



GOVERNMENT DEGREE COLLEGE
RAYACHOTY, ANNAMAYYA DISTRICT, A.P. 516269
(Accredited with C grade by NAAC)



Grievances Redressal Policy

The grievance procedure is a mechanism aimed at resolving issues between students and the college. It offers a way for students who believe they have been treated unfairly in academic or administrative matters, or have faced discrimination, to seek resolution. In line with the recommendations of the University Grants Commission (UGC), New Delhi, our college has established a Grievance Redressal Cell. This cell's primary objective is to provide students with a platform to address their grievances and ensure fairness and transparency in areas such as admissions and the prevention of unfair practices. The cell takes on the responsibility of examining and assessing the validity of students' filed complaints. Students with legitimate grievances can directly approach department members or seek guidance from the officer in charge of the Grievance Redressal Cell. Furthermore, for complaints related to sexual harassment, students are encouraged to contact the Women's Empowerment Cell (WEC). The WEC is dedicated to addressing and managing issues of sexual harassment, offering essential support and assistance to those affected.

Objectives

- To provide a platform for all students to express their grievances.
- To identify weaknesses and address them in a positive and structured manner.
- To facilitate communication and bridge the gap between college management, teachers, and students.

Scope

The cell will deal with Grievances received in writing from the students about any of the following matters

- Academic Matters: Related to timely issue of Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels, scholarships etc.
- Other Matters: Related to certain misgivings about conditions of drinking water, Sanitation, bus passes, eve teasing, victimization by teachers etc.

Grievance Redressal Procedure

Students can submit their grievances through suggestion boxes or complaint books available at various points such as the college office, library, hostels, and the grievance redressal cell. The coordinator then communicates the matter to the committee for appropriate action. A final report, based on the grievances received and resolved, will be submitted to the principal, and the subsequent course of action will be decided. This information will be communicated to the students by letter or by phone. It is important to note that when students enrolled in the college, they are expected to adhere to the established rules and regulations.

Procedure for lodging complaint :

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Students can register their grievances through the given link.: http://103.39.134.234/CCE_ICTS/ provided in the college website www.gdcrayachoty.ac.in

Redressal of Grievance

- a) The complaint should contain the Complainant's name and contact details, copies of supporting documents, wherever applicable.
- b) All the complaints shall be registered in http://103.39.134.234/CCE_ICTS/ Grievance portal

- c) If the grievance is resolved within three working days, the resolution shall be communicated along with the acknowledgement to the complainant.
- d) The complaint shall be addressed as early as possible and within a maximum of 30 days of the receipt of the complaint.
- e) All complaints shall be dealt with and monitored by the Grievance Redressal Committee Organization.
- f) The Grievance Redressal Committee would monitor the resolution of complaints received from the Complainant and periodically put up the same for review by the Senior Management.

Closure-grievance

Every grievance will be addressed within thirty days of its receipt, and a final response will be posted on the grievance portal. This response will include details regarding the resolution or rejection of the complaint along with the reasons. A grievance will be considered as resolved and closed in any of the following situations:

- a) All complaints shall be monitored and marked as closed only after resolution of the subscriber grievance.
- b) The complaint shall be treated as closed if the complainant has not responded within forty days of the publishing in the grievance portal.
- c) Where the complainant has not preferred any appeal within forty days from the date of receipt of resolution or rejection of the grievance communicated by the intermediary or Authority.

Self-Declaration Regarding No Ragging Cases in the Institution

I, Dr. P. Harshalatha , Principal, Government Degree College, Rayachoty hereby declare that there have been no reported cases of ragging within our institution over the past five years. This declaration is made based on the records maintained by the institution and the absence of any formal complaints or incidents reported during the specified period.

As the Principal, I affirm that our institution has adopted a zero-tolerance policy towards ragging and is committed to maintaining a safe and conducive learning environment for all our students. We have implemented strict measures and preventive actions to ensure the complete eradication of ragging from our institution.

These measures include:

Sensitization Programs: Conducting regular awareness programs, orientation sessions, and workshops to educate both new and existing students about the negative consequences of ragging and the importance of maintaining a healthy and respectful campus atmosphere.

Anti-Ragging Policy: Implementing a comprehensive anti-ragging policy that clearly defines ragging, outlines the disciplinary actions for offenders, and provides mechanisms for reporting and addressing complaints related to ragging.

Student Support Systems: Establishing a robust student support system comprising faculty mentors, counsellors, and senior students who are trained to identify and address any potential ragging incidents promptly.

Surveillance and Monitoring: Deploying CCTV cameras at strategic locations across the campus to ensure constant surveillance and deter any potential ragging activities.

Grievance Redressal Mechanism: Establishing a dedicated grievance redressal cell that allows students to report any ragging-related incidents confidentially. The cell investigates complaints promptly and takes appropriate actions against the perpetrators in accordance with our anti-ragging policy.

I assure you that our institution remains committed to maintaining a safe and nurturing environment, free from any form of ragging or harassment. We continue to monitor and reinforce our preventive measures to ensure the well-being of our students and to foster a culture of respect and inclusivity within our institution.




PRINCIPAL
Govt. Degree College
Rayachoty.