

Dayananda Sagar College of Arts, Science and Commerce

Cell Annual Report June 2022- May 2023

Cell Name: Student Grievance Redressal Cell (SAMRAKSHA)

The Student's Grievance Cell (SAMRAKSHA) desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of Students Grievance Cell include the following:

1. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
2. To make officials of the College responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias". From June-2022 to May-2023 various events were organised in different departments of DSCASC. Awareness to students pertaining to Grievance Redressal Mechanism, specially focused on Academic and Non-Academic Grievances and using Suggestion Box for expressing their grievances was highlighted

SI No	Event Name	Date	Weblink (24 Point format)	No of Students benefited
1	Awareness about Student Grievance Re-	21 st Sept,2022	<a href="https://www.dscasc.edu.in/images/B
CA/news/Awareness.pdf">https://www.dscasc.edu.in/images/B CA/news/Awareness.pdf	100

	Redressal Cell .			
2	Handling Grievances in Educational Institutions	28 th April, 2023	https://www.dscasc.edu.in/images/MBA/initiatives/HGEI.pdf	121
3	Introduction to Grievance Redressal Cell	20 th April, 2023	https://www.dscasc.edu.in/images/news-bba-bcomm/pdf/SGC.pdf	40

Cell Members

Sno	Name	Designation	Department
1	Prof V. R Rajendra Kumar	Cell Head	BCOM/BBA
2	Prof Ranjini K.S	Cell Member	BCA
3	Prof Parimala. R	Cell Member	BCOM/BBA
4	Prof Ameer Asra	Cell Member	MBA
5	Prof Kohila Kanagalaskshmi	Cell Member	MCA



Cell Co-Ordinator



IQAC Co-Ordinator



Principal



Dayananda Sagar College of Arts Science and Commerce

Kumaraswamy Layout, Bangalore - 78

Internal Quality Assurance Cell

Student Grievance Redressal Cell - SAMRAKSHA

Cell Annual Report 21-22

The Student Grievance Redressal Cell was formed to address the diverse issues prevailing in Institution pertaining to students and bring about the transparency across all levels. This cell is an initiative which desires to promote and maintain a conducive and unprejudiced educational environment. 'Student Grievance Redressal Cell' analyses the nature and pattern of the grievances in a confidential manner which emphasize on procedural fairness to be given with a view to be treated without prejudice. Students' grievance cell awareness programs and interaction session were conducted by all the departments to enable students to express their grievances and solve those grievances in accordance with the rules and regulations of the Institution.

SNo	Event Name	Dept.	Date	Weblink
1	Awareness about Student Grievance Redressal Cell	MBA	3/09/2021	https://www.dscasc.edu.in/images/mba/Reports/Sgav.pdf
	Student Grievance Redressal Cell Awareness Programme	MBA	30/04/2022	
2	Anti-Ragging Cell PRABALA in association with Students Grievances and Redressal Cell	BCOM/BBA	31-12-2021	https://dscasc.edu.in/bcom-news-events

	SAMRAKSHA organizes E-QUIZ on CYBER CRIME AWARENESS			
3	Awareness about Student Grievance Re-dressal Cell .	BCA	17/12/2021	https://www.dscasc.edu.in/images/bca/News/Seminars/Summary-Student_Greivance-17th_Dec_2021_compressed.pdf
4	E – Quiz on Self Awareness” – THE EXPERIENCE OF ONE'S OWN PERSONALITY	BCA	14/03/2022	https://www.dscasc.edu.in/images/bca/NonAcademicEvents/E7-2.pdf
5	Complaints received from Students are reviewed	BCA	04/05/2022	Nil
6	Complaints received from Students are reviewed	MCA	04/05/2022	Nil

Name	Position	Dept	Mail ID
Prof. Kohila Kanagalaskshmi	Member	BCA	kohila@dayanandasagar.edu
Prof. Ameer Asra Ahmed	Member	MBA	azraahmed@dayanandasagar.edu
Prof. Rajendra Kumar	Head	BCOM/BBA	mr.rajendradsjbs@dayanandasagar.edu
Prof. Ranjini K.S.	Member	BCA	ranjini@dayanandasagar.edu
Prof.Faseeha Begum	Member	MCA	mrs.faseehadsjbs@dayanandasagar.edu

