



SRI VENKATESHWARA GOVT ARTS & SCIENCE COLLEGE, PALEM

GRIEVANCE- REDRESSAL POLICY

The College has Grievance & Redressal Committee for students and staff. The functions of the committee are to look into the complaints lodged by the student or staff, and judge its merit. The Grievance & Redressal Committee (GRC) is also empowered to look into matters of sexual harassment and ragging.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing and be dropped in grievance & Redressal/ complaint box available in the premises. Grievances may also be sent through e-mail to the officer in-charge of Grievance & Redressal Committee or the Principal. Mail id: palem.gdc@gmail.com

Constitution of Grievance & Redressal Committee (GRC):

Chairperson : Principal

Convener : Faculty

Members : Faculty from Arts

Faculty from Physical Sciences

Faculty from Life Sciences

Student Representative from Arts

Student Representative from Physical Sciences

Student Representative from Life Sciences

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 and staff 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.
- 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 disciplinary rules should be urgently brought to the notice of the principal and the anti-ragging committee will look into it.

Scope:

The committee deals with grievances received in writing or online from the students about any of the following matters: -

- Academic Matters
- Financial Matters
- General Administration
- Ragging
- Sexual Harassment

Functions:

The committee formally meets once in two weeks (15 days) with the principal to review all the 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 Redressal Committee for students is displayed at the college campus, website and handbook.
- The students based on the nature of the grievance can drop their grievance letter in the boxes placed at various locations (or) through e-mail (or) through their class representatives (or) may directly approach the GRC committee/ ICC/Anti ragging cell.
- The committee effectively disposes all the grievances received.
- The GRC shall submit the annual report to the principal.