

Dayananda Sagar College for Arts, Science and Commerce
Shavige Malleshwara Hills, Kumaraswamy Layout Bangalore-560111

Internal Quality Assurance Cell
Student Grievances Redressal Cell (Samraksha)

ANNUAL REPORT FOR THE DURATION 2019-2020

Sl.No	Activity	Conducted Date	Departments Involved	Faculty Co-ordinators	No of Students Benefited
1	Students Grievance Redressal Awareness Program	20 th Dec, 2019	MBA	Prof Harshith Babu V.S	60
2	Interaction Session with Students	17 th June, 2020	MCA	Prog Sunnetha V & Prof T. Kohilakanagalakshi	85
3	Interaction Session with Students	17 th June, 2020	BCOM/BBA	Prof Murugesha B. N	40
4	Interaction Session with Students	30 th June, 2020	MBA	Prof Harshith Babu V.S	38


Signature of Cell Head


IQAC Co-ordinator


Principal

DAYANANDASAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE

ShavigeMallechwara Hills, Kaumarswamy Layout, Bangalore-560082


Internal Quality Assurance Cell (IQAC) Cell



Report of the Event Conducted

Department:MBA(BU)

Date: 20th Dec 2019

Sl. No.	Particulars	Event related Details			
1	Event*	Seminar			
2	Title of the Event	Students Grievance Redressal Awareness Program			
3	Date	20-12-2019			
4	Time	10:30 AM to 11:30 AM			
5	Venue	MBA Class Room			
6	Resource Person 1 Details** (Profile to be enclosed)	Prof. Harshith Babu V.S. Assistant Professor – MBA & Grievance Redressal Member, DSCASC			
7	Topics Covered	How and Whom to Report about Student Grievances			
8	Resource Person 2 Details** (Profile to be enclosed)	No			
9	Topics Covered	No			
1	No. Faculty Participants(Enclose a copy of names with signatures)	Internal:	-	External:	-
1	No. Student Participants (Enclose a copy of names with signatures)	Internal:	60	External:	-
1	Faculty Coordinator/s	Prof. Harshith Babu V.S. Assistant Professor – MBA, DSCASC			
1	Student Coordinator/s	Shankar NarayanK Reg. No 18CQCMD125 II year MBA			
1	Total Expenditure (Details to be enclosed)	N/A			
1	Sponsors and Amount (if any)	No			

Sl. No.	Particulars	Event related Details
1	Agenda of the Event (Enclose a copy)	<ol style="list-style-type: none"> 1. Mission & Vision 2. Information about Cell members 3. Types of student grievance 4. Procedure to report student's grievance
1	Report uploaded on college website? If yes, give details:	No
1	Report sent to media? If yes, give details:	No
1	Report uploaded in Social Media? If yes, give details:	No
2	Certificates Printed? (Enclose a copy***)	N/A
2	Feedback Collected? (Enclose a copy***)	No
2	Summary of the Event (Minimum 100 words)	<p>The program was started by highlighting the vision and mission of the cell and also encouraged them how to approach the cell or the member of the cell without any hesitation or bias. Students were encouraged to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes placed in every department. Students were informed that they can place the complaints about Infra structure issues in the department, academic related issues, university related issues, better computer and internet access, more books pertaining to new syllabus in the central library, remedial coaching classes for financially & socially backward student, career counseling facilities, improvement of toilet facilities and improvement of drinking water facilities for the students, etc.,</p>
2	Photographs of the Event (At least 10 relevant, clear, and appropriate photos with title and explanation. The jpg files need to be attached)	 <p>Photo 1 - Prof. Harshith Babu addressing the MBA students about student grievance</p>

Sl. No.	Particulars	Event related Details
		 <p data-bbox="555 835 1452 902">Photo 2& 3 – Students are listening to the information about student grievance redressal given by Prof.Harshith Babu</p> 

Notes:

- Seminar / Workshop / Symposium / Conference / Cultural Fest / Quiz / Sports / Literature Fest, etc.
 - ** Name / Organization / Designation / Area of Expertise
 - *** Format Copy need to be attached and hard copy need to be filed
- PS: Whichever column is not applicable, write as NA.

Harshith Babu

Event Coordinator

A. G. Srinivas

HOD/Director/IGAC
COORDINATOR

[Signature]

Principal

Dayananda Sagar College of Arts, Science and Commerce
Department of MBA (BU)

Students Grievance Redressal Awareness Program

Semester: I MBA

Date: 20/12/2019

Venue: MBA Classroom

Time: 10:30 A.M.

