

**GOVERNMENT DEGREE COLLEGE FOR WOMEN
AUTONOMOUS
BEGUMPET, HYDERABAD**



GRIEVANCES REDRESSER CELL

Activities Report

2016-2017

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

-Eric Hoffer

Dr. S. Prasanna Rani

Grievances Redresser Cell Convener

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GRIEVANCE 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 any of the following matters.

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 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 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 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". The Committee meets for every 15 days to address 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 Grievance Redresser Cell

2016-2017

S.No.	Date/ Year	Class	Nature of Complaint	Resolved/ Unresolved
1.	August 2015	B.Com & B.A Iyr students	Unclean washrooms & providing buckets and mugs in the washrooms.	Resolved
2.	September 2015	B.Sc Iyr students	Request for change in college timings.	Resolved
3.	November 2015	B.Sc II yr students	Intimation of bandh /holidays in advance.	Resolved
4.	February 2016	B.A IIyr students	Water seepage in the classroom, replacement of benches,mosquitoes problem	Resolved
5.	August 2016	B.Sc I yr students	Maintenance of washrooms & water facility.	Resolved
6.	August 2016	B.Com, B.A	ID cards not issued on time, information on the requirements for scholarships,last date for submission of scholarship forms not intimated.	Resolved with the helpof the office staff
7.	December 2016	B.Sc, BZC I yr	Request for a permanent classroom.	Resolved

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**Grievance Redresser Cell
List of Activities
2016-2017**

S.No.	Date	Programme
1.	28/06/2015	Programme on Anti Ragging
2.	23/09/2015	Effective mentoring for teachers
3.	26/11/2015 & 27/11/2015	Programme on Activism against Gender based Violence
4.	28/01/2016	Infatuations - emotions, the teenage dilemma
5.	03 rd & 04 th March 2017	Legal Awareness programme on Laws related to women
6.	11/08/2016	Student Induction & Awareness of Grievance Redressal cell
7.	18/03/2017	Installation of Rotaract Club

REPORT ON ACTIVITIES CONDUCTED ON ANTI RAGGING

The Grievance Redresser Committee of Government Degree College for Women Conducted awareness program on the consequences on Ragging in the first week of July as per the schedule given by the Commissioner of Collegiate Education. The campus has the privilege of having the reputation of being a ragging free campus and the staff members make every effort to see that the students do not indulge in any kind of activities which would intimidate the fresher's. The physical director is also actively monitoring the moments of the students when available in the campus. The members of the GRC organized series of meetings with the student union which is comprised of the president, vice president, secretary, treasurer, class representative and deputy class representatives.

