

**A.S.D GOVERNMENT DEGREE COLLEGE for Women,
(Autonomous), KAKINADA**



**GRIEVANCE AND REDRESSAL
CELL**

INDEX

S.No	Particulars
1	Introduction
2	Objectives
3	Composition of Committee
4	Mechanism
5	scope
6	Functions of Grievance and Redressal Committee
7	Responsibility
8	Redressed
9	Review

Introduction

- Grievance Redressal System is a vital part of any administration.
- It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students.
- The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.
- The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.
- The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.
- The Grievance & Redressal Cell looks into the complaints lodged by any student and redress it as per requirement.
- It provides a platform for students to submit their complaints about academic, administrative issues that have an impact on the learning environment.
- It is a system that provides students to express their grievances and complaints regarding their education and facilities provided in the college.

Objectives

Objectives of Grievance Redressal Committee:

- The Grievance and Redressal has been developed to settle the grievances of the students and other stake holders.
- Within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- The purpose of the Grievance Committee is to hear, investigate and resolve a student complaint, grievance or conflict.

Composition of College Grievance Redressal Cell

Sl.No	Name	Designation
1	Dr.V.Anantha Lakshmi, Principal	Chairperson
2	Ms. Y. Sita Maha Lakshmi, Lecturer in History	Convener
3.	Smt.M.Suvarchala, Vice- Principal	Member
4.	Dr. P. Santhi Lecturer in English	Member

- All the students have the right to appeal any academic matter in which they feel that they have been treated unfairly.
- Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

Mechanism of the GRC

- If any problem arises and is not resolved informally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College.

- Any type of student complaint or problem may be presented to the SGC for official review.
- The campus hearing body follows a set of formal procedures as per UGC Guidelines.
- Grievance Redressal Cell (CGRC) shall consider only individual Grievances of specific nature of students and staff.
- The GRC cell not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student.
- Post receipt of the complaint / Application the committee will decide on the merit of the case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complaint and defendant against who the complaint has been made, it required.
- GRC cell consider Redressing of the Grievances within a reasonable time. The Cell will give report to the authority by the cases attended to and seek guidance from the higher authorities if required.

Scope

- The student may lodge grievance about any academic and non- academic matters related to
- Timely issue of duplicate mark sheets, transfer certificates, conduct certificates or other examination and scholarship related matters.
- To dues and payments for various items from the library, hostels and other financial matters.
- Certain misgivings about conditions of sanitation, preparation of food, working of lights and fans in the class rooms Victimisation by teachers and any other offensive activity

Function of Grievance Redressal Committee

- The Grievance Redressal committee shall consider all grievances submitted in writing by an individual member of the centre regarding employment/ association, working conditions and any other alleged in justice done to an employee/ student while discharging his / her duties at the centre.

Responsibilities

- To accept the genuine grievances from the students and suggest remedial measures to solve in the stipulated period of time.
- The grievance Redressal committee of the institution shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the principal.




- The committee ensures effective solution of the faculty/ students grievances with an impartial and fair approach.

Redressed

- The Grievance & Redressal Cell aims to look into the complaints lodged by any student and redress it as per requirement.
- The students can state their grievance regarding any academic and non- academic matter with in the campus through the suggestion box provided in the campus.
- The institution aims at solving the grievances of the students with in stipulated time.

Review

- If it is a minor complaint, it will be resolved by the principal and committee with in one or two days.
- If the grievance is major, the principal will constitute a committee to conduct an enquiry on the issue and submit a report based on which will be taken a decision for necessary action.
- Every Monday the grievance Box will be opened, grievance will be discussed in the meeting and it will be brought to the notice of chairman for necessary action.

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