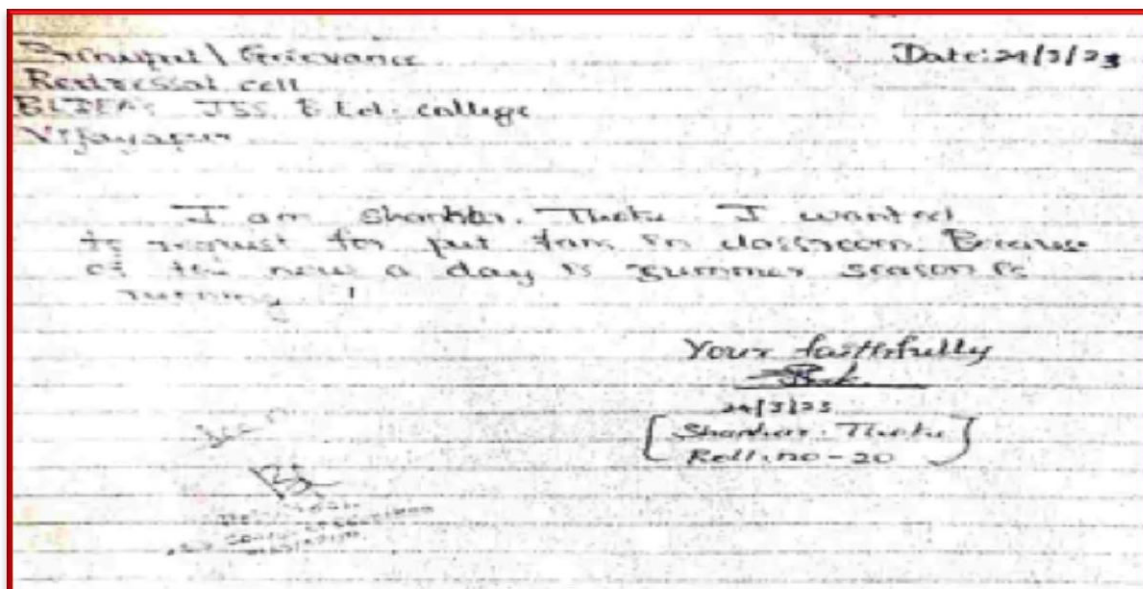
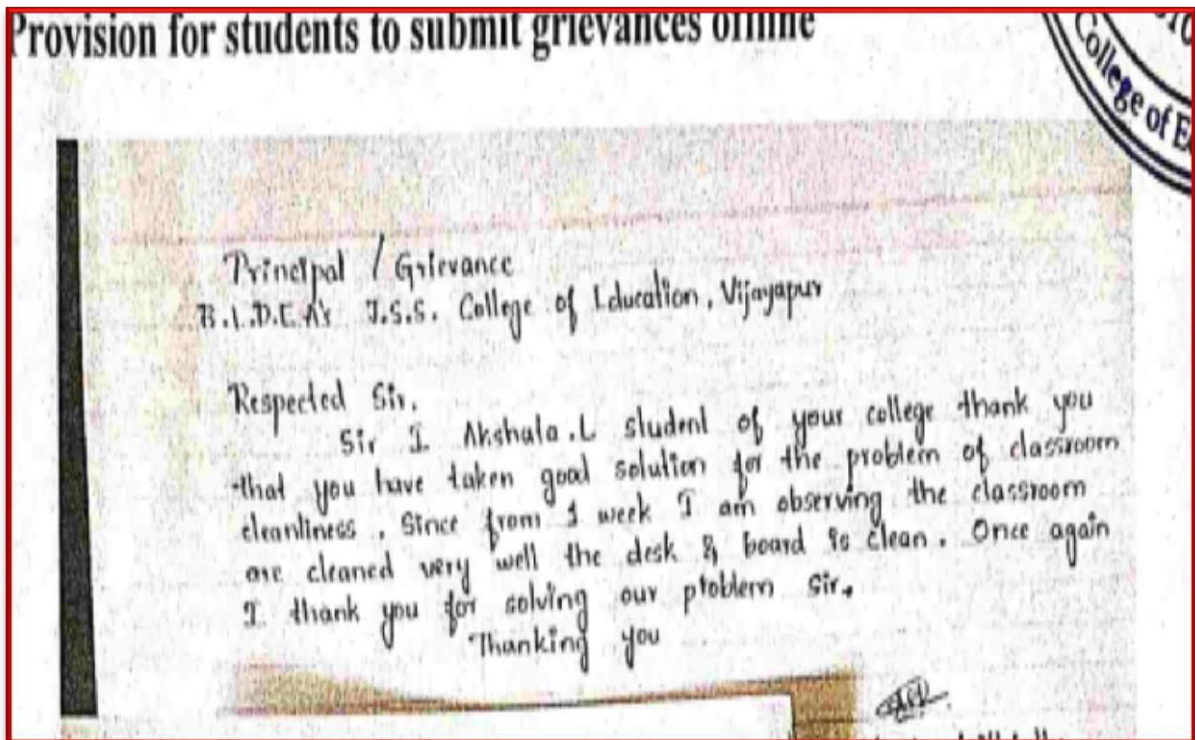


IQAC Co-ordinartor
BLDEA's JSS College of Education
Vijayapur

Principal,
J.S.S. College of Educati
VIJAYAPUR.



Provision for students to submit grievances online



4. Provision for students to submit grievances online/offline

4 Provision for students to submit grievances online

<http://meet.google.com/irk-uirb-yny>

<http://meet.google.com/bng-noon-xmc>

<http://meet.google.com/scn-kgsi-lpe>

<http://meet.google.com/gex-xmbt-idk>

<http://meet.google.com/ftt-aons-gns>



AsinSSR-<https://bldejss.ac.in/pdf/ssr/5.1.3D.pdf#page=16>