

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



GRIEVANCES REDRESSER CELL

Activities Report

2018-2019

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

-Eric Hoffer

Dr.S.Prasanna Rani

Grievance Redresser Cell Convener

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.

Anyone 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.
- Suggestion / Complaint Box has been installed in front of the Library 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 Grievances 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.

Report of the Grievance Redresser Cell

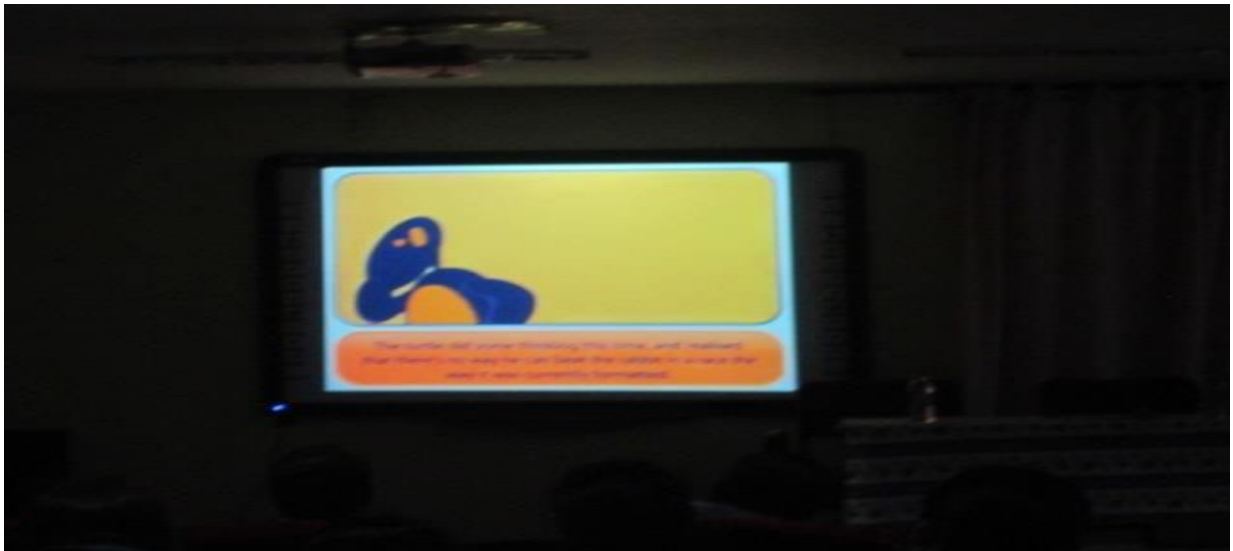
2018-2019

S.No.	Date/ Year	Class	Nature of Complaint	Resolved/ Unresolved
1.	February 2018	B.A. I yr	Complaint on the class representative of the class. Request for clean drinking water and washrooms.	Resolved
2.	August 2018	B.A. I yr	Complaint against not receiving information about scholarships.	Resolved
3.	November 2018	B.Sc., III yr	Request for hygienic washrooms.	Resolved
4.	January 2019	B.Com Iyr	Fans and lights not working, switch board damaged in room no.216.	Resolved
5.	February 2019	B.A & B.Com II yr students	Request to take students on or/ excursion.	Resolved

A REPORT ON THE PROGRAMME ‘EFFECTIVE MENTORING FOR TEACHERS’

Resource Persons Counselors Miss Shanthi and Miss. Neha

The programme “Effective mentoring” how well you know your students ? was organized to sensitize teachers to the needs of the students and also to adopt a professional and humane approach towards solving the problems of the student community. There is a need to focus on achieving a total well being of the student’s physical, mental as well as social.



