

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



GRIEVANCES REDRESSER CELL

Activities Report

2020-2021

“ 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 REDRESS 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 inboxes 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.

Grievance Redresser Committee
2020-2021

S.No.	Name	Designation & Department	Position	Contact No.
1.	Smt. K. Saritha Rani	Assistant Professor of Chemistry	Convener	8978490909
2.	Smt. B. Rukmini Devi	Assistant Professor of Botany	Member	9701488076
3.	Smt. K. Shilpavalli	Physical Director	Member	9640384307
4.	Dr.D. Radhika	Librarian	Member	9440204580
5.	Smt. D. Shravani	Administrative Officer	Member	9603637945



Grievance Redresser Committee members interacting with the students

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Report of the Grievance Redresser Cell

2020-2021

S.No.	Date/ Year	Class	Nature of Complaint	Resolved/ Unresolved
1.	September 2020	B.A, B.Com,B.Sc III yr students	Request for online submission of assignments & seminars during covid19.	Resolved
2.	September 2020	B.Sc II yr	Request for video lessons as some of the students who are staying in remote areas are facing internet issues.	Resolved
3.	November 2020	B.A, B.Com,B.Sc III yr students	Request for online internal & semester end exams.	Resolved
4.	February 2021	B.Sc II yr	Maintenance of washrooms & water facility.	Resolved
5.	February 2021	B.Com II yr	Request for the repair of incinerators in the washrooms.	Resolved
6.	February 2021	B.Com II yr	Request to extend the library timings for 1hr after the college.	Resolved
7.	February 2021	B.A IIIyr students	Request for dustbins in the college ground.	Resolved
8.	March 2021	B.Sc Iyr students	Request to intimate the last date for submission of scholarship forms.	Resolved
9.	March 2021	B.A IIIyr students	Complaint against watchman for his misconduct & rude behaviour.	Resolved

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**Grievance Redresser Cell
List of Activities
2020-2021**

S.No.	Date	Program
1.	23/07/2019	Workshop on cyber security Awareness on POSCO act
2.	14/09/2019	Orientation programme for first year students
3.	07/02/2020	Awareness on 'Empowering Oneself'
4.	06/03/2020	Awareness on POCSO act and prevention of child sexual abuse
5.	20/3/2021	Awareness Programme on Self-Defence Techniques by She Teams

Activity 1.

Workshop on Cyber Security- 23-07-2019

The students of our college have attended the workshop on Cyber security at Vishweshwaraya Bhavan, Khairathabad. Mr. Rakshit Tandon was the resource person. The

workshop was on the online crimes that are being prevailed nowadays and how to minimize them, what precaution measures that can be taken to reduce it etc were explained to the students. The students got benefited and were very cautious about the messages that they receive in the Whatts app groups, face book, instagram etc.

సైబర్ నేరాలపై అవగాహన అవసరం

అమీర్
పేట,
న్యూస్
టుడే:
సైబర్ నేరాలపై మంగళవారం ఖైరతాబాద్ లో పోలీస్ సాఫ్ట్వేర్ ఆధ్వర్యంలో



సదస్సులో మహిళా డిగ్రీ కళాశాల విద్యార్థినులు

ర్యంలో అవగాహన సదస్సు నిర్వహించారు. బేగంపేటలోని మహిళా డిగ్రీ కళాశాల విద్యార్థినులు సదస్సులో పాల్గొన్నారు. కళాశాల ప్రిన్సిపల్ డా. జి. యాదగిరి ఆధ్వర్యంలో కళాశాల ఎన్ఎస్ఎస్ యూనిట్-1, 2, 3లకు చెందిన సుమారు 300 మంది విద్యార్థినులు సదస్సుకు హాజరయ్యారు. సైబర్ నేరాలపై విద్యార్థులు అప్రమత్తంగా ఉండాలంటూ నినాదాలు చేస్తూ విద్యార్థులు కళాశాల నుంచి ర్యాలీగా తరలివెళ్లారు. ఎన్ఎస్ఎస్ అధికారులు కె. వెంకటేశ్వర్లు, ఉమామహేశ్వరి తదితరులు పాల్గొన్నారు.

