



SIR C R REDDY COLLEGE ELURU, W.G.District, A.P.

Grievance Redressal Policy

1. Preamble

Sir C R Reddy College, Autonomous, Eluru aims to provide a safe, secure, healthy, and supportive environment for the holistic growth of the individual. The grievances redress policy has been formulated according to UGC Grievance Redress Regulations, 2012 and lays down the norms to be followed for a just, speedy and fair redress of grievances related to academics, administration and infrastructure. All the members of the institution (Management, Teachers, Staff and Students) shall adhere, follow and promote the policy and guidelines stated herein and uphold human values and ethics.

2. Objectives

- 2.1 To Provide an environment where grievances are expressed without fear or victimization.
- 2.2 To maintain a clear, well-defined and structured process of grievance redress
- 2.3 To stipulate the roles and responsibilities of grievance redress committee.
- 2.4 To ensure a fair and speedy redress of grievances.

3. Definitions

3.1 Grievance

Grievance is an allegation or a complaint for actual or perceived wrongs. Grievance includes the definition in UGC Regulations under clause 2(f) of the Gazette Notification No.14-4/2012 (CPP-II) dated December, 2012 and shall comprise the following.

3.2 Grievance pertaining to academic life

- 3.2.1 Attendance in curricular and co-curricular aspects.
- 3.3.1 Admission
- 3.3.2 Fee payment
- 3.3.3 Scholarship

- 3.3.4 Transparency and access
- 3.3.5 Certificates and documents
- 3.3.6 Institute-University Illusion

3.4 Grievances pertaining to infrastructural resources

- 3.4.1 Provision of students amenities
- 3.4.2 Inclusive access to educational resources
- 3.4.3 Access to facilities: library, laboratories, sports and cultural facilities hostel, gymnasium and cafeteria.

4. Grievance Redress Committee

Grievance Redress Committee is constituted by the college to receive, investigate and redress grievances. The term of the office for a grievance redress committee member shall be of two-years duration and re-nomination, if required. The composition of the grievance redress committee shall be as follows:

- i) Principal – Chairperson
- ii) Vice Principal
- iii) Office Superintendent
- iv) Senior Faculty Nominees – Members
- v) Faculty Nominee – Secretary

5. The Committee Shall

- 5.1 Follow the rules and regulations of the institution and the principles of natural justice during enquiry and redress of grievance.
- 5.2 Formulate and review grievance redress norms and guidelines.
- 5.3 Make efforts to resolve the grievance within a period of 15 days.
- 5.4 Submit grievance redress report to the Principal.
- 5.5 Provide a copy of the report to the aggrieved person(s)
- 5.6 Meet bi-annually or as and when required.

6. Grievance Redress Mechanism

- 6.1 Information regarding the grievance redress committee shall be given on the college website and college handbook.
- 6.2 In case of individual grievance, an aggrieved student shall present his/her grievance in writing, to the Grievance Redress Committee.
- 6.3 The prescribed Grievance Redress Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redress Committee /Head of the Department/Members of the Management or may be dropped in the suggestion box.
- 6.4 Grievances can also be submitted online through institutional ERP or e-mailed to grievance_redressal@crr.com.
- 6.5 The matter shall be taken for discussion by the committee in its scheduled meeting.
- 6.6 If the matter requires urgent attention, the coordinator shall inform the chairman and convene a meeting of the committee within two days from the receipt of the grievance form.
- 6.7 Based on the decision taken by the committee, the aggrieved has to be informed and the grievance shall be resolved.
- 6.8 If unsatisfied with the decision, the aggrieved appeal to the Principal within ten days.
- 6.9 A special meeting may be convened in case follow-up is required.

PRINCIPAL