S.No	Reg. No	Student Name	Signature
1.		M.MANASA DIXITH.	<i>[Signature]</i>
2.		Kajal	<i>[Signature]</i>
3.		Mandith Kumar. R	<i>[Signature]</i>
4.		Kartik B R	<i>[Signature]</i>
5.		Shreeya. K.A	<i>[Signature]</i>
6.		Kishor Kumar. M	<i>[Signature]</i>
7.		Prathuk S Channa	<i>[Signature]</i>
8.		Konshika. M	<i>[Signature]</i>
9.		Say Ali. M	<i>[Signature]</i>
10.		Adnan M	<i>[Signature]</i>
11.		Shashank. P	Shashank. P
12.		Valbhav. Wardamutte	<i>[Signature]</i>
13.		Ramya u. A	<i>[Signature]</i>
14.		Prathik Marathe	<i>[Signature]</i>
15.		Sharath M	<i>[Signature]</i>
16.		Rahul Reddy. S.P	<i>[Signature]</i>
17.		Abhishek. T. Sajjan	<i>[Signature]</i>
18.		PRAFUL. S	<i>[Signature]</i>
19.		THEJAS B N	<i>[Signature]</i>
20.		Jagadeesh. L	<i>[Signature]</i>
21.		Sachin Kumar Singh	<i>[Signature]</i>
22.		Udaya Naga Srinani. S	<i>[Signature]</i>
23.		ROSHAN. E.L.	<i>[Signature]</i>
24.		Shrutika. J	<i>[Signature]</i>
25.		Aishwarya Lakshmi N.e	<i>[Signature]</i>
26.		Sanith S.Y	<i>[Signature]</i>
27.		Kartik. K	<i>[Signature]</i>
28.		Swati	<i>[Signature]</i>
29.		Abhilasha Kumari	Abhilasha
30.		Varsha. C.M	varsha. C.M.

[Signature]
Event Coordinator

[Signature]
25/12/19
DIRECTOR-MBA

**Dayananda Sagar College of Arts, Science and Commerce
Department of MBA (BU)**

Students Grievance Redressal Awareness Program

Semester: I MBA
Venue: MBA Classroom

Date: 20/12/2019
Time: 10:30 A.M.

S.No	Reg. No	Student Name	Signature
31.		CAROLYN WILLIAMS.	<i>Carolyn Williams</i>
32.		NIKITHA .S	<i>Nikitha S</i>
33.		PRATHIMA .P	<i>Prathima P</i>
34.		ASHWITHA .S	<i>Ashwitha S</i>
35.		N. ASHMITHA SOWMYA	<i>Ashmitha Sowmya</i>
36.		Pavan .C .	<i>Pavan C</i>
37.		LIKITHA .T.A	<i>Likitha T.A</i>
38.		Gagan .KT	<i>Gagan KT</i>
39.		Reesha chengappa	<i>Reesha Chengappa</i>
40.		Taraya .A	<i>Taraya A</i>
41.		Shivani Gunjikar	<i>Shivani Gunjikar</i>
42.		Bharghavi Dhanalakshmi	<i>Bharghavi Dhanalakshmi</i>
43.		Ranjan Balen	<i>Ranjan Balen</i>
44.		J NITHUN .N	<i>J Nithun N</i>
45.		Rupak .A .S	<i>Rupak A.S</i>
46.		Harshith .S	<i>Harshith S</i>
47.		TESHNA .S	<i>Teshna S</i>
48.		Shanabhavi .F .Y	<i>Shanabhavi F.Y</i>
49.		Sahana .H .G .	<i>Sahana H.G</i>
50.		Shubli .R .C .	<i>Shubli R.C</i>
51.		Keerthana .G .S	<i>Keerthana G.S</i>
52.			
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Umesh Babu
Event Co-ordinator

