



## **STUDENT GRIEVANCE REDRESSAL MECHANISM**

### **1. Preamble**

The Institution is committed to providing a fair, transparent, and responsive system for addressing student grievances in accordance with:

- The University Grants Commission (Redressal of Grievances of Students) Regulations, 2019
- Guidelines issued by the Government of Andhra Pradesh
- Conditions governing Autonomous Colleges
- Institutional statutes and service rules
- This mechanism ensures justice, equity, and accountability while preserving academic

### **2. Objectives**

The Student Grievance Redressal Mechanism (SGRM) aims to:

1. Provide an accessible platform for students to raise concerns.
2. Ensure time-bound resolution of grievances.
3. Maintain confidentiality and impartiality.
4. Promote transparency and fairness.
5. Strengthen institutional governance and student satisfaction.

### **3. Scope of Grievances**

The following matters may be considered as grievances:

- Academic issues (attendance, evaluation, internal marks, curriculum delivery)
- Examination-related complaints (excluding malpractices under separate rules)
- Delay in issue of certificates
- Infrastructure and facility concerns
- Administrative decisions affecting students
- Harassment (excluding sexual harassment handled by ICC)
- Discrimination

### **4. Matters Not Covered**

The following are outside the purview of this mechanism:

- Decisions of statutory academic bodies (unless procedural irregularity is alleged)
- Sexual harassment complaints (handled by Internal Complaints Committee under POSH Act)
- Ragging cases (handled by Anti-Ragging Committee)
- Matters pending before courts

## **5. Structure of the Grievance Redressal System**

### **5.1 Department-Level Grievance Redressal**

- Head of the Department (Chair)
- Senior faculty member
- Class mentor

Minor grievances should first be addressed at this level.

### **5.2 College Student Grievance Redressal Committee (SGRC)**

As per UGC Regulations, 2019, the College shall constitute:

#### **Composition:**

- Principal (Chairperson)
- Three senior faculty members
- One woman faculty member
- One student representative (nominated)
- One external member (if required under UGC norms)

### **5.3 Ombudsperson**

As mandated by the University Grants Commission Regulations, students may appeal to the University Ombudsperson if dissatisfied with the institutional decision.

## **6. Procedure for Filing Grievance**

### **Step 1: Submission**

- Grievance shall be submitted in writing or through an online portal.
- Must include student name, roll number, department, and detailed complaint.
- Anonymous complaints may be examined if serious.

### **Step 2: Acknowledgement**

- Acknowledgement shall be issued within **3 working days**.

### **Step 3: Preliminary Scrutiny**

- Committee shall determine admissibility.
- If outside jurisdiction, student shall be informed.

### **Step 4: Hearing**

- Both complainant and concerned party shall be given opportunity to present views.
- Proceedings shall follow principles of natural justice.

### **Step 5: Decision**

- Decision shall be communicated within **15 working days** of receipt of complaint.
- Reasons shall be recorded in writing.

## **7. Time Limits**

- Grievance must be filed within **30 days** of the incident.
- Delay may be condoned for valid reasons.

## **8. Confidentiality**

- Proceedings shall remain confidential.
- No retaliation shall be permitted against complainants.
- Records shall be securely maintained.

## **9. Protection Against Victimization**

No student shall suffer academic or administrative disadvantage for filing a genuine complaint.

## **10. Record Maintenance**

The Institution shall:

- Maintain grievance register (physical/digital).
- Record nature of complaint, action taken, and closure date.
- Present periodic report to Governing Body.

## **11. Integration with Other Statutory Bodies**

The SGRC shall coordinate with:

- Internal Complaints Committee (POSH)
- Anti-Ragging Committee
- SC/ST/OBC/Minority Cell
- Examination Committee

to ensure proper jurisdictional handling.

## **12. Appeal Mechanism**

If dissatisfied with the decision of the College SGRC, the student may:

1. Appeal to the University Ombudsperson within 15 days.
2. Seek further remedy as per UGC Regulations.

## **13. Online Grievance Portal**

The Institution shall maintain:

- Online grievance submission system
- Tracking facility
- Status update mechanism

## **14. Review & Monitoring**

The Governing Body shall:

- Review grievance statistics annually.
- Ensure compliance with UGC Regulations.
- Take corrective policy measures if recurring issues are observed.