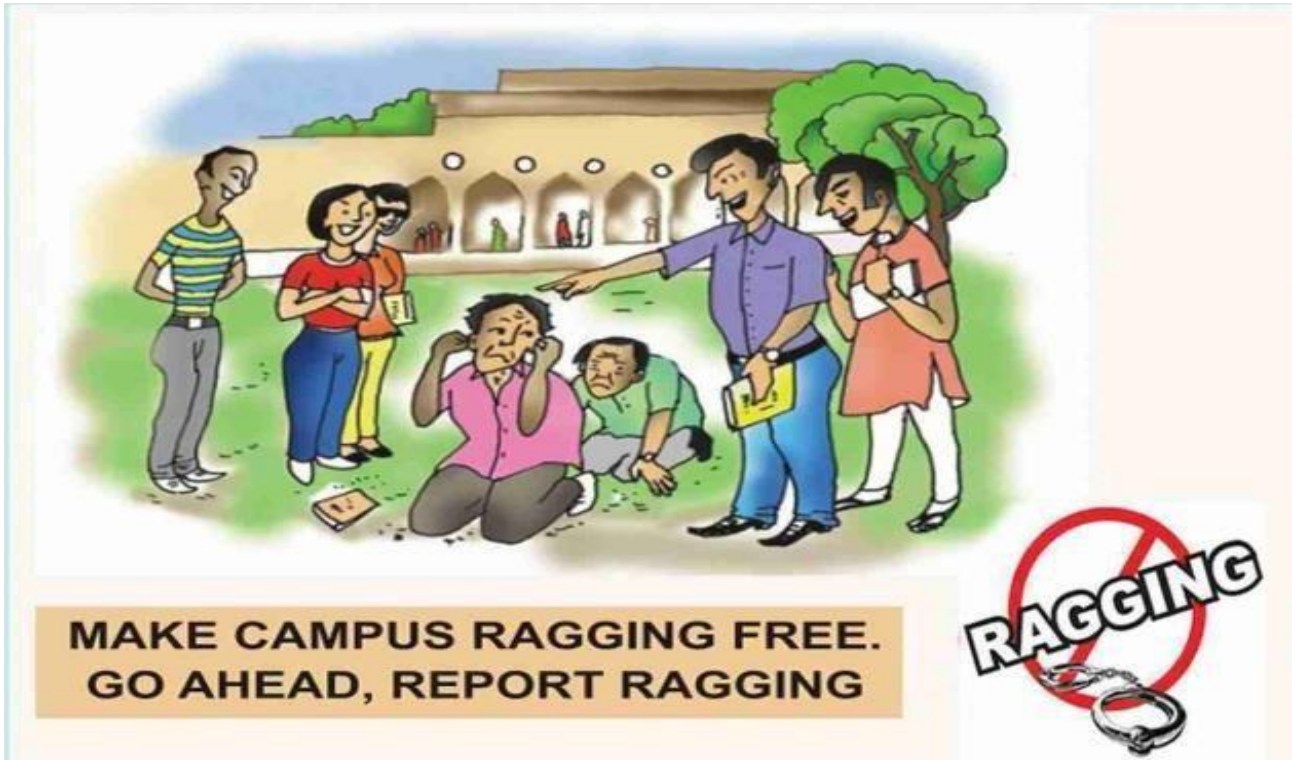


Dr. Uma addressing the students



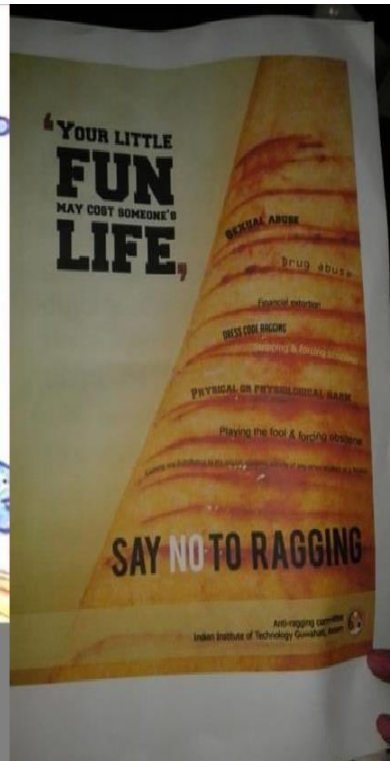
Students in the conference hall

The union members were instructed about their responsibilities and also to be sensitive to the needs of the fresher's. The members of the students union assured the committee that they would not indulge in any kind of Ragging and also strive to create a friendly stress free environment and a ragging free campus for the fresher's. The vice principal addressed the fresher's on the first day and instilled confidence in the fresher. She briefed them regarding the committee existing to look into all their grievances if needed. Senior faculty member from the department of Arts Dr. Uma addressed the students and explained to them regarding the stringent laws against ragging, punishment for participation in or abetting of ragging. She spoke extensively about the different forms of ragging and requested them not to indulge in activities which would cause physical hardship psychological harm or fear in their fellow students.



The Committee has displayed posters in the campus to sensitize the students.





Its Enough!

Lets fight this menace together. Lend me your hand so that the coming generation can live a life of dignity and honour. Let there be no suicide. Let there be no student who will become the dinner of this evil creature. Lets join our hand and completely eradicate this phenomenon called **Ragging**.

Ragging is a CRIME



Anti-Ragging Helpline No.: 1800-180-5522 (Toll free)
 Anti-Ragging E-mail : helpline@antiragging.net

The Committee has displayed posters in the campus to sensitize the students.



The senior students enacted a beautiful skit showing the traumatic effect of ragging.





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Many fresher's participated in the program and expressed their opinion on ragging.





The programme is concluded with the college president Miss.Vasundara assuring the students the support of the student union and also encouraged the freshers to come out with their problems without any hesitation. She explained to the students about the availability of the committee members for the redresser of their grievances if needed.