



VBS Student Grievance Redressal Committee Policy, 2024-25

Vanguard Business School, Bangalore is committed to create conducive atmosphere for academic and holistic development of students. Accordingly, opportunities are given to the students to seek the redressal of grievance through the Student Redressal Grievance Committee (hereinafter referred as the Committee), constituted in compliance with section 5, University Grants Commission (Redress of Grievances of Students) Regulations, 2019 (hereinafter referred as UGC Regulations, 2019). The committee intends to redress the grievance with the highest standard of integrity, fairness and with confidentiality.

1. Short Title: The policy shall be called as 'The VBS Grievance Redressal Committee Policy, 2024' (hereinafter referred as the Policy).

2. Objectives

The objectives of the committee are as follows:

- i. To provide an opportunity for the students to freely express their grievance, with utmost anonymity.
- ii. To set up a mechanism for speedy and expeditious resolution of the grievance.
- iii. To provide appropriate counseling to the students in the process of grievance.

3. Definition

- i. *Grievance*, means, and includes, any complaint or dissatisfaction, whether expressed or not, relating to academic and non-academic matter as defined under Regulation 2(h) of the UGC Regulations, 2019 including the grievances relating to internal assessments.

Provided that the grievance shall not include the grievances made before the Sexual Harassment Committee, Anti Ragging Committee and SC/ ST Commission.

- ii. *Student Grievance Redressal Committee* means the Committee constituted under this policy as per the UGC Regulations, 2019.
- iii. *Aggrieved student* means a student, who has any complaint in the matters relating to or connected with the grievances defined under UGC Regulations, 2019.

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iv. *Student* means a person enrolled, or seeking admission to the College.

v. *University* shall mean Bengaluru City University.

4. Structure & Composition of the Committee:

The committee shall consist of:

a) Principal of the college – Chairperson;

b) Three senior members of the teaching faculty to be nominated by the Principal – Members;

c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

For the academic year of 2024- 2025, the Committee shall comprise of:

1. Dr. Ignatius.B, Principal, VBS	Chairman
2. Prof.Manjunath G , Co-ordinator (M.B.A.)	Member
3. Dr. Puja Sharma, Assistant Professor	Member
4. Prof.Kavitha S	Member
5. Sangeetha.D.(Student Representative)	Special Invitee

5. Functions

1. To review the complaints received by the SGRC.
2. To follow the principles of natural justice in considering the grievances.
3. To report with recommendations, if any, to the Vice Chancellor of affiliating university within a period of 15 days from the date of receipt of the complaint.
4. To conduct the surveys to identify the problems of students and provide suitable solutions.

6. Process of submitting the Complaint: Any aggrieved student can submit a complaint:

1. By sending an email to studentgrievancevbs@gmail.com ; or
2. Through the online portal provided on the website of the college; or
3. By dropping the complaint in the grievance box;

However, the committee also reserves the right to receive the complaint on its own motion. Further, where a complaint is found to be false or frivolous, disciplinary action will be taken.





7. Grievance Mechanism

- (1) On receipt of a complaint, the college shall refer the complaint to the SGRC, along with its comments within 15 days of receipt of complaint.
- (2) The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- (3) An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.
- (4) The Committee shall report with recommendations, if any, to the Vice Chancellor of affiliating university within a period of 15 days from the date of receipt of the complaint.
- (5) Any grievances unresolved by the committee or the grievances arising from colleges can be considered by the University Student Grievance Redressal Committees (USGRC). In such cases, USGRC shall send its report and recommendations, if any, to the Principal with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.

7.1 Internal Assessment related grievances

Three tier mechanisms are set up to resolve the internal assessment related grievance:

Firstly, the grievance will be brought to the notice of the concerned course teacher.

Secondly, in case if the grievance is not resolved/ unaddressed, same can be escalated to the ClassTeacher/Mentor.

Finally, if the grievance still persists, the same shall be referred to the Student Grievance Redressal Committee.

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In the process of redressal of the grievance, the interest of the aggrieved student shall be considered and as much as possible efforts shall be made to resolve the grievance within 7 days by the SGRC.

8. Appeal

- (1) Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- (2) The Ombudsman shall hear the appeal from the aggrieved student as per the UGC Regulations, 2019.

9. Consequences of Non- Compliance: Any contravention of the regulations by the college would invoke the actions as per Regulation 10 of the UGC Regulations, 2019.


Principal

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