Dayananda Sagar College of Arts Science and Commerce
Kumaraswamy Layout, Bangalore - 78
Internal Quality Assurance Cell

Student Grievance Redressal Cell - SAMRAKSHA

Cell Annual Report 20-21

The Student Grievance Redressal Cell was formed to address the diverse issues prevailing in Institution pertaining to students and bring about the transparency across all levels. This cell is an initiative which desires to promote and maintain a conducive and unprejudiced educational environment. 'Student Grievance Redressal Cell' analyses the nature and pattern of the grievances in a confidential manner which emphasize on procedural fairness to be given with a view to be treated without prejudice. Students' grievance cell awareness programs and interaction session were conducted by all the departments to enable students to express their grievances and solve those grievances in accordance with the rules and regulations of the Institution.

Sl.No.	Event Name	Dept.	Date	Weblink
1	Interaction Session with Students	MCA	18-Jun-21	https://dscasc.edu.in/images/mca/cell-activities/1doc_compressed.pdf
2	Interaction Session with Students	MCA	17-Jun-21	https://dscasc.edu.in/images/mca/cell-activities/2Doc_compressed.pdf
3	Awareness about Student Grievance Redressal Cell	MBA	03-May-21	https://dscasc.edu.in/images/mba/Reports/Student Grievance cell activity - website and social media-converted compressed.pdf
4	Awareness about Student Grievance Redressal Cell	BCA	26-Mar-21	https://www.dscasc.edu.in/images/bca/News/non_academic/Students Grievance Redressal Cell Activity Jan - June 2021.pdf
5	Awareness about Student Grievance Redressal Cell	BCOM/ BBA	15-Feb-21	https://www.dscasc.edu.in/igac/grievance-redressal-cell

6	Awareness about Student Grievance Redressal Cell	MBA	15-Dec-20	https://dscasc.edu.in/images/mba/Reports/14122020 MBA Students Grievance Cell Activity compressed.pdf
7	Awareness about Student Grievance Redressal Cell	BCA	12-Dec-20	https://www.dscasc.edu.in/images/bca/News/non academic/Students Grievance Redressal Cell Activity June --Dec 2020.pdf
9	Interaction Session with Students	MCA	15-Jun-20	https://dscasc.edu.in/images/mca/cell-activities/10Doc compressed.pdf

Cell Composition:

Name	Position	Dept.	Mail ID
Prof. Kohila Kanagalaskshmi	Head	BCA/MCA	kohila@dayanandasagar.edu
Prof. Ameer Asra Ahmed	Member	MBA	azraahmed@dayanandasagar.edu
Prof. Rajendra Kumar	Member	BBA/B.Com.	mr.rajendra-dsjbs@dayanandasagar.edu
Prof. Ranjini K.S.	Member	BCA/MCA	ranjini@dayanandasagar.edu
Prof.Faseeha Begum	Member	BBA/B.Com.	mrs.faseeha-dsjbs@dayanandasagar.edu

Dayananda Sagar College for Arts, Science and Commerce
ShavigeMallechwara Hills, Kumarswamy 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.		Shreyas. K.A	<i>[Signature]</i>
6.		Kishor Kumar. M	<i>[Signature]</i>
7.		Prathuk S Channa	<i>[Signature]</i>
8.		Konshik. 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.		Ramash 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. S. 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.		Shrutli. 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 Desai	<i>Bharghavi Desai</i>
43.		Rajjan Balen	<i>Rajjan 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.			
53.			
54.			
55.			
56.			
57.			
58.			
59.			
60.			

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)