Umesh Babu
20/12/19
Director - MBA

DAYANANDASAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE

ShavigeMallechwara Hills, Kumaraswamy Layout, Bangalore-560082

Internal Quality Assurance Cell (IQAC) Cell

Report of the Event Conducted

Department: BCom/BBA

Date: 17th June 2020

Sl. No.	Particulars	Event related Details			
1.	Event*	Interaction session with students			
2.	Title of the Event	Student's Grievance Redressal Program			
3.	Date	17 th June 2020			
4.	Time	10:00 - 11:00			
5.	Venue	Online using zoom App			
6.	Resource Person 1 Details (Profile to be enclosed)	Name: Prof. Murugesha B N Organisation: Dayananda Sagar College of Arts, Science and Commerce Designation: Asst. Professor			
7.	Topics Covered	To Whom and How student can report grievances and addressed students grievances			
8.	Resource Person 2 Details (Profile to be enclosed)	Name: Nil Organisation: Nil Designation: Nil Area of Expertise:			
9.	Topics Covered	Nil			
10.	No. Faculty Participants (Enclose a copy of names with signatures)	Internal:	1	External:	Nil
11.	No. Student Participants (Enclose a copy of names with signatures)	Internal:	40	External:	Nil

Particulars	Event related Details
12. Faculty Coordinator/s	Prof.Murugesha B N
13. Student Coordinator/s	Ms.Priyanka GS Ms.Shazia Sultana Shariff
14. Total Expenditure	-NIL-
15. Sponsors and Amount (if any)	-NIL-
16. Agenda of the Event (Attach a copy)	<ol style="list-style-type: none"> 1. Presenting students redressal procedure 2. Collecting Students complaints and feedbacks 3. Addressing the issues
17. Report uploaded on college website? If yes, give details:	In progress
18. Report sent to media? If yes, give details:	-NIL-
19. Report uploaded in Social Media? If yes, give details:	-NIL-
20. Certificates Printed?	-NIL-
21. Feedback Collected? (Attach a copy**)	-NIL-
22. Attendance Sheet Attached?*	YES
23. Summary of the Event (Minimum 100 words)	<p>The program started by highlighting the vision and mission of the cell and also encouraged them how to approach the cell or the member of the cell without any hesitation or bias. Students were addressed about how to file the complaints and feedbacks through online.</p> <p>HOD Prof. Murugesha B N encouraged students to give their feedback and the following grievances were collected.</p> <ol style="list-style-type: none"> 1. Students raised complaints for permanent ID Card. 2. Students enquired about the results of previous semester.

Particulars

Event related Details

3. Students enquired about the exam of this semester
4. Students asked us to conduct the regular class for practical subjects before the exams.

Students were given commitment that their problems will be solved as the earliest and once university announces the exam dates the same will be communicated to the students

24. Photographs of the Event

(At least 10 relevant, clear, and appropriate photos with title and explanation. The jpg files need to be attached)

Attached (Pl attach photos with caption)

