



SRI A S N M GOVERNMENT COLLEGE
Palakol, West Godavari District, Andhra Pradesh- 534260
Affiliated to Adikavi Nannaya University, Rajamahendravaram
(NAAC Re-accredited by 'B' Grade with 2.61 CGPA)

College e-mail: sriasnmgdc@gmail.com Website: <https://sriasnmgdcpalakol.ac.in>

Phone: 08814229069

Grievance Redressal Policy

1. Preamble

Sir A.S.N.M.GOV'T College, Autonomous, palakol aims to provide a safe, secure, healthy, and supportive environment for the holistic growth of the individual. The grievances redressal policy has been formulated according to UGC Grievance Redressal Regulations, 2019 and lays down the norms to be followed for a just, speedy and fair redressal of grievances related to academics, administration and infrastructure. All the members of the institution (Staff and Students) shall adhere, follow and promote the policy and guidelines stated herein and uphold human values and ethics.

2. Objectives

- 2.1 To Provide an environment where grievances are expressed without fear or victimization.
- 2.2 To maintain a clear, well-defined and structured process of grievance redressal
- 2.3 To stipulate the roles and responsibilities of grievance redressal committee.
- 2.4 To ensure a fair and speedy redressal of grievances.

3. Definitions

3.1 Grievance

Grievance is an allegation or a complaint for actual or perceived wrongs. Grievance includes the definition in UGC Regulations under clause 2(f) of the Gazette Notification No.14-4/2012 (CPP-II) dated 6th May 2019 and shall comprise the following.

3.2 Grievance pertaining to academic life

3.2.1 Attendance in curricular and co-curricular aspects.

3.3.1 Admission

3.3.2 Fee payment

3.3.3 Scholarship

3.3.4 Transparency and access

3.3.5 Certificates and documents

3.3.6 Institute-University Illusion

3.4 Grievances pertaining to infrastructural resources

3.4.1 Provision of students amenities

3.4.2 Inclusive access to educational resources

3.4.3 Access to facilities: library, laboratories, sports and cultural facilities hostel, gymnasium and cafeteria.

4. Grievance Redressal Committee

Grievance Redressal Committee is constituted by the college to receive, investigate and redressal grievances. The term of the office for a grievance redressal committee member shall be of one-years duration and re-nomination, if required. The composition of the grievance redressal committee shall be as follows:

- i) Principal – Chairperson
- ii) Vice Principal
- iii) Office Superintendent
- iv) Senior Faculty Nominees – Members

5. The Committee Shall

- 5.1 Follow the rules and regulations of the institution and the principles of natural justice during enquiry and redressal of grievance.
- 5.2 Formulate and review grievance redressal norms and guidelines.
- 5.3 Make efforts to resolve the grievance within a period of one week.
- 5.4 Submit grievance redressal report to the Principal.
- 5.5 Provide a copy of the report to the aggrieved person(s)
- 5.6 Meet bi-annually or as and when required.

6. Grievance Redressal Mechanism

- 6.1 Information regarding the grievance redressal committee shall be given on the college website and college handbook.

- 6.2 In case of individual grievance, an aggrieved student shall present his/her grievance in writing, to the Grievance Redressal Committee.
- 6.3 The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee, may be dropped in the suggestion box.
- 6.4 Grievances can also be submitted through the college Grievances committee.
- 6.5 The matter shall be taken for discussion by the committee in its scheduled meeting.
- 6.6 If the matter requires urgent attention, the coordinator shall inform the chairman and convene a meeting of the committee within two days from the receipt of the grievance form.
- 6.7 Based on the decision taken by the committee, the aggrieved has to be informed and the grievance shall be resolved.
- 6.8 If unsatisfied with the decision, the aggrieved appeal to the Principal within two days.
- 6.9 A special meeting may be convened in case follow-up is required.

Online Grievance and redressal mechanism web Link



<https://sriasnmgdcpalakol.ac.in/admin/uploads/announcements/9217eCEGRaM.pdf>

PRINCIPAL