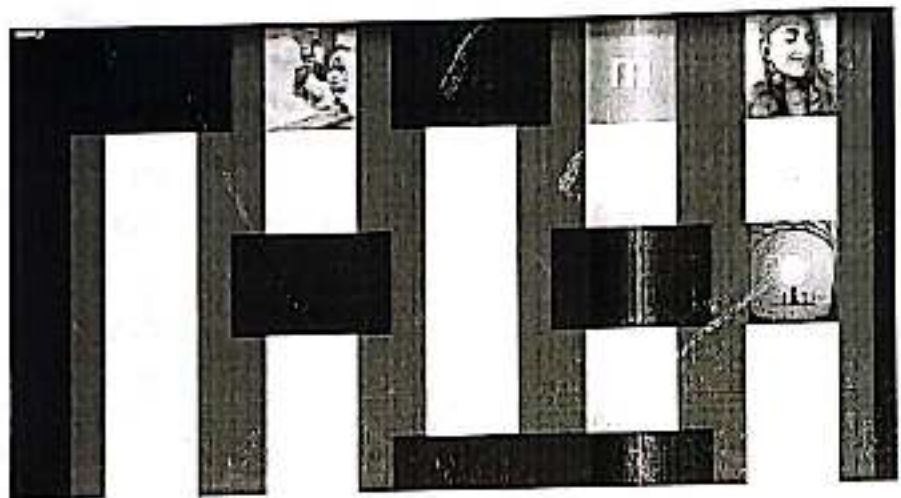


Photo 1: Prof. Murugesha B N addressing the students

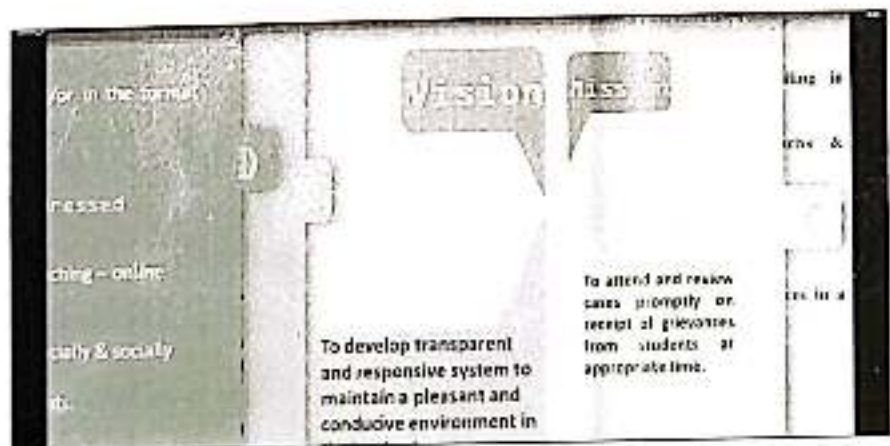


Photo 2: Prof. Murugesha B N explaining the vision & mission of the cell.