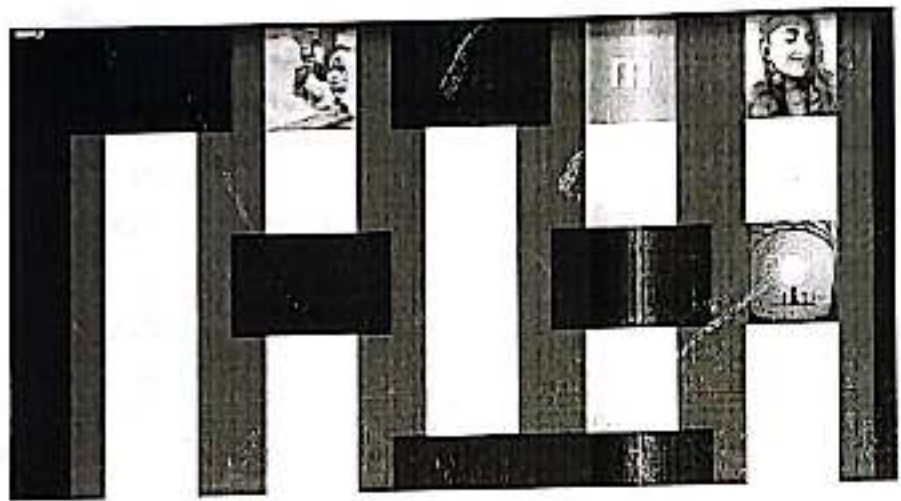


Photo 1: Prof. Murugesha B N addressing the students

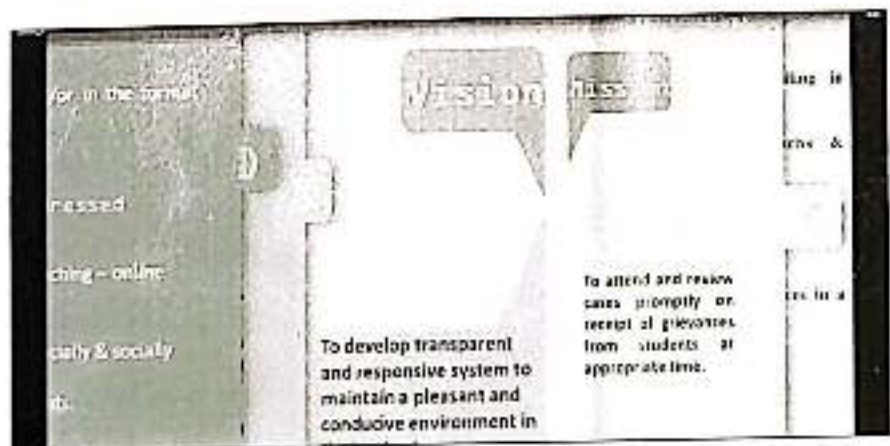


Photo 2: Prof. Murugesha B N explaining the vision & mission of the cell.

Particulars

Event related Details

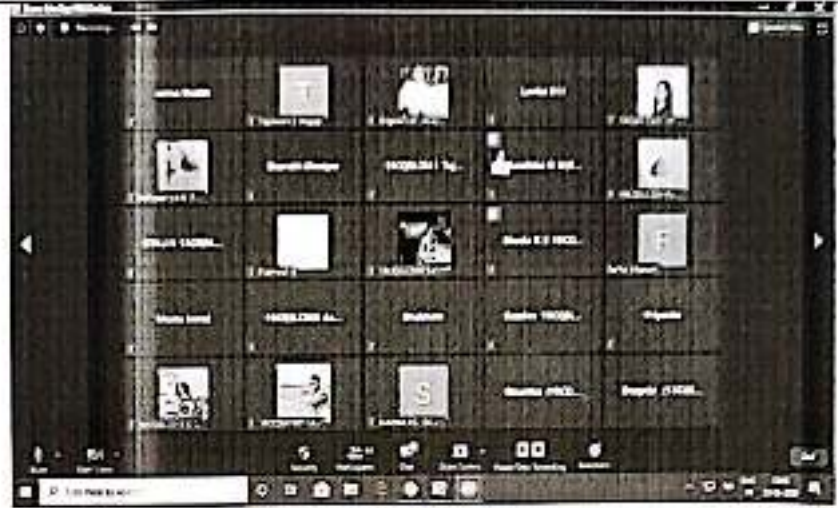


Photo 3: Students attending the session


Event Coordinator


HOD/Director


IQAC Co-ordinator


Principal

DAYANANDASAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE

ShavigeMalleshwara Hills, Kumaraswamy Layout, Bangalore-560082

Internal Quality Assurance Cell (IQAC) Cell




Report of the Event Conducted

Department: MCA

Date: 17th June 2020

Sl. No.	Particulars	Event related Details			
1.	Event*	Interaction session with students			
2.	Title of the Event	Student's Grievance Redressal Program			
3.	Date	17 th June 2020			
4.	Time	10:00 - 11:00			
5.	Venue	Online using zoom App			
6.	Resource Person 1 Details (Profile to be enclosed)	Name: Prof. T. Kohilakanagalakshmi Organisation: Dayananda Sagar College of Arts, Science and Commerce Designation: Asst. Professor			
7.	Topics Covered	To Whom and How student can report grievances and addressed students grievances			
8.	Resource Person 2 Details (Profile to be enclosed)	Name: Nil Organisation: Nil Designation: Nil Area of Expertise:			
9.	Topics Covered	Nil			
10.	No. Faculty Participants (Enclose a copy of names with signatures)	Internal:	3	External:	Nil
11.	No. Student Participants (Enclose a copy of names with signatures)	Internal:	85	External:	Nil
12.	Faculty Coordinator/s	Prof. Suneetha V Prof. T. Kohilakanagalakshmi			
13.	Student Coordinator/s	Lithin D (17CQSLC011) Sabyasachi Prusty (19CQSAC021)			

