



# ADITYA DEGREE COLLEGE

GOPALAPATNAM, Visakhapatnam-27

Ph: 0891-2796662, 79978 26665

E-mail : adcgpt@aditya.ac.in | Website : www.aditya.ac.in/degree

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## Grievance Redressal Committee

The principal ADITYA Degree College, Gopalapatnam is pleased to constitute Student Grievance Redressal Committee as under for the academic year 24-25 for redressing the grievances of students.

S. No	NAME	DESIGNATION	POSITION	CONTACT DETAILS
1	Dr. Kola Devi Priya	Chair Person	Professor	kola.devipriya09@gmail.com
2	K .Murali Mohan Rao	Member	Assistant Professor	adcgpt@aditya.ac.in
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8	ANUSHA GOMPA	Member	Student	gompaanusha4@gmail.com



  
Principal

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Gopalapatnam, Visakhapatnam.

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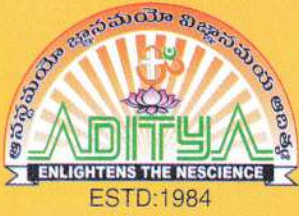
## Student Grievance Redressal Committee Guidelines

A Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to ensure a secure and supportive environment for all its staff and students. As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit.

Student Grievance Redressal Committee (SGRC) is primarily responsible for receiving, investigating, and resolving grievances raised by students within our institution, ensuring a fair and transparent process to address concerns related to academics, administration, facilities, or any other relevant issues, while maintaining confidentiality and upholding windows principles of natural justice.

Since its inception, the committee has been functioning under the direct supervision of the principal. Grievances received by the principal are forwarded to the respective Committee Members, who carefully examine and address the issues based on their severity and nature.





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## **Specific responsibilities of SGRC may include:**

### **Receiving and registering grievances:**

Accepting complaints from students in written form, either directly or through the grievance portal, ensuring proper documentation and recording of details.

### **Preliminary assessment:**

Reviewing submitted grievances to determine their validity, nature, and appropriate course of action.

### **Investigation and fact-finding:**

Conducting inquiries by gathering relevant information, interviewing concerned parties (students, faculty, staff), and verifying facts related to the grievance.

### **Mediation and conciliation:**

Attempting to resolve grievances through dialogue and mutual understanding between the complaining student and the relevant parties.

### **Decision-making:**

Analyzing the findings of the investigation and making informed decisions regarding the appropriate redressal measures based on established guidelines and policies.





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## **Communicating outcomes:**

Informing the student about the committee's decision, including the reasoning behind it, and outlining any necessary follow-up actions.

## **Reporting to authorities:**

Submitting detailed reports to the relevant administrative bodies within the institution, including recommendations for potential policy changes or improvements based on identified issues.

## **Maintaining confidentiality:**

Protecting the privacy of students involved in grievances, ensuring discretion throughout the process.

## **Awareness campaigns:**

Promoting the SGRC's existence and functions to students, educating them on how to file grievances and the procedures involved.

## **Periodic reviews:**

Regularly evaluating the effectiveness of the grievance redressal mechanism and proposing adjustments as needed.





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## Important aspects to consider:

### Composition:

The SGRC should consist of a diverse group including student representatives, faculty members, administrative staff, and Principal to ensure impartiality.

### Transparency:

Establishing clear guidelines and procedures for filing grievances, ensuring students are aware of their rights and the grievance redressal process.

### Timeliness:

Aiming to resolve grievances within a reasonable timeframe, adhering to defined timelines for investigations and decision-making.