



MVS GOVERNMENT ARTS AND SCIENCE COLLEGE (A)

CHRISTIANPALLY, MAHABUBNAGAR- 509002.

(AFFILIATED TO PALAMURU UNIVERSITY)
RE-ACCREDITED BY NAAC- B++ (CGPA - 2.78)
AN ISO 9001: 2015 CERTIFIED INSTITUTION.

Grievance and Redressal Cell

AY: 2023-2024

Guidelines of GRC:

1. Composition of the Grievance Redressal Cell (GRC):

The college administration had been established a Grievance Redressal Cell comprising the following faculty members, administrative staff, and student representatives.

Dr K. Satyabhaskar Reddy	Physical Director	Convener	
Sri B. Eswaraiah	Asst Prof of Commerce	Member	
Dr. K. Thirupathaiah	Asst Prof of Chemistry	Member	
Sri L Ramesh Kumar	Asst Prof of Botany	Member	
Dr Azmatulla	Asst Prof of Urdu	Member	
Dr MD Suleman	Asst Prof of Commerce	Member	

(As per the Principal proceedings)

2. Scope of Grievances:

Grievances may encompass academic, administrative, infrastructure, discrimination, or any other relevant issues.

3. Submission of Grievances:

Grievances are submitted through a simple letter detailing the incident or issue, along with applicant details, addressed to the principal. Submission methods include physical submission boxes or direct communication with designated cell members.

4. Confidentiality and Protection:

Confidentiality will be strictly upheld for both the individual filing the grievance and the accused party.

5. Investigation and Resolution:

Mandate a thorough investigation of each grievance by the GRC.

Upon receiving the grievance, action will be initiated on the next working day, and an investigation will commence within three days, aiming for prompt resolution. If the grievance pertains to financial matters, it will be submitted to the staff council for necessary action.

6. Communication of Decisions:

If it is necessary, the decision and outcome of the grievance will be communicated to both the individual filing the grievance and the accused party.

It is Maintained transparency in the process by providing reasons for the decision.

7. Documentation and Records:

It is Maintained that a comprehensive record of all grievances received, investigations conducted, and resolutions reached.

The records will be maintained confidential and secure, accessible only to authorized personnel.

8. Training and Awareness:

Awareness programmes will be conducted among the students about existence and functioning of the GRC through orientations and informational materials.

9. Review and Evaluation:

Regular evaluations will be conducted to assess the performance of the GRC and identify areas where enhancements can be made.

10. Compliance:

Ensure that the GRC operates in compliance with all relevant laws, regulations, and institutional policies.

These guidelines can serve as a foundation for establishing a robust grievance redressal mechanism of our college, fostering a supportive and conducive environment for all stakeholders.

Balwani
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Degree & P.G. College (A)
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