Particulars

Event related Details

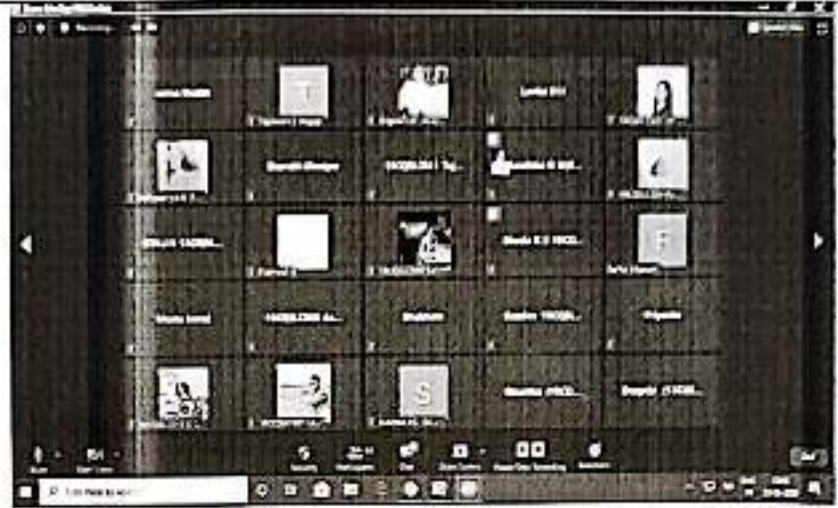


Photo 3: Students attending the session


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

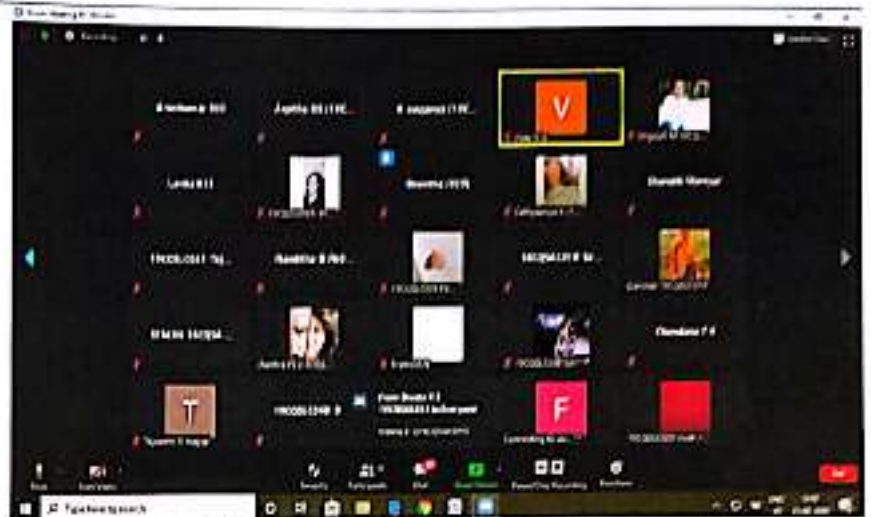


Photo 4. Student Vijay V of II MCA is raising complaints



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

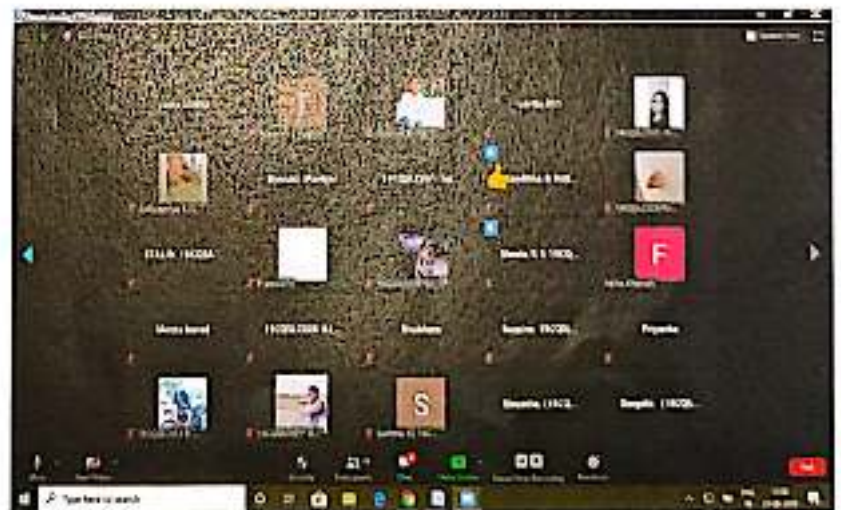


Photo 6: Students attending the session

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 Palli		Haridha B N (017)
	Pooja Mankar		Bhargini H		SBRANGA H A (31)
	SWETA 19CQSAC033		Bindu Shree R 19CQSAC005		Shwetha (029)
	Hagma p 19CQSAC016		Brunda Ramesh		Loknath Rao
	Sabyasachi Prusty		Deepa v		M ddeep 012
	Shweta Birsdar(028)		Deepika ak		Kolaji Reddy
	Shubham		Deepthi (19CQSLC003)		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		jay 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 (18CQSLC002)		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

Shavige Malleshwara Hills, Kumaraswamy Layout, Bangalore-560082


Internal Quality Assurance Cell (IQAC) Cell


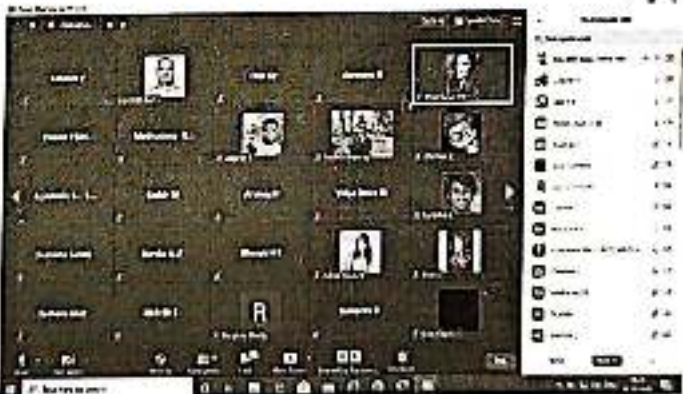
Report of the Event Conducted

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 style="text-align: center;">Attached (Pl attach photos with caption)</p>  <p style="text-align: center;">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