



## Minutes of Meetings - Student Grievance Committee 2022-23

Date: 29-092022

Venue: Room No. G1 (Ground Floor)

### Present:

1. Dr. Someshwar Rao - Principal and Chairperson
2. Ms. Uma Devi - Vice Principal
3. Dr. Kiran Kumar - Assistant Professor, Department of Biotechnology
4. Mr. Sharath Babu - Assistant Professor, Department of Mathematics
5. Ms. Roshini Bharathi - Assistant Professor, Department of Commerce
6. Mr. Arjun - Senior Assistant, Office
7. Ms. Hema Malani - Senior Accountant, Office
8. Ms. Manjula - Senior Clerk, Office

### Agenda:

1. Review of grievances received and their redressal
2. Directing complaints to appropriate committees
3. Evaluation of the grievance redressal mechanism
4. Planning further efforts to enhance grievance resolution

### Proceedings:

#### 1. Review of Grievances Received and Their Redressal:

- The Chairperson informed the committee that no serious actionable concerns were received during the academic year 2022-23.
- Minor grievances related to administrative issues and classroom facilities were addressed promptly and resolved satisfactorily.

#### 2. Directing Complaints to Appropriate Committees:

- It was noted that any complaints received which fell under the purview of other statutory/regulatory committees, such as the Anti Ragging Committee, Anti Sexual Harassment Committee, and Anti SC/ST Harassment Committee, were directed to these respective committees for specialized handling.

  
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- The committee ensured that such referrals were documented and followed up to ensure proper resolution.

### 3. Evaluation of the Grievance Redressal Mechanism:

- The committee discussed the current grievance redressal process and identified areas for improvement to make the mechanism more robust and responsive.
- Members emphasized the importance of confidentiality and timely resolution of grievances to maintain student trust in the system.

### 4. Planning Further Efforts:

- To further strengthen the grievance redressal system, the committee decided to:
  - Organize awareness programs to educate students about the available grievance redressal mechanisms and encourage them to voice their concerns without fear.
  - Conduct training sessions for faculty and administrative staff on handling grievances sensitively and effectively.
  - Implement regular feedback sessions from students to continuously improve the grievance handling process.
  - Ensure periodic reviews and updates to the grievance policy to align with the latest UGC guidelines and best practices in higher education institutions.

### Conclusion:

The meeting concluded with a consensus that while no serious grievances were reported, continuous efforts are necessary to maintain and enhance the grievance redressal system. The committee is committed to fostering a supportive and responsive environment for all students at KMICS.

### Action Points:

1. Organize awareness and training programs.
2. Regular feedback sessions with students.
3. Continuous review and improvement of the grievance redressal process.

Signed:

Principal and Chairperson

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Keshav Memorial Institute of Commerce & Sciences,  
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College Code No: 1110/318



# KESHAV MEMORIAL INSTITUTE OF COMMERCE & SCIENCES

( Affiliated to Osmania University )

A Unit of Keshav Memorial Educational Society

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## Timely Redressal of Grievances Through Appropriate Committees: Annual Reports of the Committees Monitoring Activities and Grievances Redressed to Prove Timely Redressal of Grievances

Keshav Memorial Institute of Commerce and Sciences (KMICS) is committed to cultivating a nurturing learning environment, recognizing the paramount importance of promptly addressing grievances to maintain a positive campus atmosphere. To fulfill this commitment, the institution has established several committees.

The **Anti-Ragging Committee**, overseen by a designated officer and comprising faculty members and student representatives, diligently ensures the eradication of ragging from the campus. In accordance with regulations set by the University Grants Commission (UGC), the committee convenes regularly to review complaints and take necessary actions.

Similarly, the **Anti-Sexual Harassment Committee**, led by a female faculty member and inclusive of faculty, non-teaching staff, and student representatives, is tasked with addressing sexual harassment grievances. Operating in compliance with guidelines established by the Supreme Court of India, this committee meets regularly to review and address submitted grievances.

Additionally, the **Anti SC/ST Harassment Committee** is dedicated to swiftly resolving grievances encountered by SC/ST students. Comprising committed members, it works to address discrimination and injustices, fostering an inclusive environment that advocates for equal opportunities and upholds the rights of SC/ST students.

Furthermore, Committees are in place to handle any issues related to indiscipline and insubordination.

In conclusion, Keshav Memorial Institute of Commerce and Sciences (KMICS) underscores the critical importance of promptly addressing grievances. Through its committees, the institution stands ready to effectively address and redress grievances, encouraging students to utilize these communication avenues for appropriate resolution.

### Grievance Handling Authorities and Timelines

Ensuring grievances are promptly and effectively addressed is vital for nurturing a positive and supportive educational environment. Keshav Memorial Institute of Commerce and Sciences (KMICS) gives utmost priority to resolving grievances swiftly through established mechanisms and committees. The following provides an extensive outline of the authorities responsible for handling grievances and the corresponding timelines for addressing different types of issues within the institution.