Date : 24/07/2019 EditionName : GREATER HYDERABAD PageNo : 02



SAFETY TALK

Cyber security expert Rakshit Tandon speaks on online safety at a workshop for students that was organised at the Vishweshwaraya Bhavan, Khairatabad, by the Hyderabad police.
— S. SURENDER REDDY

Activity 2.

Orientation Programme for I yr students- 14-09-2019

Grievance Redressal cell along with NSS organised Orientation Programme for the I yr students. The resource person was Dr.Ravi Teja. He motivated the students with his wonderful speech about life. He has inspired the students by giving his own example of how he has achieved success in life and also quoted the examples of many leaders, business entrepreneurs, sports persons etc. He guided the students that its best to take the hard road and never the shortcuts. Hard work and the craving to succeed is the best way to arrive at one's goal. To make progress, it depends on hard work to accomplish the work enthusiastically, and luck will bless you!

Dr. G.Yadagiri, Principal and NSS programme officers Dr. Venkateshwarulu, Dr. Madhuri, Smt. Uma maheshwari & Smt. K.Saritha Rani have informed the students about various infrastructure facilities such as labs, library, sports that are available in the college and they urged the students to utilise all these facilities for their overall growth & development. Awareness of Grievance Redressal Cell on the college campus, its function and procedure was clearly explained to the students. Around 100 students have participated in the programme.



● సదస్సు
బేగంపేటలోని ప్రభుత్వ మహిళా డిగ్రీ కళాశాలలో వచ్చడనం... పౌష్టికాహారంపై నిర్వహించిన సదస్సులో ప్రెస్నిపోల్ డాక్టర్ యాదగిరి, విద్యార్థులు, తదితరులు (బేగంపేట, ఆంధ్రజ్యోతి)



Activity 3.

Awareness on “ Empowering Oneself” - 07/02/2020

Grievance and Redresser Cell has conducted a programme on “ Empowering Oneself” to all the students of the college. Smt. Gouri, NGO was the resource person for the program. She delivered an excellent lecture on the necessity of women empowerment. Women were responsible for doing only household work and upbringing the children till now, but the generation has changed and there is a need for women to fight for her rights. She has quoted some live examples on how there are women who are although uneducated , have succeeded in their lives. The students have gained knowledge on the various options they have in life and how they can empower themselves. Dr. G. Yadagiri, principal, Dr. Sarada Devi. Murthy , Mrs. Rukmini Devi participated in the program.



Dr. Gouri interacting with the students



Activity 4.

Awareness on POCSO act and prevention of child sexual abuse- 06/03/2020

POCSO or The Protection of Children from Sexual Offences Act (POCSO Act) 2012 was established to protect the children against offences like sexual abuse, sexual harassment and pornography. It was formed to provide a child-friendly system for trial underneath which the perpetrators could be punished. Resource person from NGO Kishore Aarohi group conducted the workshop on POCSO act. In this workshop the students gained knowledge about the act and what are the steps that has to be taken in order to curb the sexual abuse. Dr. Jyotsna Prabha, Dr. Venkateshwarulu, Smt. K.Saritha Rani and other teaching faculty participated in the programme.



Activity 5.

Awareness Programme on Self-Defence Techniques by She Team conducted on 20/03/2021

To empower women and help prevent possible assaults, the Cyberabad Police is focusing on imparting self-defence skills to women as part of the overall plan to prioritise women safety and security in the educational institutions.

Just a bit of concentration and basic self-defence techniques can prove to be a weapon for women. Self-defence trainers help students and employees using simple techniques to manage situations that could arise in future. They are trained to fight any given situation. The awareness programme on self-defence techniques was conducted on 20/03/2021 by Mr. Devendra, Co-ordinator from She Teams.



Mr. Devendra, Co-ordinator from She Teams with the college faculty and students

Training on Self-defence techniques

