

**GRIEVANCE REDRESSAL
POLICY**



SHRI GNANAMBICA DEGREE COLLEGE

(AUTONOMOUS)
(Affiliated to S.V. University)



GRIEVANCE REDRESSAL POLICY

The College has a Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student/faculty and judge its merit. The Grievance Redressal Committee is also empowered to look into the matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members by person. In case the person is unwilling to appear by self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students the Grievance Redressal Committee or the Principal.

Objective:

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Committee has been constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

- ✓ Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student relationship and Student- teacher relationship etc.

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AN ISO 9001 - 2015 CERTIFIED INSTITUTION

- ✓ Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- ✓ Suggestion / complaint Register have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- ✓ Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- ✓ Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- ✓ Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- ✓ Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope

- ✓ The Committee deals with Grievances received in writing from the students about any of the following matters:

Abuse

- ✓ unfair practices, complaints of alleged discrimination by students of Scheduled Caste, Scheduled Tribe, OBC, Women, Minority, differently abled students and addressing the scholarship issues and sexual harassment cases and to provide a mechanism to innocent students and stakeholders for Redressal of their grievances.

Academic Matters

- ✓ Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial Matters

- ✓ Related to dues and payments for various items from library, hostels etc.

Other Matters

- ✓ Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.

Functions

- ✓ The cases are attended promptly on receipt of written grievances from the students.
- ✓ The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure

- ✓ The setting of the Grievance Redressal Committee for students will be widely published.
- ✓ The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- ✓ The GRC will act upon those cases which have been forwarded along with the necessary documents.
- ✓ The GRC will take up only those matters which have not been solved by the different departments.
- ✓ Grievances related to fees etc. will be taken up only if the relevant financial documents like demand drafts etc. are attached.

- ✓ The Committee is requested to Contribute effectively to dispose the grievances at the earliest.

On receipt of the Compliant, the staff in-charge will submit the same to the Member Secretary of the "Grievance Redressal Committee". The Committee will meet, with an Information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complaint Online.

Exclusions

The Grievance Redressal Committee shall not entertain the following issues:

- ✓ Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- ✓ Decisions with regard to award of scholarship, fee concessions, medals, etc.
- ✓ Decisions made by the University with regard to disciplinary matters and misconduct.
- ✓ Decisions of the University about admissions in any courses offered by the Institute.
- ✓ Decisions by competent authority on assessment and examination result.

Establishment of a Grievance Redressal Committee

- ✓ In order to comply with the SV University Regulation for addressing, student or Parent's grievance in the Institution, "Grievance Redressal Committee". SGDC has constituted the Cell as per guidelines.
- ✓ The Student or Person, who are willing to launch any complaints, shall send their representation for Redressal of their grievance to the Grievances Redressal Committee.
- ✓ All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.

- ✓ Any member of SGDC (staff/student) can represent their issue through electronic or paper media to any designated member in the department, cell or committee or through mail to principal. The institute has the following committees to deal with specific matters in order to maintain good order, discipline and harmonious environment on campus.

The designated bodies are:

- a. Internal Complaint Committee: The main role of the committee is to address the complaints from Students and Staff.
- b. Anti-Ragging Committee: The role of the committee is to monitor, prevent and deter Ragging incidents in the Institution.
- c. SC/ ST Committee: The role of the committee is to monitor, prevent and deter Caste, Scheduled Tribe, OBC, Women, Minority, and differently abled student's related incidents in the Institution.



A handwritten signature in black ink, appearing to be "S. R. S.", written in a cursive style.

PRINCIPAL
Principal

Shri Gnanambica Degree College
Madanapalle - 517 325