No.	Particulars	Event related Details
14.	Total Expenditure (Details to be enclosed)	-NIL-
15.	Sponsors and Amount (if any)	-NIL-
16.	Agenda of the Event (Attach a copy)	<ol style="list-style-type: none"> 1. Presenting students redressal procedure 2. Collecting Students complaints and feedbacks 3. Addressing the issues
17.	Report uploaded on college website? If yes, give details:	In progress
18.	Report sent to media? If yes, give details:	-NIL-
19.	Report uploaded in Social Media? If yes, give details:	-NIL-
20.	Certificates Printed? (Attach a copy**)	-NIL-
21.	Feedback Collected? (Attach a copy**)	-NIL-
22.	Attendance Sheet Attached?*	YES
23.	Summary of the Event (Minimum 100 words)	<p>The program started by highlighting the vision and mission of the cell and also encouraged them how to approach the cell or the member of the cell without any hesitation or bias. Students were addressed about how to file the complaints and feedbacks through online.</p> <p>HOD Prof. Suneetha mam encouraged students to give the feedback and the following grievances were collected.</p> <ol style="list-style-type: none"> 1. Students wanted hands-on practice session for lab programs before taking exam. 2. Students raised complaints for permanent ID Card. 3. II Semester MCA students wanted project guidance. 4. II and IV Sem students wanted career guidance session 5. Students enquired about the results of previous semester. <p>Students were given commitment that their problems will be solved as the earliest and promised to arrange lab sessions once the college reopens.</p>
24.	Photographs of the Event (At least 10 relevant, clear, and appropriate photos with title and explanation. The jpg files need to	Attached (Pl attach photos with caption)

Sl. No.	Particulars	Event related Details
	be attached)	 <p data-bbox="735 775 1477 808">Photo 1: Prof. T. Kohila Kanagalakshmi addressing the students</p>  <p data-bbox="727 1395 1485 1429">Photo 2 : Prof. Suneetha V – HOD (MCA) addressing the students</p>  <p data-bbox="716 2029 1485 2063">Photo 3. Prof. T. Kohila explaining the vision & mission of the cell.</p>

