



S.A.S. GOVERNMENT DEGREE COLLEGE
NARAYANAPURAM, WEST GODAVARI DISTRICT-534406
(AFFILIATED TO ADIKAVI NANNAYA UNIVERSITY, RAJAMAHENDRAVARAM)

Phone: [08818 252189](tel:08818252189), E-mail: narayanapuram.jkc@gmail.com



COLLEGE GRIEVANCE REDRESSAL COMMITTEE(CGRC)

SAS Government Degree College , Narayanapuram is always in the frontline to redress the grievances of its stakeholders. SAS GDC has constituted a grievance redressal committee for handling and solving the grievances or concerns of its stakeholders. The committee works with an aim to promote and maintain a sustainable , unbiased and positive educational environment. It adopts a process of investigation in which the committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. The college has been dealing with the following the grievances of Students/Faculty/Stakeholders.

Objectives

1. To create a platform where staff and students can raise their problems about academic and non-academic matters
2. To receive suggestions from the staff and students for improvement
3. To ensure effective solution to the staff and students to redress their problems

Functions

1. The cases are attended promptly on the receipt of return grievances from staff and students
2. The cell reviews all cases and acts accordingly as per the policy

3. The cell submits report to the authority regarding the cases attended

Mechanism of the GRC:

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against whom the complaint has been made, if required.
5. GRC shall consider redressing of grievances within a reasonable time.
6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Purpose :

The CSGRC of college functions with following purposes.

1. To ensure a democratic environment in the campus.
2. To acquaint all teacher-trainees about their rights and duties.
3. To solve the various personal and educational related grievances of the teacher-trainee.
4. To make the institute student friendly.
5. To ensure the qualitative as well as quantitative development of institution through CSGRC.

2 PHOTOS OF COMPLAINT BOX WITH STAKEHOLDERS



List of Student Grievances: -

A) Grievance related to Admission

- i. Admission contrary to merit determined
- ii. Irregularity in the process
- iii. Refusal to admit in accordance
- iv. Demand of money in excess
- v. Violation of any law in regard to reservation of seats
- vi. Delay in payment of scholarships

B) Grievances that are Academic in nature

- i. Academic Quality
- ii. Academic Integrity dispute
- iii. Course material
- iv. Class time table
- v. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vi. Attendance/directed reading
- vii. Internal Assessment
- viii. Co-curricular activities
- ix. Grade Dispute
- x. Non-publication of a prospectus
- xi. Publishing false or misleading information and not based on facts
- xii. Withholding of or refusal to return any of the documents

- xiii. Non-transparent or unfair practices adopted
- xiv. Denial of quality of education

C)Against Faculty and staff

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

D)Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii .Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii .Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees
- vii. Delay in conducting examinations
- viii. Delay in the declaration of results

E)Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
- ii. Discrimination or non-adherence of placement procedures /rules

F)Grievance related to Amenities & Services

- i .Common services (Transportation / Canteen / Medical, etc.)
- ii .Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

G)Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions

H)Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Conflict between students of other Programs

I)Harassment by fellow students or faculty/ staff etc.

- i. Bullying

J)Grievances of alleged discrimination

- i. SC/ST/OBC
- ii .Minorities
- iii. Persons with disabilities

K)Others

I .Any action initiated/taken contrary to the
a .Statutes
b. Ordinances
c .Rules
d. Regulations
e. Guidelines of the institution

II. Any action initiated/taken contrary to the regulations/guidelines made/issued by the commission.

Internal Complaints Committee: -

An ICC, as the name suggest, is an internal complaints committee of a work place to receive and redress complaints of sexual harassments. A committee constituted for redressal of Complaints by the Aggrieved person and making recommendations for resolution to the management team.

Anti- Discrimination Committee: -

SASGDC established an Anti Discrimination committee to avoid the discrimination among the students such as treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people, because of their race, gender, sexuality, etc.,

Anti-Ragging Committee: -

SASGDC established an Anti-Ragging Committee inculcating Culture of Ragging Free Environment in the Campus. The Anti-Ragging Squad will work under the supervision of Anti Ragging Committee and to engage in the works of checking places like Hostels, Buses, Canteens, Classrooms and other places of student congregation. Anti-Ragging Committee will be involved in designing strategies and action plan for curbing the Menace of Ragging in the college by adopting array of activities. The Committee also would conduct awareness programmes from time-to-time in the campus.

Time taken to resolve the Grievance: -

- The CGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy there of to the aggrieved stakeholder preferably within a period of **15 working days** from the date of receipt of the compliant.
- Any stakeholder aggrieved by the decision of the College Grievance Redressal Committee may prefer an appeal to the Commissionerate of Collegiate Education, within a period of **15days from the date of receipt** of such decision.
- The Commissionerate of Collegiate Education shall make all efforts to resolve the grievance within a period of **30 days of receiving the appeal** from the aggrieved stakeholders.



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GRIEVANCE REDRESSAL POLICY

The Grievance Redressal policy of SAS Government Degree College, Narayanapuram is designed to establish fair and systematic procedures for addressing grievances raised by both staff and students. Recognizing the seriousness of any grievance, the college is committed to promptly and equitably resolving concerns.

Key Principles:

- 1. Equitability:** All grievances will be treated with impartiality, ensuring equal consideration for all parties involved.
- 2. Prompt Resolution:** The College is dedicated to addressing grievances at the earliest possible stage, minimizing disruption and promoting a conductive learning and working environment.

Process Overview:

1. Submission of Grievance:

- Staff or Students may submit their grievances in writing to the designated Grievance Redressal Officer (GRO)
- Grievances can be submitted via specified forms or written statements, clearly outlining the nature of the grievance and parties involved

2. Grievance Redressal Officer (GRO)

- The GRO, appointed by the college, will serve as the primary authority responsible for receiving, investigating and resolving grievances.

3. Investigation:

- Upon receiving a grievance, the GRO will conduct a thorough impartial investigation, considering all relevant facts and perspectives.
- The GRO may consult with relevant parties and gather necessary information to facilitate a comprehensive understanding of the grievance.

4. Resolution:

- The GRO will propose appropriate resolutions based on the investigation ensuring fairness and adherence to college policies.
- Resolutions may include corrective measures, counselling or any other action deemed necessary to address the grievance effectively.

5. Communication:

- The GRO will communicate the resolution to the aggrieved party, providing clear explanations for the decision.
- If necessary, the GRO may recommend policy improvements to prevent similar grievances in the future.

Confidentiality: All grievances and related investigations will be handled with utmost confidentiality to protect the privacy and dignity of the parties involved.

Appeal Process: If dissatisfied with the resolution, the aggrieved party may appeal to the higher authorities or follow any established appeals process within the college.

The Grievances Redressal Policy reflects SAS Government Degree College's commitment to maintaining a harmonious and supportive environment, where concerns are addressed promptly, fairly and in accordance with established procedures.



Tu. V.
PRINCIPAL
SAS GOVT. DEGREE COLLEGE
NARAYANAPURAM
West Godavari District.
Pin: 534 406, Andhra Pradesh