

VSM COLLEGE(A):: RAMACHANDRAPURAM

GRIEVANCE REDRESSAL POLICY

VSM COLLEGE(A) has constituted a Students' Grievance Redressal Committee. The Committee are to look into the complaints filed by any student, and judge its merit. **Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing.** These committees will look into the matters (if any) of depriving student/faculty/staff on the basis of caste, creed, religion, language, ethnicity, gender, disability of access etc. to education of any type or at any level.

Objective:- The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestions / complaints box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Scope:-

The Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Other Matters : Related to certain **misgivings about conditions of sanitation, Water Facilities, Class room complaints, lost of Valets & Electronic Gadgets etc.,.**

Functions:- The cases are attended promptly on receipt of written grievances from the students. The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Meetings of GRC

The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 7 working days of its receiving. If there are no grievances, the **GRC shall meet once in every semester**. In case the grievance is against any of the members of the CGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

Student, Faculty and Staff who have a grievance to report, can contact any of the committee members listed below:

2015-16

Sl. No.	Name of the faculty	Designation	Contact number.
01	Dr. S RAMANJANEYLU	Chairperson	9441562450
02	Dr. K. SRINIVASA RAO	Member	9959858999
03	Dr. N. Baby Niramala	Member	9393030080
04	Sri B V V S N Murthy	Member	9492384255
05	Dr. V Kanchana Mala	Member	7981420877
06	AnasuriSuseela	Student Representative	-
07	Alapati Satish	Student Representative	-
08	KovvuriKusuma	Student Representative	-
09	Satish Inavilli	Student Representative	-

2016-17

Sl. No.	Name of the faculty	Designation	Contact number.
01	Dr. S RAMANJANEYLU	Chairperson	9441562450
02	Dr. K. SRINIVASA RAO	Member	9959858999
03	Dr. N. Baby Niramala	Member	9393030080
04	Sri B V V S N Murthy	Member	9492384255
05	Dr. V Kanchana Mala	Member	7981420877
06	KadaliSrinu	Student Representative	-
07	L Devi Saranya	Student Representative	-
08	N Siva sai Madan	Student Representative	-
09	Ch. Balaji	Student Representative	-

2017-18

Sl. No.	Name of the faculty	Designation	Contact number.
01	Sri NSV KIRAN KUMAR	Chairperson	9441562450
02	Dr. K. SRINIVASA RAO	Member	9959858999
03	Dr. N. Baby Niramala	Member	9393030080
04	Sri B V V S N Murthy	Member	9492384255
05	Dr. V Kanchana Mala	Member	7981420877
06	GantalaLovaraju	Student Representative	-
07	P Mounika	Student Representative	-
08	P Tejasri	Student Representative	-
09	K Srinivas	Student Representative	-

2018-19

Sl. No.	Name of the faculty	Designation	Contact number.
01	Sri N S V Kiran Kumar	Chairperson	9441562450
02	Dr. K. SRINIVASA RAO	Member	9959858999
03	Dr. N. Baby Niramala	Member	9393030080
04	Sri B V V S N Murthy	Member	9492384255
05	Dr. V Kanchana Mala	Member	7981420877
06	Veerababu V	Student Representative	-
07	Arunasri G	Student Representative	-
08	Pilli Revathi	Student Representative	-
09	Challapalliravindra	Student Representative	-

2019-20

Sl. No.	Name of the faculty	Designation	Contact number.
01	SRI NSV KIRAN KUMAR	Chairperson	9441562450
02	Dr. K. SRINIVASA RAO	Member	9959858999
03	Dr. N. Baby Niramala	Member	9393030080
04	Sri B V V S N Murthy	Member	9492384255
05	Dr. V Kanchana Mala	Member	7981420877
06	VsamsettiSaikumar	Student Representative	-
07	Katta Naga raju	Student Representative	-
08	Lanka Suchitra	Student Representative	-
09	YerraRamya	Student Representative	-