



PITHAPUR RAJAH'S GOVERNMENT COLLEGE [A] KAKINADA

[An Outcome Based Autonomous Institution Affiliated to Adikavi Nannaya University, Rajamahendravaram]

Grievance Redressal Policy

2022-2023

GRIEVANCE REDRESSAL POLICY:**Preamble:**

- Each Higher Educational Institute, as per UGC Regulations under clause 2(f) of the Gazette Notification No. 14-4/2012 (**CPP-II**), Dt. 7 December 2018, shall devise a mechanism to facilitate the aggrieved stakeholders lodge a complaint if they think, believe or feel that an unfair, unjust or inequitable or raw deal is meted out to them and get them redressed in specified time lines through formulation of a Grievance Redressal mechanism.
- Accordingly, the college has constituted **Grievance Redressal Cell**, a fool-proof system to address and resolve grievances of its prime stakeholders - Students and Staff and is in the forefront of delivering quality services to all stakeholders, especially its students, through a responsive and accountability-holding machinery to facilitate a conducive and harmonious educational atmosphere in the college. Consequent upon this, Central Grievance Redressal Cell (CGRC) and Departmental Grievance Redressal Cell (DGRC), with which the aggrieved stakeholders can lodge a complaint or grievance and get it redressed through committee in a just and fair manner.

❖ Grievance:

A Grievance is defined as the reported expressed or unexpressed discontent or dissatisfaction by students or staff vis-à-vis academics, infrastructure, evaluation system, etc., related to the college.

- ❖ **Redressal** : It is the process of resolving the grievance by the empanelled committee in stipulated time.
- ❖ Teaching staff refers to all full time faculty members including regular, contract and guest faculty
- ❖ Grievance can be academic or non-academic nature. It includes
 1. Admissions
 2. Related to Quality in teaching
 3. Examinations and Evaluation - delay in conduct of examinations, declaration of results, evaluation related grievances,
 4. Fee payment related : Refund of fee, etc.
 5. Access to learning resources and maintenance
 6. Maintenance of student amenities including canteen, washrooms, water supply
 7. Scholarships

GRIEVANCE REDRESSAL POLICY:

8. Transfer and conduct certificates
9. Salary related: Increments, arrears, medical claims, etc.,

i) Objectives:

- To encourage staff and students express their grievances in a free and fair manner by providing a discrimination and victimization -free ecosystem in the college.
- To promote cordial relations among administration, staff and students without room for any disharmony or strife through upholding dignity of the staff and students.
- To promote respect for mutual rights among staff and students and inculcate the habit of exercising utmost restraint in cases of occurrences of differences of opinion.
- To promote a mechanism of lending an affectionate ear to the grievance of students, be friendly and resolve issues in time-bound manner duly following the principles of natural justice.

ii) Functions:

- To constitute GRC, put in mechanism for receiving grievances from the stakeholders in the form of installing drop - in boxes for written complaints, fixed time for oral or written complaint lodging, online grievance lodging, etc., in the college.
- To attend the oral/ written grievance cases promptly on daily basis by the college committee/ Department level committees or other student support wings.
- To put up certain cases in staff council for their redressal
- To prepare statistical reports on the cases received, resolved and pending and submit them to the higher authorities for further guidance and redressal.

iii) Scope of the policy:

- Applicable to both students and staff. The staff includes both teaching and non-teaching staff.
- It is applicable to both Academic and Non-Academic matters including Financial, Canteen, Hostel, ragging, harassment by fellow students, faculty members, office staff, etc.,
- **Academic Matters:** Grievances related Admissions, Transfer and Conduct Certificates, Original and duplicate Mark-sheets, evaluation, provisional certificates and ODs, quality in teaching, lack of learning resources and class room infrastructure, syllabus completion, laboratory infrastructure, training and placements, library resources, etc.
- **Infrastructure and Amenities:** Shortage of Class rooms, laboratories, Maintenance of washrooms, drinking water, Canteen, waiting halls, gymnasias,

GRIEVANCE REDRESSAL POLICY:

indoor stadium, etc

- **Financial matters:** College fee payment (Online and offline) issues, duplicate and excess payments, penalty payments, examination fees payment related grievances, reimbursements, scholarships related issues, training programmes related grievances .
- **Other Matters:** Ragging, sanitization victimization by fellow students, faculty, etc.

iv) Exemptions:

The following issues fall out of the purview of grievances redressal committee

- Resolutions of the Governing Body, Academic council, Board of studies, Staff Council and other Administrative or Academic committees constituted by the affiliating university and the college with regard to college timings, code of conduct, dress code, anti-ragging act, discipline mechanism, etc.
- Decisions of the state Government on admissions mechanism, seat allocation, fee payment mechanism, into the programmes offered by the college.
- Decisions with regard to award of scholarships, fee concessions, medals etc., by the state Government and college.
- Decisions made by the UGC, APSICHE, affiliating university with regard to disciplinary matters and misconduct.
- Resolutions of Governing Body, Academic Council on assessment, evaluation process and results of examinations.
- Code of conduct in vogue related to Women grievances and ragging.

v) Procedure for submitting grievance:

- ❖ **e-CEGRaM:** Students and staff can upload their grievance online through e-CEGRaM, an online Grievance Redressal Mechanism enunciated by the Commissionerate of Collegiate Education, A.P.
- ❖ **Drop Boxes:** Students/staff can drop their written complaints in the drop boxes installed in various blocks.
- ❖ **Open Door:** Students and staff can directly submit or express their complaints before the staff or administrative authorities during their formal/ informal visits and inspections to the classes or other facilities of the college.
- ❖ **Spandana:** Students can freely express their grievances conducted by the

GRIEVANCE REDRESSAL POLICY:

Principal and Heads of the Department on every third Saturday online in SPANDANA grievance redressal programme.

