

**Sri Chintalapati Varaprasada Murthy Raju
Government Degree College, Ganapavaram, W.G. Dist. A.P.**

Estd. 1972
Affiliated to Adikavi Nannaya University
Accredited 'B' by NAAC
ISO 9001:2015 Certified



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GRIEVANCES REDRESSAL COMMITTEE REPORT

The College was established in 1972 by a renowned Gandhian leader Sri Murthy Raju. Since inception, it has been implementing the guidelines of the Regulatory Bodies with all commitment for a ragging-free academic environment. The Institution is committed to create wide awareness among the students and staff about menaces like ragging, and discrimination of any kind with special emphasis on gender bias. It follows a zero tolerance policy by taking an undertaking from the new students stating that they won't resort to ragging and discrimination of any kind including gender, caste and community. UGC Regulations are widely circulated among the students and staff, and placed on the college website. Policy documents on discipline and code of conduct are documented and posted on the college website.

- Grievances are submitted by students or staff either online or offline and they are properly recorded in the register as well as mentor-mentee record sheet.
- There are three online platforms available for all stakeholders on the college website for submitting grievances.
 1. <https://forms.gle/rucoNZnySbq6YzTh6>
 2. <http://103.39.134.234/cce ICTS/>
 3. <https://samadhaan.ugc.ac.in/>
- The grievances received through the link-1 are redressed in the college at three levels, depending upon the gravity of the issue raised.

1. Mentor level,
2. GRC level, and
3. Principal level.

- As the College has an institutionalized best practice - Mentor-Mentee System - the mentor concerned looks into the issue, records it in the Mentee profile sheet



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- and interacts with the student concerned where necessary. He/She makes sincere efforts to redress the grievance at mentor level.
- Grievance Redressal Committee (GRC) meets every month/bi-monthly and reviews the grievances received if any. However, if the situation demands, it conducts immediate meetings and discusses the issue in grievance. The GRC interacts with the students and tries to redress the issue with intimation to the Principal.
- GRC looks into various issues in the campus including:
 - ragging,
 - harassment,
 - indiscipline,
 - verbal abuse,
 - discrimination of any kind,
 - lack of amenities etc.


If any grievance is beyond the redressal capacity of the GRC, it takes the issue to the notice of the principal who convenes a staff council meeting or CPDC meeting where necessary, and redresses the grievance. Sometimes, grievances like the medium of instruction cannot be redressed by the principal also. Then, the issue is represented to the higher authorities or concerned officials. The grievances received through the link-2 are redressed by the state government. The Govt. of Andhra Pradesh provided a separate online platform for submitting grievances by students or staff. Its link is mandatorily available on the websites of all HEIs in the state. Apart from online platforms, there is a complaints/grievances box for receiving written grievances. The grievances in the box are collected by the GRC and redressed, following due procedure as explained earlier.

GRIEVANCES REDRESSED:

- The students (43) who came from Telugu medium background felt that they cannot write semester exams in English medium. Hence, they represented the matter to the Grievances Committee. Grievances like the medium of instruction cannot be redressed by the principal. Then, the issue is represented to the University. Now the students are not disallowed to write in the regional language.





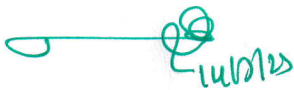

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- 34 girl students represented the issue of marriage in the middle of graduation, and the student is willing to continue her study while parents and husband may not be willing to send her to college. So the matter is brought to the notice of the principal. Senior lecturers and the principal had prolonged talks with the parents concerned and convinced them to allow their girls to continue their study. In such cases, it takes about a month's time to convince the parents.
- 47 girl students asked for help with respect to their higher education. They brought to the notice of the Grievances committee about their higher education; the girl is willing for higher studies while the parents are unwilling; Mentors and the committee convinced the parents for their ward's higher studies. The principal also interacted with the parents in some cases.
- Seeking financial assistance is another grievance observed in the college. When a student of I Bcom (Aneesh) from 2021-22 batch is found to be suffering from malfunctioning of lever, he approached the Grievances Committee and class mentor; and the issue is discussed at college level by all; all the students and staff come to his rescue by raising a fund of 40,000/- for his medical expenses. In a week's time, his grievance is addressed, at least partially.
- Students asked for a mineral water facility and it was redressed; a mineral water plant is functioning in the college now.
- Students asked for more field trips and sports activities which were taken up immediately and thus redressed.

Thus, the College Grievances and Redressal Committee works for providing a pleasant atmosphere during their UG study.

Convener

Grievances Redressal Committee






Principal 14/07/2023.

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