



**GAYATRI VIDYA PARISHAD**  
**COLLEGE FOR DEGREE AND P.G. COURSES (AUTONOMOUS)**  
**VISAKHAPATNAM**

(Affiliated to Andhra University, Accredited by NAAC with B<sup>++</sup> Grade)

**Prof. K.S. Bose** MBA, Ph.D.  
I/c PRINCIPAL

Date: 15-07-2024

GVPCDPGC(A)/07/2024/OFFICE ORDER F.No.1/Estt /GenAdmn/Committees-7

I am by direction happy to inform Prof. P.V.Mohini, Professor, Department of Management Studies, Gayatri Vidya Parishad College for Degree and P.G. Courses (Autonomous), Visakhapatnam is nominated as Convener, Grievance Redressal Committee with effect from 15-07-2024 for a period of three years from the date of assuming charge.

A Grievance Redressal Committee is constituted with the members mentioned below:

Convener	-	Prof. P.V.Mohini Professor, Department of Management Studies
Members	-	Prof. K.V.V.Murali Someswara Rao Dr. A. Sairoop Dr. G. Surya Prakasa Rao Mrs. P. Vijaya Kanthi Mr. P. Venkata Rao Mr. K. Krishna Kumar Mr. M.P.R. Murthy Dr. A. Sayibala

The Committee shall consider grievances of specific nature from students and staff raised individually relating to discrimination or harassment, campus safety and health, organizational changes and terms/conditions of employment.

The Committee shall meet at regular intervals or at least two times in a year to review the progress and submit a report to the Principal.

*Ben. V.*  
*15/7/24*  
**PRINCIPAL**  
I/c PRINCIPAL  
GAYATRI VIDYA PARISHAD  
COLLEGE FOR DEGREE AND P.G. COURSES  
VISAKHAPATNAM-45

Rushikonda, Visakhapatnam -530 045 0891 2955084 -85, M.V.P.Campus, Visakhapatnam-530 017 0891-2783722

**VISION:** Creating Human Excellence for a Better Society

**MISSION:** Unfold into a world-class organization with strong academic and research base, producing responsible citizens to clear to the changing needs of the society



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**GRIEVANCES POLICY & REDRESSAL MECHANISM**

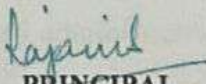
**GRIEVANCES POLICY:**

Grievance Redressal cell has been constituted as per the guidelines laid down by AICTE (All India Council for Technical Education) Regulations, 2019 vide F. No. 1-101/ PGRC/ AICTE/ Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. This cell addresses the grievances of the staff and students. The staff and students report their grievance online/to the HOD/Director/Principal in person. Grievance Redressal Cell looks in to the matter, takes up the mechanism to redress the grievance within a stipulated time.

**GRIEVANCE REDRESSAL MECHANISM:**

Students may have various grievances relating to admissions, teaching-learning Process, assessment, infrastructure, hostels and general campus inputs. Which need to be addressed promptly to avoid dissatisfaction and disturbances. The Grievance Redressal Mechanism facilitates speedily redressal of grievances.

A Grievance Redressal Committee is constituted with members of teaching staff for a tenure of 3 years. The students can present their grievances directly to the committee or through online available in the college website. He/she can also approach the class mentor directly or to the Head of the Department. Sometimes grievances dropped in the suggestions/complaint box are also taken up for redressal. Any grievance has to be redressed within a maximum period of 2 weeks.

  
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## **Grievance Redressal Cell (GRC)**

NBA Format – Autonomous Engineering College

### **Objectives of the Grievance Redressal Cell**

- To provide a transparent, fair, and impartial mechanism for redressal of grievances of students, faculty, and staff.
- To ensure a harmonious and conducive academic environment in the institution.
- To uphold the dignity of individuals and prevent unfair practices and discrimination.
- To comply with NBA, UGC, AICTE, and statutory guidelines related to grievance redressal.
- To promote confidence among stakeholders by ensuring timely resolution of grievances.

### **Functions of the Grievance Redressal Cell**

- To receive grievances related to academic, administrative, examination, evaluation, and infrastructure issues.
- To acknowledge grievances and conduct preliminary scrutiny.
- To investigate complaints through fact-finding and interaction with concerned parties.
- To recommend appropriate corrective and preventive actions.
- To maintain confidentiality and ensure non-retaliation against complainants.
- To monitor the implementation of decisions taken.
- To maintain records of grievances and resolutions for NBA/NAAC audits.
- To submit periodic reports to the Head of the Institution.

### **Roles and Responsibilities of the Grievance Redressal Cell**

#### **Chairperson**

- To lead and oversee the functioning of the Grievance Redressal Cell.
- To convene meetings and ensure timely disposal of grievances.
- To ensure compliance with NBA and statutory requirements.

#### **Member Secretary / Convener**

- To receive and register grievances.
- To coordinate meetings and prepare minutes and action taken reports.
- To communicate decisions to concerned stakeholders.

#### **Members**

- To examine grievances objectively and impartially.
- To participate in investigations and hearings.
- To suggest corrective measures and policy improvements.



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**Institution**

- To provide necessary administrative support to the GRC.
- To implement recommendations of the Grievance Redressal Cell.
- To ensure awareness among stakeholders about grievance redressal mechanisms.