- ❖ **Feedback systems:** The students or staff can express their problems or discontent through surveys or feedbacks conducted by the mentors, administrative authorities.
- ❖ **E-mails:** Students and staff can lodge their grievances through mails to grievances@prgc.edu.in.

vi) Constitution of the Grievance Redressal Committees:

The college maintains a two-tier Grievance Redressal Mechanism

- ❖ Departmental Grievance Redressal Committee (DGRC)
- ❖ Central Grievance Redressal Committee (CGRC)

A] Departmental Grievance Redressal Committee (DGRC)

1. A complaint by an aggrieved student/staff relating to a Department, shall be addressed to the Departmental Grievance Redressal Committee (DGRC) to be constituted at the level of the Department, with the following composition, namely:

| S.No | Description of Committee | Designation | Remarks |
|------|---|----------------------|--|
| 1 | Head of the Department | Chairperson | - |
| 2 | Senior Faculty of the Department | Member | To be nominated by HoD |
| 3 | Another faculty expertised in grievance redressal and trouble shooting. | Co-ordinator, Member | To be nominated by HoD |
| 4 | Chairperson of CGRC/ any CGRF member | Special Invitee | - |
| 5 | Student Nominee | Student-Member | To be nominated by HoD on the basis of merit |

1. The term of the Chairperson, members of the Committee, and the special invitee shall be one year.
2. The quorum for the meeting of DGRC, including the Chairperson, shall be three.

GRIEVANCE REDRESSAL POLICY:

3. Before considering the grievances, the DGRC shall follow principles of natural justice.
4. The DGRC shall try to resolve the grievance within five day period and submit its report with recommendations, if any, to the Principal , within a period of 07 days from the date of receipt of the complaint besides submission of a copy thereof to the aggrieved student.

B] Central Grievance Redressal Committee (CGRC)

The staff and students shall lodge complaints with Central Grievance Redressal Committee (CGRC) in cases if they are under the purview of the college, not in the jurisdiction of the departments.

The Principal shall constitute a CGRC with the following composition.

| S.No | Authority | Designation | Remarks |
|------|-------------------------------------|-----------------------------------|------------------------------|
| 1 | Principal | Chairperson | - |
| 2 | Vice-Principal | Member | |
| 3 | Coordinator, CGRC | Convener | |
| 4 | Dean, Academic Affairs | Member | To be nominated by Principal |
| 5 | Dean, Examinations | Member | - |
| 6 | Dean, Infrastructure | Member | To be nominated by Principal |
| 7 | Coordinator, Women Empowerment Cell | Member (Special Invitee) | To be nominated by Principal |
| 8 | | President, Student-Council Member | To be nominated by Principal |

1. The term of the Chairperson, members of the Committee, and the special invitee shall be two years.
2. The quorum for the meeting of DGRC, including the Chairperson, shall be four.
3. The CGRC shall resolve the issue within a 10 day period send its report with recommendations, if any, to the Principal within a period of 12 workings days

GRIEVANCE REDRESSAL POLICY:

from the date of receipt of the grievance besides supplying a copy thereof to the aggrieved student.

vii) Mechanism for redressal of Grievances of Students and Staff:

- ❖ Staff and students shall use CCEs e-CEGRaM for lodging grievances through app e-CEGRaM the link of which is placed in the college website www.prgc.edu.in.
- ❖ An aggrieved student/ staff can submit his/her grievance verbally or in writing to the concerned HoD.
- ❖ Staff and students can drop written complaints in the grievance boxes fitted in each block pertaining to the departments that the block houses.
- ❖ On every Wednesday of the week, each department shall open box in the presence of the committee and categories the Grievances submitted into i) Academic ii) Non-Academic iii) Related to the Assessment iv) Related to the Attendance v) Related to the conduct of Examinations vi) Related to canteen facility ix) Harassment by other student or staff.
- ❖ If the Grievance is to be redressed by department itself, it is passed to the department level Grievance Redressal Committee.
- ❖ It shall convene a meeting the next day, preferably Thursday. It shall discuss the issue, discuss the action to be taken and redress the grievance within one week of the presentation of the grievance.
- ❖ If the person is not satisfied with the answer given by Departmental Grievance Redressal Committee (DGRC), the aggrieved can approach the Central Grievance Redressal Committee (CGRC) which is mandated to resolve the issue within 15 days of the presentation of the complaint.

Note:

- The decision of the Central Grievance Redressal Committee (CGRC), in such matters is final and no further appeals will be entertained whatsoever.
- The committee will recommend appropriate action against complainant(s), if complaints lodged are of trivial or baseless nature.
- The mechanism may be reviewed from time to time by the CCE or Staff Council.
