

RRDS GOVT. DEGREE COLLEGE, BHIMAVARAM, W.G.Dt, A.P

(Affiliated to Adkavi Nannayya University, Rajamahendravaram)

Estd:1972

 **08816-223458**

 www.rrdsgdc.ac.in



Accredited by NAAC

AISHE:C-24023

 gdcbhimavaram.jkc@gmail.com

Implementation of guidelines of statutory/regulatory bodies for Students' Grievances

The grievance procedure is a piece of machinery to sort out the issues between students and the college. It is a means by which a student who believes that he/she has been treated unfairly with respect to his/her academic administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables them to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which "The Student's Grievance Cell" enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias". Decisions made by the college under the Discipline Rules and Misconduct. Complaints regarding sexual harassment should be addressed to the WEC.

Scope: The students to approach the cell for their grievances regarding academic matters, examination matters, financial matters, health services, library and other services.

Objective: To provide a mechanism to students of the college to air out their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

Grievance Redressal Procedure

The students have to place their grievances in the suggestion's box/complaint book placed various points like college office, library, hostels, and grievance redressal cell. The coordinator in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the principal and further course of action will be decided and the same shall be intimated to the students the college Calendar. When a student takes admission in the college it is under the premise that he/she will e-complaint to such rules, therefore no complaints will be entertained regarding such rules.

Students' Grievance Procedure

The grievance procedure is a mechanism to redress the grievance of a student who considers that, he/she has been subject to unjust or discriminatory behaviour with respect to his/her academic/ administrative affairs or is convinced to be discriminated in accordance with the rules and regulations of the college.

The complaint management mechanism is carried out in three levels in the institution:

LEVEL I-Class Teacher or Mentor:

The departmental-level grievances should first be addressed to the concerned class teacher or mentor of the class. Brief nature of grievance and resolution if any should be maintained in the class teacher's file or mentor-mentee book. In case the student is not satisfied with the decision be'she can approach the D-GRC.

LEVEL II- Department GRC (D-GRC)

The department GRC constitutes the head of the department and a senior teacher and the concerned class teacher. In case the complaint is made by a female student a female teacher should also be part of the DGRC. The department should maintain a record of the complaints received (forwarded from Level 1 if unresolved), complaints resolved and complaints forwarded to GRC-RRDS.

It is advised that, if possible, problem-solving should be given first priority and should be resolved immediately or at least within 3 days. Matters which have deadlines should be given highest priority, lest a student loses out on an opportunity due to the delay.

LEVEL III - College GRC (C-GRC)

Unresolved grievances at the departmental level are forwarded to the Grievance Redressal Cell of the institution. All complaints to the GRC-RRDS should be in written and should clearly bear the name, phone number and address of the complainant.

Anonymous complaints and/or with false addresses will not be entertained.

The written complaint should be handed over to any member of the GRC-YVNR (list of members are available in the college calendar and college website). The member in receipt of the complaint should immediately inform the convener who in turn will convene the GRC-RRDS for examining the complaint and talking with the aggrieved. The quorum for the cell in normal cases will be four including the convener, Arts and Humanities or Sciences depending on the subject of study of the complainant, a teacher member from either science/arts or self-financing block depending on the subject of study of the complainant and a member with legal expertise.

The quorum for the cell for a complaint against a non-teaching staff member. The report of the GRC-RRDS should be forwarded to the principal within 15 days for taking action.



V.K. Prasad
PRINCIPAL
R.R.D.S. Govt. Degree College
BHIMAVARAM-534 202