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## Overview of Grievance Handling Authorities and Timelines

Sl.no	Type of grievance	Head	Appellate authority	Time of redressal of grievance
1	Sexual Harassment	Anti-Sexual Harassment Committee	Principal	Immediate
2	Ragging	Anti Ragging committee	Principal	Immediate
3	Discrimination	Anti SC/ST Harassment Committee	Principal	Immediate
4	Indiscipline	HOD	Principal	Four days
5	Insubordination	HOD	Principal	Four days

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## Annual Reports of Grievance Redressal Committees

Keshav Memorial Institute of Commerce and Sciences (KMICS) steadfastly honors its pledge to student welfare by maintaining transparent grievance procedures. Presented below are the annual reports spanning the last five academic years from the Anti-Ragging, Anti-Sexual Harassment, and Anti-SC/ST Harassment committees. These reports underscore the institution's unwavering commitment to cultivating a nurturing and encouraging educational milieu

### Annual Report of Anti-Ragging Cell

Through a transparent mechanism ensuring the timely resolution of student grievances, including cases of ragging, Keshav Memorial Institute of Commerce and Sciences (KMICS) is dedicated to promptly addressing and resolving student concerns. Presented here is a report detailing the annual number of grievances addressed by the institution.

#### **Reporting Period: Academic year 2018-2019**

No grievances related to ragging were reported in the year.

#### **Reporting Period: Academic year 2019-2020**

No grievances related to ragging were reported in the year.

#### **Reporting Period: Academic year 2020-2021**

No grievances related to ragging were reported in the year.

#### **Reporting Period: Academic year 2021-2022**

No grievances related to ragging were reported in the year.

#### **Reporting Period: Academic year 2022-2023**

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No grievances related to ragging were reported in the year.

Keshav Memorial Institute of Commerce and Sciences (KMICS) is delighted to announce that no student grievances were lodged during the evaluation span of five academic years. This underscores the institution's dedication to nurturing a favorable and encouraging educational atmosphere for every student.

### **Annual Report of Anti Sexual Harassment Committee**

Utilizing a transparent process for promptly addressing student grievances, including instances of sexual harassment, Keshav Memorial Institute of Commerce and Sciences (KMICS) remains steadfast in its commitment to resolving such issues in a timely manner. Presented below is a report detailing the annual count of grievances addressed by the institution.

#### **Reporting Period: Academic year 2018-2019**

No grievances related to sexual harassment were reported in the year.

#### **Reporting Period: Academic year 2019-2020**

No grievances related to sexual harassment were reported in the year.

#### **Reporting Period: Academic year 2020-2021**

No grievances related to sexual harassment were reported in the year

#### **Reporting Period: Academic year 2021-2022**

No grievances related to sexual harassment were reported in the year

#### **Reporting Period: Academic year 2022-2023**

No grievances related to sexual harassment were reported in the year

Keshav Memorial Institute of Commerce and Sciences (KMICS) is pleased to announce that no instances of sexual harassment were reported during the five-year evaluation period. This underscores the institution's dedication to cultivating a positive and supportive educational environment for all students.

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## Annual Report of Anti SC/ST Harassment Committee

Employing a transparent system for promptly addressing student grievances, including those concerning SC/ST cases, Keshav Memorial Institute of Commerce and Sciences (KMICS) remains steadfast in its dedication to resolving such matters in a timely manner. Presented below is a report detailing the annual count of grievances addressed by the institution.

### **Reporting Period: Academic year 2018-2019**

No grievances related to SC/ ST were reported in the year.

### **Reporting Period: Academic year 2019-2020**

No grievances related to SC/ ST were reported in the year.

### **Reporting Period: Academic year 2020-2021**

No grievances related to SC / ST were reported in the year.

### **Reporting Period: Academic year 2021-2022**

No grievances related to SC/ ST were reported in the year.

### **Reporting Period: Academic year 2022-2023**

No grievances related to SC/ ST were reported in the year.

Keshav Memorial Institute of Commerce and Sciences (KMICS) is pleased to announce that no student grievances related to SC/ST harassment cases were reported during the five-year assessment period. This underscores the institution's commitment to fostering a positive and supportive educational environment for all students.

Throughout the past five years, KMICS has not encountered any instances of insubordination. Furthermore, minor cases of indiscipline that did arise were effectively handled in accordance with established procedures.

In conclusion, KMICS showcases unwavering dedication to student welfare by upholding transparent grievance mechanisms. The absence of reported cases across the annual reports of the Anti-Ragging Committee, Anti-Sexual Harassment Committee, and the Anti-SC/ST Harassment Committee over the past five academic years highlights the institution's commitment to cultivating a safe and supportive learning environment for all students.

### **Overall Conclusion:**

Keshav Memorial Institute of Commerce and Sciences (KMICS) upholds a steadfast commitment to student well-being and maintaining a positive learning atmosphere through transparent grievance procedures. The establishment of committees such as the Anti-Ragging, Anti-Sexual Harassment, and Anti-SC/ST Harassment committees underscores the institution's dedication to promptly resolving grievances.

Over the past five years, the absence of reported cases across these committees underscores the college's effectiveness in nurturing a safe and supportive environment. By adhering to regulatory

  
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standards and empowering students to voice their concerns, KMICS ensures grievances are promptly and effectively addressed.

In summary, the college sets a benchmark for student welfare and grievance resolution, exemplifying best practices in fostering inclusive educational environments.

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