

**VIVEKANANDA GOVERNMENT DEGREE COLLEGE,  
VIDYANAGAR, HYDERABAD 500 044.**  
*Affiliated to Osmania University*  
**Accredited by NAAC with “B” Grade ISO 9001:2015**



## **GRIEVANCE REDRESSAL CELL GUIDELINES**

The Student's Grievance Redressal Cell is a statutory committee to facilitate the redressal of grievances and complaints lodged by the students and to examine the issue in a fair manner and arrive at inferences for recommending remedial measures. The Chairman of the Cell is the Principal and Senior faculty members from each stream are the members, with a provision of being reconstituted every year.

### **Objectives of the Committee**

The main objectives of the Cell are as follows

- To examine various issues and grievances raised by the students in the matters like harassment, victimization, unfriendly treatment or any other grievance which disturb the learning process of the student.
- To address complaints related to student to student relationship, student to teacher relationship, student to non-teaching staff relationship and the relationship between student and the academic community.
- To encourage the students to lodge their grievances freely and frankly without any fear of being victimized while assuring confidentiality.
- To consolidate and examine the complaints/ grievances/ suggestions put by the students on Academic, Administrative, Infrastructural and any other matters in the complaints/ suggestion box or received in WhatsApp students' groups or by e-mail at [svsvidyanagar.ejkc@gmail.com](mailto:svsvidyanagar.ejkc@gmail.com).
- To encourage students to follow moral and ethical values and to desist from undesirable activities in the college campus and uphold the dignity of college by promoting cordial relationships with everyone.

### **Scope of the Committee**

The Student's Grievance Redressal Cell will receive grievances in writing from the students about any of the following matters-

- Academic Matters- The grievances of the students regarding academics i.e, completion of regular class work, teaching methodology, approach and accessibility of the teacher, availability of the learning materials, lab hour schedule/timetable or any other academic matter.
- Administrative Matters- The grievances related to college administration and support services that include certificates like Bonafide, Bus Pass, Scholarships from the office, inconvenient schedule of fees collection, functioning of the Library and related matters.
- Other Matters- The Cell will also examine the grievances related to other facilities and support services for recreation, problems of sanitation, water availability, availability of transport, canteen and all other matters not falling under the purview of other committees.

### **Procedure for lodging complaints**

1. **Complaint/Suggestion Box** - There is a complaint box installed in campus under lock and key and students are encouraged to drop in their grievance. To encourage students to feel free, the box is named as suggestion box. The Grievance Redressal Cell opens the box in Principal's chamber and sorts the suggestions and grievances fortnightly.
2. **WhatsApp group** – VGDC has active student WhatsApp groups formed by the Faculty members and includes some students as Admins. Grievances and Complaints received are forwarded to the Cell for redressal.
3. **Email** – Students are encouraged to lodge their grievances through Email- [svsvidyanagar.ejkc@gmail.com](mailto:svsvidyanagar.ejkc@gmail.com)
4. **Website** – The college website ([www.vivekanandagdc.in](http://www.vivekanandagdc.in)) has a tab wherein students can post their suggestions, feedback and complaints.

### **Mechanism of Redressal of Grievances of Students and Staff**

- After receiving a written grievance/ complaint in drop box or WhatsApp group or emails the meeting of the committee is convened by the Principal to look into the matter.
- If the names of the students are mentioned in the complaint and depending on the severity of the issue they will be called for an explanation. Otherwise the committee will conduct an enquiry into the matter and suggest solutions/remedial measures.
- If there is any merit in the complaint, the cell will recommend appropriate measures for the redressal of the grievances.
- Suggestions/remedial measures of Academic grievances will be suggested to respective Faculty/Departments. Administration related matters are forwarded to the Office In-charge and other matters to the respective support service In-charges.

### **Actions of the Committee**

- The recommendations made by the Cell will be discussed by the Staff Council and appropriate measures will be initiated to redress the grievance. It will be implemented by the Principal of the college under the monitoring of the Cell.

## MEMBERS OF THE GRIEVANCE COMMITTEE

| <b>Sl.No</b> | <b>Name of the Member</b>   | <b>Designation</b>        |   |
|--------------|---|---------------------------|---|
| 1            | Dr.G. Sukanya<br>Principal  | President/<br>Chairperson |    |
| 2            | Ms. Anita Abraham<br>HOD, Department of English &<br>Vice-Principal         | Convenor                  | <br><b>ANITA ABRAHAM</b><br>Associate Professor of English                   |
| 3.           | Ms. S. Nirmala,<br>Assistant Professor of<br>Statistics &<br>Vice-Principal | Member                    | <br><b>S. NIRMALA</b><br>Assistant Professor in Statistics                   |
| 3            | Ms. G. Bangla Bharathi,<br>Associate Professor of English                   | Member                    | <br><b>GANJI BANGLA BHARATHI</b><br>Associate Professor of English          |
| 4            | Sri Ch. Kishor Kumar<br>Assistant Professor of Commerce                     | Member                    | <br><b>Dr. CH. KISHORE KUMAR</b><br>Assistant Professor of Commerce        |
| 5            | Sri P. Venkateshwar<br>Associate Professor of History                       | Member                    | <br><b>P. VENKAT EASHWAR</b><br>Associate Professor of History             |
| 6            | Sri E. Narsing Rao,<br>Physical Director                                    | Member                    | <br><b>ELURI NARSINGA RAO</b><br>Asst. Prof of Physical Education Director |

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