

## Grievance Redressal Mechanism

KG College of Arts and Science (KG CAS) is committed to providing a safe, supportive, and inclusive academic environment for all students. In line with the University Grants Commission (UGC) regulations, the college has established a structured Grievance Redressal Mechanism to address students' grievances in a fair, transparent, and time-bound manner.

### **Objectives**

The objectives of the Grievance Redressal Mechanism are:

- To provide a platform for students to express their grievances related to academic, administrative, or infrastructural matters.
- To ensure prompt and impartial redressal of grievances.
- To promote a harmonious relationship between students, faculty, and administration.
- To comply with UGC regulations and uphold institutional accountability.

### **Scope of Grievances**

Students may submit grievances related to:

- Academic issues (teaching-learning process, evaluation, examinations, etc.)
- Administrative matters
- Infrastructure and facilities
- Student services and support
- Any other issue affecting student welfare

### **Modes of Grievance Submission**

Students can submit their grievances through the following channels:

1. **Suggestion/Complaint Box:** Suggestion boxes are placed at prominent locations in the campus for written submissions.
2. **Email:** Students may email their grievances to [help@kgcas.com](mailto:help@kgcas.com).
3. **LMS Portal (eCampus 2.0):** Grievances can be submitted online through the student login in the eCampus 2.0 Learning Management System.

All grievances can be submitted without fear of discrimination or reprisal.

### **Grievance Redressal Committee (GRC)**

The college has constituted a **Grievance Redressal Committee** as per UGC regulations. The committee comprises senior faculty members and representatives, ensuring fairness and confidentiality in handling grievances. Separate committees are formed wherever required, in accordance with UGC norms.

### **Procedure for Redressal**

1. Receipt of grievance through any of the prescribed modes.
2. Registration and acknowledgment of the grievance.
3. Preliminary review and classification of the grievance.
4. Detailed examination by the Grievance Redressal Committee.
5. Interaction with concerned parties, if necessary.
6. Resolution and communication of the decision to the student.

Every effort is made to resolve grievances within a reasonable time frame.

### **Confidentiality and Transparency**

All grievances are handled with strict confidentiality. The process ensures transparency, fairness, and impartiality at every stage.

### **Continuous Improvement**

The institution periodically reviews grievances and feedback to identify systemic issues and implement corrective and preventive measures, thereby improving the overall quality of institutional functioning.

This Grievance Redressal Mechanism reflects KGCAS's commitment to student welfare, good governance, and continuous improvement.