Videos on Team Work

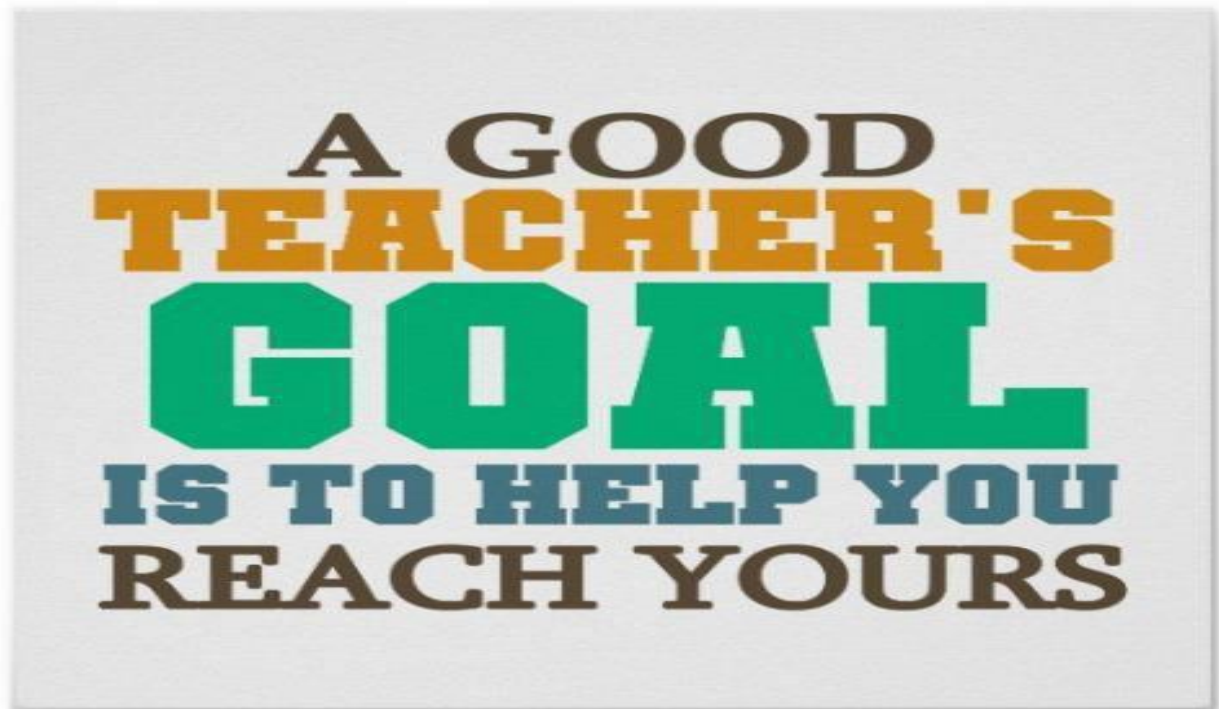
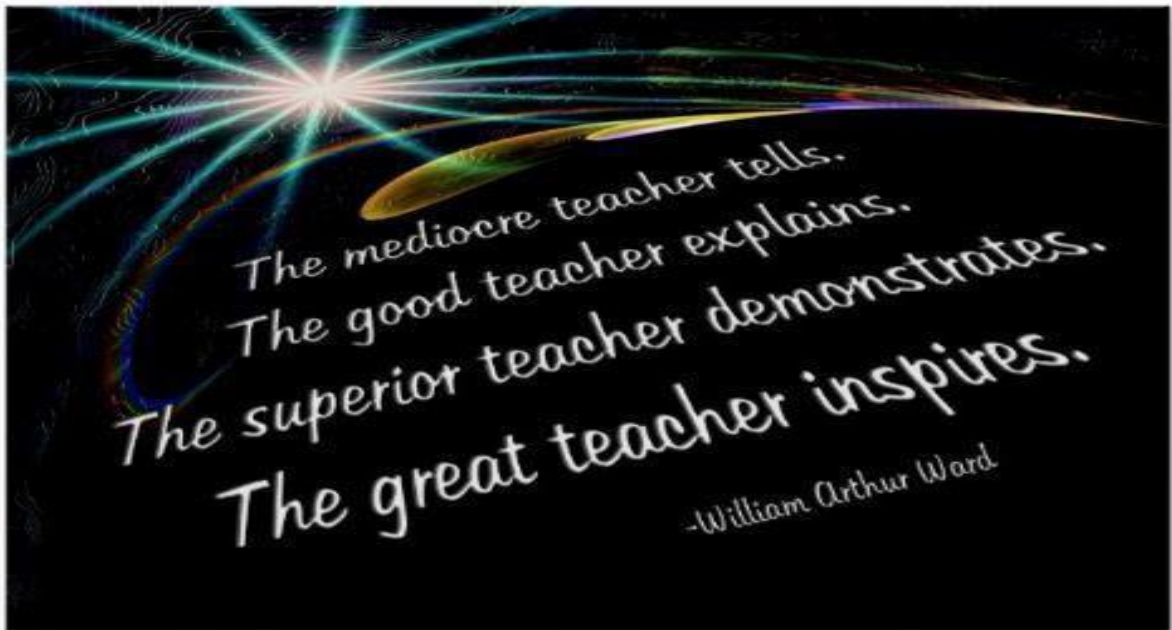


The first video the new version of “The Rabbit and Turtle” story highlighted about how unless one works in a team and harness each other core, competencies, there is always a chance to perform below par because there will be situations at which one would do poorly and someone else would do well. Team work is mainly about situational leadership letting the person with the relevant core competency for a situation take leadership.

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Videos on Team Work



INSPIRING MOTIVATIONAL QUOTES DISPLAYED ON THE PROGRAMME DAY

The teachers were divided into groups and given different situations that the student's face in their day to day life. The teachers actively participated and enacted roles. They gave appropriate and impressive solutions for difficult issues and dilemmas that the students face.



Lecturers participating in Group Discussion

The resource persons gave valuable inputs regarding mentoring students effectively.

Senior member of the team spoke extensively on the symptoms which appear in the depressed and the suicidal.

- Students become Irregular to the college
- Keeps her aloof and shows lack of enthusiasm in academic and non-academic matters.
- Keeps saying things which hint at deep sense of hopelessness of the future and even says that he /she might end life.
- Changes in personality and behavior.

The Principal addressed the gathering and thanked the resource persons for effective counseling and advised the teachers to actively involve themselves in identifying students who are not able to cope up with academic and non academic pressures.

