

GOVERNMENT DEGREE COLLEGE FOR WOMEN
Autonomous, Re-accredited by NAAC with A+ Grade
BEGUMPET, HYDERABAD



GRIEVANCES REDRESSER CELL

“ To have a Grievance is to have a Purpose in Life”

-Eric Hoffer

Activities Report

AY: 2022-2023

Dr. S. Prasanna Rani

Grievances Redresser Cell Convener

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GRIEVANCES REDRESSER POLICY

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

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

Objective:-

The objective of the Grievance Redresser 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 Redresser Committee has been constituted for the redresser of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring a strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Three Suggestion / Complaint Boxes have been installed in front of the Library Block, Ground floors of Physical sciences Block and Life sciences 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 staff 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 the matters related to certain misgivings about conditions of sanitation, any sudden in conveniences aroused in normal physical facilities existing in college premises, any requests in academic aspects.

Functions:-

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares 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 Redresser Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it inboxes placed at conspicuous locations.
- The GRC will act upon those cases which have been forwarded along with thenecessary documents.
- The GRC will take up only those matters which have not been solved by the different departments.

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

A registry to register the complaint is established and kept in the Principal office under the Supervision of Mrs. Shravani. Administrative officer. On receipt of the Complaint, the staff in-charge of the registry will submit the same to the Member/Secretary of the "Grievance Redresser Committee".

Three complaint boxes are placed at three blocks in the college premises, one besides office, one at the ground floor of old block besides the entrance and the third one in new block besides the entrance. The boxes are opened by the convener on every Friday and scrutinized by the committee. The grievances received are resolved by the committee members at the earliest possible. The Committee meets and addresses the grievances of the students which are dropped in the complaint box and takes necessary action by discussing with higher authorities.

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Report of the Grievances Redresser Cell

2022-2023

S.No	Date/Year	Class	Nature of Complaint	Resolved/ Unresolved
1.	22. 6.2022	B.Sc. III year	About drinking water	Resolved
2.	10.8.2022	B.Sc., III year	Regarding student union elections	Resolved
3.	28.8.2022	B.Sc., I year	Leakage of taps in toilets in ground floor of old block.	Resolved
4.	16.9.2022	B.Com. II year	Class room availability	Resolved
5.	23.11.2022	B.Com. I year	Regarding smart board	Resolved
6.	11.12.2022	B.A., II year	Regarding conducting of a program in conference hall	Resolved
7.	28.1.2023	BA III year	Class room and verandah cleaning	Resolved
8.	13.2.2023	B.Com II year	Regarding cool drinking water	Resolved
9.	1.4.2023	BA II year	Cleaning of toilets in ground floor of old block.	Resolved
10.	17.4.2023	B.Sc. III year	Repair work of fans in R.No.303	Resolved
11.	25.5.2023	B.Sc. II year	Improper usage of toilets in new block	Resolved

GRC COMMITTEE, 2022-2023

2022-2023

12. NCC Advisor Committee

1	Smt K Shilpavalli	Physics Director
2	Dr N Murdula	Telugu
3	Smt Joy Hepsiba	CF in English
4	Sri P Bal Reddy	Sociology

13. Grievance Redressal Committee

1	Dr S Prasanna rani	Mathematics
2	Dr K Srinivas	Commerce
3	Dr Sandhya	History
4	Smt K Shilpavalli	Physical Director

14. Women empowerment Cell

1	Dr R Prasanna	Commerce
2	Dr G Jyothrimai	Zoology
3	Dr Sajida Begum	Commerce
4	Dr K Kamala	Political Science

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**Grievance Redresser Cell
Minutes of Meetings
AY: 2022-2023**

S.No.	Date	Minutes of the Meeting
1.	17.06.2022	A meeting was conducted on 17.6.2022 It is resolved to open the grievance boxes on every Friday of the week, scrutinizing and resolving of the complaint be done within two days.
2.	02.08.2022	A meeting was conducted on 02.08.2022. It is resolved that every grievance by students be resolved as immediately as possible.
3.	28.10.2022	A meeting was conducted on 28.10.2022. All the committee members to be involved in resolving the grievances by students.
4.	04.02.2023	A meeting was conducted on 04.02.2023. It is resolved to conduct a meeting with student union to review the various grievances of students.
5.	03.5.2023	A meeting was conducted on 21.5.2023. The review of the grievances received in the AY: 2022-2023 was done.