



GOVERNMENT OF GOA

GOVT. COLLEGE OF ARTS, SCIENCE & COMMERCE

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STUDENTS' GRIEVANCE REDRESSAL POLICY

To promote the welfare of students, Govt. College of arts, science & commerce Khandola, Marcela – Goa, has a robust mechanism for handling student grievances related to academic and non-academic matters.

A. Academic Matters:

The grievances related to academic matters like Admissions, Internal Assessment and Examinations are addressed by specific committees designated for this purpose.

Objectives of Grievance redressal committee:

Grievance redressal committees are formed with the purpose of providing a platform to the students to address their issues and get them resolved. The committees are required to handle students' grievances and provide speedy resolution for the same. In general, the objectives of these committees are:

- To ensure that students get prompt solution to their problems.
- To ensure harmonious student – faculty relationship.
- To provide a platform for essential communications and bridge the communication gap related to various academic matters.
- To provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases.

For the purpose of handling grievances in academic areas, the college has the following committees:

1. Admission grievance committee
2. Internal assessment committee
3. Examination committee.

Admission grievance redressal mechanism

The college ensures that grievances/complaints of students are handled promptly for necessary action. The nature of admission related grievances includes:

Irregularity in the admission process adopted by the college; Not having relevant certificates; Information furnished in prospectus that might seem false or misleading; Breach in reservation policy in admission as applicable; Refund of fees in case a student withdraws admission within the stipulated time; Issues of clarity relating to admission in various cut-offs. The institution takes necessary steps to ensure smooth conduct of admissions within the college.

1. Formation of committees/Nodal Officers: The names of the committees and their members are displayed/notified on website of College and University portal displays College grievance committee convenor's name. i. Admission Grievance Committee: A separate grievance committee is formed to handle problems of students related to admissions. This committee ensures that all grievances of students are duly taken care off. ii. Specific Nodal Officers: To ensure just and fair admissions for all, the college goes a step further in appointing separate nodal officers for specific categories such as: Nodal Officer – SC/ST, Nodal Officer – OBC, Nodal Officer – PWD Category, Nodal Officer – Sports, Nodal Officer – ECA.

2. Receipt of complaint: If any student has a complaint/query/grievance, then he/she /they may either lodge a written complaint or may mail it to college.

3. Action taken at committee level: On receipt of the complaint, the grievance committee tries to resolve it within the committee, if unresolved then it is directed to the core admission committee.

4. Action taken by the Head of the institution: If committees are not able to resolve the issue or the student is not satisfied with the committee's decision, then the complaint may be filed with the Head of the Institution for necessary action.

5. Reporting to the University: If the complaint is related to a matter pertaining to decisions at the university level, then the complaint is forwarded to the concerned person at the university level seeking a resolution for the same. Internal Assessment Grievance Redressal Mechanism is in sync with the Goa University's directions and thus follows all the guidelines

to ensure that the process of continuous assessment is efficient and in the best interest of students. The Institution has three levels to address the grievances related to internal assessment- Department, College and the University. The protocol established by the college for grievance redressal aims to make the mechanism time bound, transparent and efficient.

Nature of Grievances: The Internal Assessment related grievances include: Incorrect uploading of Internal Assessment marks. Marks not visible to the students on the college portal. Late submission of assignment. Non submission of assignment due to medical issues, family emergency or academic/ non-academic event participation.

Internal Assessment Grievance redressal mechanism :

All the faculty members adhere to the guidelines laid down by the Goa University Ordinances for the Internal Assessment. In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members. The College ensures that every student signs the hard copy of the Internal Assessment after a careful scrutiny before sending it to the examination branch of the University. The Internal Assessment Committee constituted by the college may intervene if the subject teacher and the department are experiencing difficulties in sorting out the issues at their end. The College ensures availability of Internal Assessment Rectification Request Form provided by the Goa University.

Examination Grievance redressal mechanism:

The college has examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of Examination Director who acts as a connecting link between students and the university. The committee deals with examination related grievances of the following nature:

Pre examination issues: Papers opted by the students are not reflected in the date sheet, Late submission of examination fee, Missing admit card, Matters related to students found using unfair means, Appearing late for the exam.

Post examination issues: Marks are not uploaded, Delay in declaration of results, Non transparent or unfair evaluation practices, Student is wrongly marked absent in the result;

Procedure of grievance redressal:

- The aggrieved student submits the problem/complaint in the form of an application to the committee.
- Depending on the nature of the issue, the committee tries to resolve the problem as early as possible.
- If the problem is related to the University, then the committee forwards the same to the University and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the University, then he/she/they is free to directly write an application to the University.

Non-Academic Matters Grievances related to non-academic matters are taken care off by separate committees formulated for this purpose, such as:

- Issues related to indiscipline: Discipline Committee.
- Issues related to Ragging/Bullying: Anti-Ragging Committee.
- Issues related to sexual harassment: Internal Complaints Committee etc.
- Issues related to Discrimination: Equal Opportunity Cell and Caste based Discrimination Committee.
- Issues related to Infrastructure/facilities: Administrative section
- Any other issues: Students' Advisory and Grievance Committee.


Principal

Govt. College of Arts, Science & Commerce, Khandola - Goa

Govt. College of Arts, Science & Commerce
Khandola, Marcela-Gua.

