

Mrs A.V.N College
Affiliated to Andhra University
Visakhapatnam

GRIEVANCE REDRESSAL CELL

As Suggested By Andhra University, Visakhapatnam, the College has established Grievance Redressal Cell. The Grievance Redressal committee of the Institution shall monitor status and progress of Grievance Redressal and shall furnish a report on Grievance Redressal position to the Principal. To accept the genuine grievances from the students and suggest remedial measures to solve in the stipulated period of time. The committee ensures effective solution to the faculty / students grievances with an impartial and fair approach. It also encourages the Students to express their grievances / problems freely and frankly, without any fear of being victimized. The function of **the** cell is to look into the complaints lodged by **any** student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a **genuine** grievance may **approach** the department members in **person**, **or** in consultation with the officer in-charge of Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at **the** letterbox/ suggestion box of the Grievance Cell near **the Principal** cabin, Two Grievance Boxes at Class rooms and other Boxes at the main gate. Grievances may also be sent through e-mail to the officer-in- charge of Student's Grievance Cell.

Objectives

To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship etc

. • To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.

Scope

The Grievance Redressal Committee shall consider only individual grievances of

specific nature of staff and students of the college raised individually by the concerned aggrieved employee/ student of the college The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student. after receiving any application the Committee will decide on the merit of case regarding scope of further discussion.

Functions

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the principal. The cases will be attended promptly on receipt of written grievances from the students. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell

- The cell formally will review all cases and will prepare statistical reports about the number of cases received. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Grievance Redressal Committee

1. M. Swarajya Lakshmi, Assistant Professor of Library and Information sciences
2. P.GANDHI, Assistant Professor of Statistics
- 3 Smt K..INDIRA, Assistant Professor of Commerce


PRINCIPAL
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