



ರಾಣಿಚನ್ನಮ್ಮ ವಿಶ್ವವಿದ್ಯಾಲಯ

ವಿದ್ಯಾಸಂಗಮ, ಪಿ.ಬಿ.ರಾಷ್ಟ್ರೀಯಹೆದ್ದಾರಿ-04 ಭೂತರಾಮನಹಟ್ಟಿ ಬೆಳಗಾವಿ

STUDENT GRIEVANCE REDRESSAL CELL

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Ref: RCU/SGRC/BGM/2020-21/07

Date: 23/12/2020

CIRCULAR

To,
The Chairperson,
of the University Departments
of the Rani Channamma University Belagavi.

Subject : Constitution of Department Grievance Redressal Cell
(DGRC) Regulation.

Ref : V.C. Sir Approval No. 2412. Dated: 11-12-2020

Sir/Madam,

As per directives received from the University Authorities, I am directed to inform your goodself that as per Rani Channamma University Regulation on Grievance and Redressal Curbing, dated 02-08-2020 each Department of the University of Rani Channamma has to constitute a **Department Grievance Redressal Cell (DGRC)**. All grievances of students relating to University Departments shall first be addressed to Department Grievance Redressal Cell (DGRC) to be constituted at the level of University Department by following below given steps:

1. University Departments shall constitute Department Grievance Redressal Cell (DGRC). The composition of DGRC shall be as follows:
 - a) Chairperson of the University Department - **Chairperson**
 - b) A professor from outside the University Department of University to be nominated by the Vice-Chancellor - **Member**
 - c) A faculty Member well-versed with grievance Redressal mechanism to be nominated by the Chairperson of the University Departments- **Member Secretary**


(Note : The Chairperson of the University Department has to put up a note to the Hon'ble Vice-Chancellor for nomination of members on the Department Grievance Redressal Cell (DGRC).

The tenure of all members of DGRC shall be of two years.

2. The Chairperson of the University Department shall give wide publicity to Department Grievance Redressal Cell (DGRC) among all students and teachers of their Department by use of different means like Prospectus, Notices, Electronic Gadgets, etc.
3. The concerned student shall register his/her complaint on the portal available on the website of University of Rani Channamma : www.rcub.ac.in
4. Each Department shall maintain the documentation of the grievances of students of their Department.
5. The Member Secretary shall prepare the Agenda of the meeting of Department Grievance Redressal Cell (DGRC) in consultation with the Chairperson and shall communicate to all members prior to the meeting
6. The Member Secretary shall convene meeting of Department Grievance Redressal Cell (DGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
7. The committee shall resolve the grievance of the complainant student by giving an opportunity of hearing to all the concerned parties and following principles of natural justice.
8. The Member Secretary of the Department shall prepare and submit Minutes and Action Taken Report of Department Grievance Redressal Cell (DGRC) for the information to the Chairmen, Student Grievance Redressal Cell Rani Channamma University, Belagavi.

9. The Member Secretary shall prepare Annual Report regarding working of the DGRC and submit it to the Chairmen, Student Grievance Redressal Cell Rani Channamma University, Belagavi.
10. If the student is not satisfied with the decision of the Department Grievance Redressal Cell (DGRC) then he/she can appeal to University Grievance Redressal Cell (UGRC) within 30 days which comes under Department of Students' Development. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student desire to appeal on the decision given by DGRC shall register his/her grievance/s on the portal available on the website of University of Rani Channamma. www.rcub.ac.in with all supporting documents within 30 days.
11. The procedure and directives for functioning of Department Grievance Redressal Cell (DGRC) are enclosed here for information and necessary action at your end.

Place:Belagavi.


Chairperson
Student Grievance
Redressal Cell