



KISHKINDA UNIVERSITY, BALLARI

Proceedings of the first Students Grievance Redressal Committee meeting held on 10/01/2024 at 01:30 P.M.

The first **Students Grievance Redressal Committee (SGRC)** meeting of Kishkinda University was held on 10.01.2024 at 01:30 P.M. in the DEAN Chamber, Faculty of Engineering & Technology at Silver Jubilee Block . The meeting was attended by the Chairman and members as shown in the table:

Sl. No.	Members	Position	Mode of Attendance
1	Dr. U. Eranna	Chairman	Offline
2	Dr. Manjunatha S	Member	Offline
3	Dr. K. S. R Sridhar	Member	Offline
4	Prof. Poornima H	Member	Offline
5	Mr. Somapalli Venkatesulu	Member	Offline
6	Mr. Jason Kenith – CSE	Student Member	Offline
7	Ms. Tejaswini T - BCA	Student Member	Offline





The Dean Dr. U. Eranna welcomed the members to the First Students Grievance Redressal Committee meeting.

Agenda 1.0

To create awareness about the student's grievance redressal committee / cell among the students of the university.

Members discussed to create awareness about the Student Grievance Redressal Committee (SGRC) and expressed that it is crucial for ensuring that, students must know about the committee's existence, functions, and how they can utilize its services

Resolution:

Members noted and approved.

Agenda 2.0

To promote the effective communication and collaboration mechanism for open dialogue between the students and the authorities to address to their grievances.

Members discussed regarding the Promoting effective communication and collaboration between students and authorities. Some of the strategies like establishing clear communication channels, Online Grievance Portal, Regular Information Service, Anonymous reporting option, Feedback Survey, Open Forums and Townhalls, Student Representatives, Faculty and Staff Training, Transparent Communications Policies, Regular updates on Grievance were discussed. Regarding creating an open dialogue and addressing grievances efficiently, and to remember that an ongoing commitment to transparency, accountability, and open communication is essential for maintaining a healthy and collaborative relationship between students and authorities. Members opined to regularly assess the effectiveness of the communication mechanisms and make adjustments as needed.

Resolution:

Members noted.

Agenda 3.0

To ensure fair and unbiased approach to resolve the grievances of the students

Ensuring a fair and unbiased approach to resolving student grievances is critical for maintaining trust and credibility within an educational institution. We have to implement some strategies to promote fairness and impartiality in the grievance resolution process.

Establish Written Policies and Procedures, Diverse and Impartial Grievance Committee, Training on Bias Recognition, Anonymous Reporting Options, Standardized Evaluation Criteria, Conflict of Interest Disclosures, Independent Review, Timely and Transparent Communication, Feedback Mechanisms, Documentation and Record Keeping, Appeals Process, Regular Audits and Reviews, Cultural Competency Training, Publicize Policies and Outcomes.

Resolution:

Members noted.

Agenda 4.0

Any other subject with the permission of the chair.

No any other subject came for discussion.


Member Secretary