No. Particulars

Event related Details

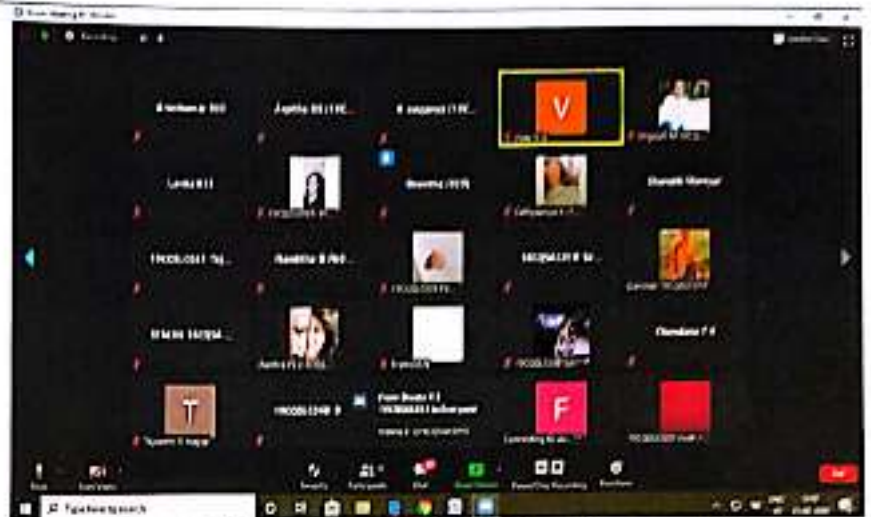


Photo 4. Student Vijay V of II MCA is raising complaints

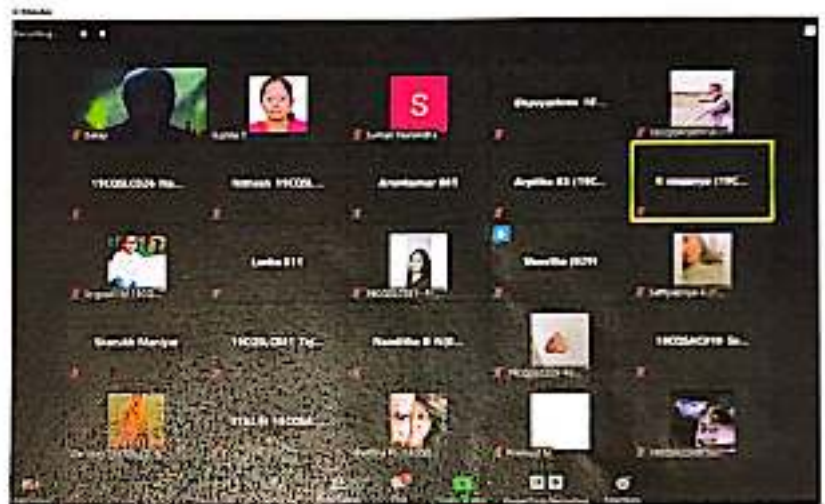


Photo 5: Student K. Soujanya of IV MCA is giving feedback

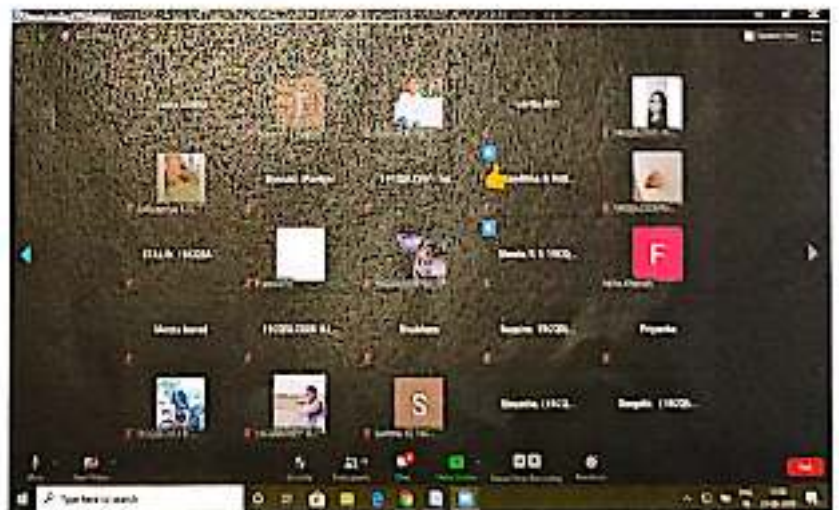


Photo 6: Students attending the session

Participants List

Close	Participants (88)	Close	Participants (88)	Close	Participants (88)
	<input type="text" value="Q Search"/>		Anusuma amsangl		Sarjey R
	Nikhita Jain A N 17CQSAC017 (me)		Arpitha BR		SUHEEL RAD V
	Kohila T (Host)		Anvini A		Vijay YD
	Saurav 19CQSAC024		Bahubali Pall		Haridha B N (017)
	Pooja Mankar		Bhargini H		SBRANGA H A (31)
	SWETA 19CQSAC033		Bindu Shree R 19CQSAC006		Shwetha (029)
	Hagma p 19CQSAC016		Brunda Ramesh		Loknath Rao
	Sabyasachi Prusty		Deepa v		M ddeep 012
	Shweta Birsdar(028)		Deepika ak		Ekraj Reddy
	Shubham		Deepthi (19CQSLC005)		Nagarjuna V 15
	Invite		Invite		Invite

Close	Participants (87)	Close	Participants (88)	Close	Participants (88)
	dhanush Kumar Yadav 18CQSLC006		Dipika Dp		Varun K S
	G Rajshakar(009)		Anurkumar 003		Veda D V
	Harshitha Gowda		Murgesh (19CQSAC014)		yatin
	Jamal Syed		ajay anind		Abhishek V(17CQSAC002)
	kanthik on		Shriprada Adhwaryu (026)		Bhoomika R
	Kowsalya		Gan Subramaniam		Deepa Gowda(17CQSAC010)
	KRUPA CHAVAN		A SATHYA PRIYA CO23		Lavita 19CQSAC011
	Likhin Raj		Akash Sharath 18CQSLC001		Shabarish V
	Manas Muthappa(18CQSLC012)		Aman Laksh		Subamma AP (18CQSLC028)
	Manjunath R 17CQSAC015		ANIL KUMAR M (18CQSLC007)		Varshitha R 17CQSAC027
	Invite		Invite		Invite

