



## GRIEVANCE REDRESSAL COMMITTEE

As per the F.No. 14-4/2012 (CPP-II), In exercise of the power conferred under clause (g) of sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), supersession of the University Grants Commission (Grievance Redressal) Regulation, 2012. The Grievance Redressal committee is constituted in the college for the purpose of addressing the Grievance of students, parents and others.

The committee is established with Principal as chairman, one Professor as coordinator and three other senior faculty members.

### Objectives of Grievance Redressal Cell:

1. To ensure the dignity of the College, a hostile-free environment is established in the College by promoting friendly and cordial relationship among students and in between students and teachers.
2. To establish easily accessible, responsive, and accountable mechanisms for resolving the grievances in order to maintain a peaceful educational atmosphere in the institute.
3. Dealing with difficult situations effectively is necessary to decrease oppressive or unsatisfactory conditions.
4. Encouraging the students to voice their complaints and issues freely and honestly without worrying about being victimized.
5. Counseling the students to value the dignity of one another with due respect and be patient whenever a disagreement develops.
6. Instructing all students to avoid creating conflicts between them, with teachers, or with the college administration.
7. Advise all staff members to be kind and affectionate towards students and avoid being vindictive to any of them in any circumstance.
8. To assist students who have been denied access to College services to which they are legally entitled.
9. To ensure that college officials be courteous, accountable and responsive members in addressing the needs of the students.
10. To make sure that the grievances of the students are resolved in a fair and impartial manner.

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**Frequency of meeting:** As and when required or at least once in a semester.

**Grievance Redressal Process:** Complaints affecting one or more individual students in respect of the course content, lectures, availability of books, transportation and other facilities, Internal evaluation, tussle between students, teasing, insulting through color, caste/ religion etc., are received for Redressal.

## Stages for Redressal of grievances

### First stage (Section Department level)

The aggrieved Student represents his/her grievance either in person or through Online or Writing to the concerned Person In-charge in the Dept., which is acknowledged. A written reply is sent to the student under the signature of the In-charge/HOD within 15 days.

### Second stage (Administration level)

If the student is not satisfied, he/she may request the Person In-charge/HOD to forward his/her grievance to the grievance committee constituted at Administration level comprising the following:

- a. Concerned Head of the Department
- b. Legal Advisor
- c. Principal

Along with concerned HOD, any one among the other two (b and c) would address the issue/grievance and after thorough screening of the grievance recommendations of the grievance committee will be communicated to the concerned student within 15 days.

The representation will be disposed of in the Grievance Redressal Meeting which meets as per the Requirement or at least once in a semester.

All the officers try to put in their best efforts to examine and redress the genuine grievances submitted by students at different stages expeditiously.

### Mechanism of Grievance Redressal Cell:

Students and Staff have access to processes that allow for appeals, complaints and grievances that are to be resolved. Student and staff grievance resolution process seeks to facilitate their formal resolution of grievances as close as possible to the source of the aggrieved person's dissatisfaction, though there will be instances when either students may choose to lodge formal appeal or a grievance needs to go to a higher authority for resolution.

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The institute has the following mechanism to analyze the grievances.

1. Suggestion boxes are placed on all corridors in the Institute to lodge the feedback/complaint/suggestion of all stakeholders.
2. The committee should hold a meeting once in a month to address the grievances raised by staff and students.
3. The Grievance Redressal Cell's responsibility is to ensure that all concerned parties involved are fairly represented.
4. The investigator will thoroughly take notes of all interviews with the offended member and key witnesses during the process of investigation.
5. The committee may gather and consider any information it deems relevant and hear from anybody it judges to have relevant information in addition to the written declarations and testimony of the student and the teaching member. The committee ultimately decides whom to interview, however the student and faculty member may both submit names of people with pertinent information.
6. The committee's discussions and proceedings will be maintained confidentially in any circumstances.
7. After investigation upon grievances received, the committee members prepare a report and forward to Principal for further action.
8. Thereafter, the principal on reviewing, and understanding the level of the problem forwards the same to the management committee for necessary action & resolve the grievance



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