

**RPA First Grade College
Rajajinagar, Bengaluru**

**Grievance and Redressal Committee Report for the academic Year: 2025–
26**

Introduction

The Grievance and Redressal Committee convened to review and address the grievances/suggestions received from stakeholders for the Academic Year 2025–26. The committee examined the issues in detail and proposed appropriate corrective and preventive measures to ensure transparency, student welfare, and academic enhancement.

Composition of the Committee:

The Grievance and Redressal Committee comprised Principal, Heads of the various departments, senior faculty members, administrative representatives, and student representatives as per institutional norms. The committee ensured fair hearing and timely redressal of the grievances received.

Committee:

Faculty Representatives

Sl.No	Name of the Person	Designation	Role
1	Dr.Tejaswini H M	Principal	Chairperson
2	Dr.GovindRaju T	Associate Professor	Member
3	Mahesh H S	Associate Professor	Member
4	Suchitha Shetty	Associate Professor	Member
5	DevarajeGowda	Associate Professor	Member
6	Rekha Shirwalkar	Associate Professor	Member
7	RenukaPrasad	Associate Professor	Member

Student Representatives:

Sl.No	Name of the Student	Class
1	Mohd.Syed	III BSc
2	Disha	III BCA

Details of Grievances Received and Redressal Actions

Grievance 1: Implementation of Online Grievance Mechanism

Nature of Grievance/Suggestion:

Students expressed the need for a transparent, easily accessible, and time-bound system for submitting and tracking grievances.

Observations by the Committee:

The committee observed that an online mechanism would improve accessibility, confidentiality, and efficiency in grievance handling.

Action Taken / Redressal Measures:

- An Online Grievance Redressal System was approved for implementation.
- A dedicated grievance submission portal/link will be made available on the institution's official website.
- Defined timelines for acknowledgment and resolution of grievances were established.
- Awareness regarding the online grievance mechanism will be created among students and staff.

Status: In progress.

Grievance 2: Pre-Placement Training Program for Final Year Students

Nature of Grievance/Suggestion: Final-year students requested structured pre-placement training to enhance employability skills and improve placement outcomes.

Observations by the Committee:

The committee acknowledged the importance of systematic training in aptitude, technical skills/Programming skills, soft skills, and interview preparedness.

Action Taken / Redressal Measures:

- Approval granted for conducting a Pre-Placement Training Program for final-year students during the Academic Year 2025–26.
- Training modules to include aptitude tests, communication skills, resume writing, group discussions, mock interviews, and technical up skilling.
- Collaboration with the Training and Placement Cell and external industry trainers.
- Periodic assessment and feedback mechanisms to monitor effectiveness.

Status: Approved and Scheduled for Implementation

4. Conclusion

The Grievance and Redressal Committee concluded that the above measures effectively address the grievances raised and contribute to institutional quality improvement. Continuous monitoring will be undertaken to ensure successful implementation and stakeholder satisfaction.

5. Recommendations

- Regular review of the online grievance system for efficiency and responsiveness.

- Annual planning and enhancement of pre-placement training programs based on industry trends and student feedback.