Sankarajalakshi
Event Coordinator

H. Suresh
HOD/Director

[Signature]
IQAC Co-ordinator

[Signature]
Principal

DAYANANDASAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE

ShavigeMallehwara Hills, Kumaraswamy Layout, Bangalore-560082


Internal Quality Assurance Cell (IQAC) Cell


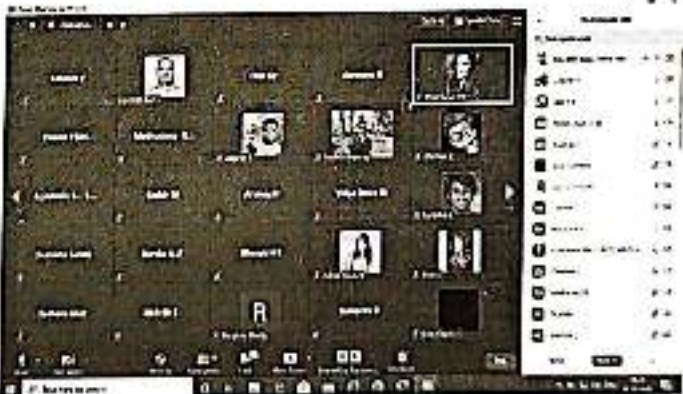
Report of the Event Conducted

Department: MBA

Date: 30th June 2020

Sl. No.	Particulars	Event related Details			
1.	Event*	Interaction session with students			
2.	Title of the Event	Student's Grievance Redressal Program			
3.	Date	30 th June 2020			
4.	Time	9:30 - 10:30 AM			
5.	Venue	Online using zoom App			
6.	Resource Person 1 Details (Profile to be enclosed)	Name: Prof. Harshith Babu V.S. Organisation: Dayananda Sagar College of Arts, Science and Commerce Designation: Asst. Professor			
7.	Topics Covered	To Whom and How student can report grievances and addressed students grievances			
8.	Resource Person 2 Details (Profile to be enclosed)	Name: Nil Organisation: Nil Designation: Nil Area of Expertise:			
9.	Topics Covered	Nil			
10.	No. Faculty Participants (Enclose a copy of names with signatures)	Internal:	Nil	External:	Nil
11.	No. Student Participants (Enclose a copy of names with signatures)	Internal:	38	External:	Nil
12.	Faculty Coordinator/s	Prof. Harshith Babu			
13.	Student Coordinator/s	Saravana (19CQCMD133) Jayasindhu (19CQCMD055)			

No.	Particulars	Event related Details
14.	Total Expenditure (Details to be enclosed)	-NIL-
15.	Sponsors and Amount (If any)	-NIL-
16.	Agenda of the Event (Attach a copy)	<ol style="list-style-type: none"> 1. Presenting students redressal procedure 2. Collecting Students complaints and feedbacks 3. Addressing the Issues
17.	Report uploaded on college website? If yes, give details:	In progress
18.	Report sent to media? If yes, give details:	-NIL-
19.	Report uploaded in Social Media? If yes, give details:	-NIL-
20.	Certificates Printed? (Attach a copy**)	-NIL-
21.	Feedback Collected? (Attach a copy**)	-NIL-
22.	Attendance Sheet Attached?*	NO
23.	Summary of the Event (Minimum 100 words)	The program started by highlighting the objectives, vision and mission of the cell and also encouraged them how to approach the cell or the member of the cell without any hesitation or bias. Students were addressed about how to file the complaints and feedbacks through online. Students were given commitment that their problems will be solved at the earliest.
24.	Photographs of the Event (At least 10 relevant, clear, and appropriate photos with title and explanation. The jpg files need to be attached)	<p>Attached (Pl attach photos with caption)</p>  <p>Photo 1: Prof. Harshith Babu addressing the students</p>

No.	Particulars	Event related Details
		<p>Procedure for lodging complaint</p> <ul style="list-style-type: none"> The students may put up grievance in writing in the format available in the admin dept. and drop it in box. <p>Circumstances of the students to be reviewed</p> <ul style="list-style-type: none"> Gift Common Room with proper facilities. Better computer and internet access for the students. More books pertaining to new syllabus in the central library. Introduction of remedial coaching classes for financially & socially backward students. Providing career counselling facilities for the students. Improvement of toilet facilities for the students. Improvement of drinking water facilities for the students. University related Grievances <p>Photo 2. Prof. Harshith Babu explaining the procedure for lodging complaint to the students.</p>  <p>Photo 3. Student Saravana of I MBA is raising complaints</p>  <p>Photo 4: Student Chandana of I MBA is giving feedback</p>

Harshith Babu
30/06/2020
Event Coordinator

Venkatiah
01/07/2020
HOD/Director

H. Ganesha
IQAC Co-ordinator

[Signature]
Principal