



V.K.V. GOVERNMENT DEGREE COLLEGE - KOTHAPETA



(Accredited by NAAC "B" Grade)

(An ISO 9001:2015 Certified College by HYM International Certifications Pvt.Ltd.)

CRITERIA_5.1.4 :

GRIEVANCE REDRESSAL POLICY

1.Preamble:

The Viswa Kavi Vemana Government Degree College,Kothapeta aims to provide a safe,secure,healthy and supportive environment for the holistic growth of each and every student and Faculty.The Grievance Redressal Policy has been formulated according to UGC Grievance Redressal Regulations 2019 and Higher Education Council ,Andhra Pradesh,Adikavi Nannaya University,Rajamahendravaram lays down the norms to be followed for a just ,speedy and fairly,transparent Redressal of Grievances related to Academics, Administration and Infrastructure .All the members of the Institution (Staff & Students) shall adhere ,follow and promote the Policy and Guide lines stated herein and uphold human values and ethics.

2.Objectives:

- 2.1. To provide transparent environment where grievances are expressed without fear or victimization .
- 2.2. To maintain a clear ,well-defined structured process of Grievance Redressal .
- 2.3. To stipulate the roles and responsibilities of Grievance Redressal Committee.
- 2.4. To ensure a fair and speedy Redressal of Grievances.
- 2.5. To provide offline and online facility to receive the Grievances.

3. Definitions:

3.1.Grievance :

Grievance is an allegation or a complaint for actual or perceived faults.Sometimes this Grievances may be related to Human Right Violations and the complaints placed to protect the Human rights of each and every individual.Grievance includes the definition in UGC Regulations under Clause 2(f) of the Gazette Notification No.14-4/2012(CPP-II) dated 6th May,2019 and shall comprise the following

3.2. Grievance pertaining to Academic Life :

3.2.1. Admission

3.2.2. Fee Payment

3.2.3. Attendance in Curricular and Co-Curricular aspects

3.2.4. Scholarships

3.2.5. Transparency and access

3.2.6. Certificates and Documents

3.2.7. Institute-University Concept

3.3. GRIEVANCES PERTAINING TO INFRASTRUCTURAL RESOURCES :

3.3.1. Provision of Student amenities

3.3.2. Inclusive access to Educational resources

3.3.3. Access to facilities: library, laboratories, sports and cultural facilities hostel, gymnasium and cafeteria.

4. Grievance Redressal Committee :

Grievance Redressal Committee is constituted by the College to receive, investigate and redressal grievances. The term of the office for a grievance redressal committee member shall be of one years duration and re-nomination, if required. The composition of the Grievance Redressal Committee shall be as follows:

- i. Principal – Chair Person
- ii. Senior Most Faculty or Vice-Principal – Co-Ordinator
- iii. Senior Faculty Members – Members
- iv. Office Superintendent – Member

5. The Committee Shall ——

5.1. Follow the Rules and Regulations of the Institution and the Principles of natural justice during enquiry and redressal of grievances.

5.2. Formulate and review Grievance Redressal Norms and Guidelines.

5.3. Make efforts to resolve the grievance within a period of one week.

5.4. Submit Grievance Redressal Report to the Chair Person.

5.5. Provide a copy of the report to the aggrieved person(s).

5.6. Meet frequently or as and when required.

6. Grievance Redressal Mechanism :

- 6.1. Information regarding the Grievance Redressal Committee shall be given on the College Website and College Hand Book.
- 6.2. In case of individual grievance, an aggrieved student shall present his /her grievance in writing or through App to the Grievance Redressal Committee.
- 6.3. The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee or may be dropped in the Suggestion Box or may be submitted through e-grievance app.
- 6.4. The matter shall be taken for discussion by the committee in its scheduled meeting.
- 6.5. If the matter requires urgent attention, the co-ordinator shall inform the chairman and convene a meeting of the committee immediately after receipt of the Grievance Application.
- 6.6. Based on the decision taken by the committee the aggrieved has to be informed and the grievance shall be resolved.
- 6.7. If unsatisfied with the decision the aggrieved appeal to the chairperson within two days.
- 6.8. A special meeting may be convened in case follow-up is required.

Online Grievance and Redressal Mechanism Weblink :

<http://103.39.134.234/CCE ICTS/>

The screenshot displays the homepage of V.K.V Government Degree College. The header includes the college name, affiliation to Adikavi Nannaya University, Rajahmundry, A.P., ISO 9001:2015 certification, and contact details. A navigation bar lists various sections like About Us, Administration, Academics, etc. A yellow banner provides the URL for the online grievance redressal mechanism: <http://103.39.134.234/CCE ICTS/>. Below this, a red arrow points to the text "ONLINE GRIEVANCE & REDRESSAL MECHANISM WEB LINK". To the left of the arrow is a photo of the Principal, and to the right is a sidebar with buttons for Academic Audit, Community Service Project, Online Admission, and others.

[Signature]
Principal
V.K.V Govt. Degree College
KOTHAPETA



GRIEVANCE REDRESSAL COMMITTEE