



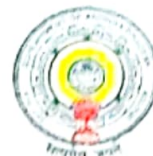
Dr.V.S.KRISHNA GOVT. DEGREE COLLEGE

(AUTONOMOUS)

NODAL RESOURCE CENTRE & AU CENTRE FOR RESEARCH

Maddilapalem, Visakhapatnam – 530013, Andhra Pradesh.

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GRIEVANCE REDRESSAL POLICY

As per the UGC (Grievance Redressal) Regulations notified in March 2013, Grievance Redressal Committee (GRC) has been constituted in the College every year to look into the grievances/complaints lodged by any student or any stakeholder and redress it as per requirement within a reasonable period of time. The students can state their grievance regarding any academic or non- academic matter within the campus through **online or offline**.

CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE:

Grievance Redressal Committee is constituted with the following members

| | |
|-----------------------|-------------|
| Principal | Chairman |
| Senior faculty member | Coordinator |
| Five faculty members | members |
| Two students | members |

The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing and dropped in the complaint box or can send through Online to the grievance redressal mail id. The objective of the Grievance Redressal Committee is to settle any individual grievance of stakeholder in a reasonable period of time in order to develop a responsive and accountable attitude among all the stakeholders and maintain a harmonious educational atmosphere in the institute.

Grievance related to academic, administrative, infrastructural amenities, and day to day affairs are placed with the redressal cell. Matters related to staff such as service rules, disciplinary action against staff necessary report is submitted to the immediate authority who is the Regional Joint Director and The Commissioner of Collegiate Education, Andhra Pradesh is the final deciding authority in redressing the grievances of the staff.

- If the student has grievance it is informed to the class mentor and then to In-charge of the department for redressal.
- If not resolved at that level the same is forwarded to grievance committee and brought to the notice of the Principal and the issue is resolved.

- Grievances like attendance, revaluation, counting of marks, issues in marks memo and Hall Ticket related to examination are first taken up by the Controller of Examinations
- If they could not be redressed at that level, then they are forwarded to the Principal.
- If it could not be redressed at the level of Principal then it is placed in Staff Council and will be redressed by passing suitable resolutions.

OBJECTIVES

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 an effective solution to the students Grievances with an impartial and fair approach.

FUNCTIONS

1. Redressal of Grievances of the students is to solve their academic and administrative problems.
2. To coordinate between students and Departments / Sections to redress the grievances.
3. To guide ways and means to the students to redress their problems.

The grievance procedure is a machinery to sort out the issues between students and college. It is a means by which a student who believes that he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated against is redressed. It is a device to settle a problem.

PROCEDURE FOR LODGING GRIEVANCE

The students may feel free to put up a grievance in writing and drop in the **Grievance Box** or handover to the convener/member of the Cell. For offline grievances, twice in a week the Grievance Box will be opened in front of all committee members. Committee involves a process of investigation in which 'student's Grievance cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

The students can also send their grievances in online mode.

Mail to grievanceredressalvskgdc@gmail.com

Matters are disclosed to only those, who have a legitimate role in resolving the matter. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students. The Grievance Redressal Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

FOLLOW UP & MONITORING

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time (maximum 7 working days).

Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

EXCLUSION

Student Grievance Cell shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of courses.
5. Decisions of the competent authority on assessment and examination results.



PRINCIPAL
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