


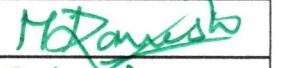
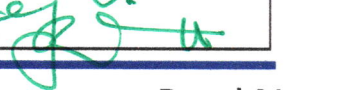
GOVERNMENT COLLEGE FOR MEN (A), KADAPA

(Affiliated to Yogi Vemana University, Kadapa)

Grievance Redressal Policy

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1. Preamble

Government College for Men (A), Kadapa is equipped with a Grievance Redressal Committee, tasked with the responsibility of examining complaints filed by students or faculty members to assess their validity. The committee is authorized to investigate cases of harassment as well. Individuals with legitimate grievances can either personally contact the members of the Grievance Redressal Committee or the Principal submit their complaints in writing.

2. Objectives

The Grievance Redressal committee is established with the objective of fostering a responsive and accountable attitude among all stakeholders to uphold a harmonious educational atmosphere in the institute.

1. Promoting an environment where students feel comfortable articulating their concerns openly and candidly, without apprehension of reprisal.
2. Suggestion / Complaint box have been installed in front of the Principal Chamber in which the students, who want to remain anonymous.
3. Advising all staff to be affectionate to the students and not behave in a revengeful manner towards any of them for any reason.
4. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be immediately brought to the notice of the Principal.

3. Scope of Policy

The committee deals with Grievances received in writing from the students about any of the following matters:

1. Addressing grievances related to unfair practices and complaints of alleged discrimination, particularly among students of Scheduled Caste, Scheduled Tribe, OBC, Women, Minority, and differently-abled students.
2. Addressing the scholarship issues
3. Handling cases of sexual harassment.
4. Issues pertaining to the timely issuance of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, or other examination-related matters.
5. Concerns related to dues and payments for various items
6. Issues related to specific concerns, such as sanitation conditions, drinking water and the availability of transport.

7. Issues related to decisions of the Executive council, Academic council and Board of studies are excluded.

4. Grievance Redressal Committee (GRC)

Grievance Redressal Committee is constituted with the following as members:

1. Principal – Chairperson
2. Coordinator-Senior Faculty
3. Members (Minimum 2 members)- From amongst faculty committed to work for Grievance Redressal Cell

5. G-MAPP (Grievance Redressal Management App)

In addition to College Level Grievance Redressal Committee (GRC), the Commissioner of Collegiate Education is also introduced G-MAPP (Grievance Redressal Management App) facilitates easy submission of grievances to CCE enabling quick and transparent redressal mechanism with assured follow up. No grievance is left unredressed with this app. Staff & Students can file grievances with ease of a click & hope of assured redressal.

Features:

1. College wise Student and staff data is uploaded
2. Individual can login and register grievance
3. Online 24X7 access to file any grievance.
4. Escalation of grievance to concerned authority within a short time.
5. Tracking the redressal status of the grievances from dashboard at Individual, College, District, Zone, and State level.
6. Grievance will be forwarded to concerned officer for redressal

Outcomes:

1. Provision of direct access to the administration
2. No delay and faster redressal mechanism
3. Applicant can track his/her application
4. Transparency in Administration
5. Increase of accountability on part of Colleges
6. Staff & Students can file grievances with ease of a click & hope of assured redressal.

6. Responsibilities of GRC

1. The setting of the Grievance Redressal Committee for students will be widely published.
2. To encourage the students, feel free to put up a grievance and drop it in boxes placed at conspicuous locations.
3. The Committee needs to prepares a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the principal.
4. Conduct Awareness Programs widely publicize names and contact details of the GRC members


7. Procedure to be followed by GRC

1. The student, who are willing to lodge any complaints, shall sent their representation for redressal of their grievance to the Grievances Redressal Committee.
2. All aggrieved parents and the stockholders may also henceforth approach to the Grievance Redressal Committee.
3. The GRC will also take up the matters which have not been solved by the different departments.
4. On receipt of the Compliant, the staff in-charge will submit the same to the Co-Ordinator of the "Grievance Redressal Committee".
5. The cases are attended at earliest day on receipt of written grievances from the students.
6. The principal resolves the problems if any raised by students/faculty. Otherwise, the complaint may forward to the higher authority.

8. Appeals.

If the complaints not resolved at college level, then the students/faculty may appeal to the Commissioner, Collegiate Education, Amaravati, Andhra Pradesh through G-MAPP (Grievance Redressal Management App).




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