



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

## **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.