

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

(Affiliated to Adkavi Nannayya University, Rajamahendravaram)

**Estd:1972**

 **08816-223458**

 [www.rrdsgdc.ac.in](http://www.rrdsgdc.ac.in)



**Accredited by NAAC**

**AISHE:C-24023**

 [gdcbhimavaram.jkc@gmail.com](mailto:gdcbhimavaram.jkc@gmail.com)

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### **Mechanism for submissions of online/offline student's grievances**

#### **Anti-Ragging Grievance Redressal Cell**

The Cell looks into the grievances of the freshers. Two senior members of the teaching faculty and a senior member of the administrative staff make up this cell. A complaint box is set up for this purpose. The Committee takes these complaints seriously and corrective measures are taken immediately.

#### **Grievance Redressal Cell for Students Minutes (2018-2023)**

This Committee has the authority to settle grievances raised by the students of the College. The students are expected to lodge their grievances with their respective tutors who will in turn intimate the matter to the Committee for necessary action. If the matter is not resolved by the Committee, the student can approach the principal.

#### **Grievance Redressal Cell for Students with Disabilities**

As per the university order regarding the formulation of the internal committee for students with disabilities in the college, the council of the college constituted an internal committee on 20th January 2019. The main objective of the scheme is to provide encouragement and support to differently-abled students to pursue education.

## Offline students' grievances submission Mechanism



# Online students' grievances submission Mechanism

The dashboard features a header with the logo and name of the Commissionerate of Collegiate Education, Government of Andhra Pradesh. Navigation links for HOME, GRIEVANCES, CONTACTS, and DASHBOARD are present. A 'Happening Now !!' section displays a notification: 'We recorded new Grievance at 33 min ago'. It also shows statistics: Total Grievances (730), Resolved Grievances (359), and Pending Grievances (371). A note states 'Grievance is not yet allotted to officer.' Below this is a 'Register Your Grievances Here' section with icons for Students, Staff, and Retired Employees. A 'QUICK SERVICES' section includes buttons for NEW GRIEVANCE, TRACK GRIEVANCE, CONTACT US, and FEEDBACK. The page also features portraits of key officials: Sri Y. S. Jagar Mohan Reddy, Sri Borcha Subbarajanna, and Dr. P. Raja Brabbar.

This interface shows a search bar for tracking grievances. It includes a 'Grievance Reference No' field with a user icon and an 'Enter Mobile No' field with a lock icon and a search button. Below the search bar is a 'QUICK SERVICES' section with four buttons: NEW GRIEVANCE (What is troubling you?), TRACK GRIEVANCE (What happened so far?), CONTACT US (Get in touch with us), and FEEDBACK (Tell us what you think).

## NEW GRIEVANCE

1 PERSONAL INFO      2 GRIEVANCE INFO      3 ATTACHMENT

### PERSONAL INFORMATION

This is step 1

Register Grievance As \*

Student    Staff    Retired Staff

Name \*

Enter Mobile No\*

E-Mail \*

Next

359

Resolved Grievances



371

Pending Grievances



730

Total Grievances



## MOST FREQUENT



Others

Total | 337

Pending | 237

Closed | 100



Fee related matters

Total | 92

Pending | 2

Closed | 90



Service Matters

Total | 33

Pending | 19

Closed | 14



Academic

Total | 13

Pending | 5

Closed | 8



Pay Fixations

Total | 11

Pending | 4

Closed | 7



Examinations

Total | 10

Pending | 3

Closed | 7



**RRDS GOVERNMENT DEGREE COLLEGE**  
(Affiliated to Adikavi Nannaya University, Rajamahendravaram)  
NAAC Accreditation College  
ASR Nagar, Rayalam Road, Bhimavaram , W.G.Dt



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*V.K.J. Prasadma*  
PRINCIPAL  
R.R.D.S. Govt. Degree College  
BHIMAVARAM-534 202