



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.



GAYATRI VIDYA PARISHAD COLLEGE FOR DEGREE ND PG COURSES(A)
(Affiliated to Andhra University | Accredited by NAAC with 'A' Grade)
RUSHIKONDA, VISAKHAPATNAM - 530045

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.