

S.V.K.P & Dr.K.S.RAJU ARTS & SCIENCE COLLEGE (A)

Recognized by UGC as “College with Potential for Excellence”

Accredited by NAAC with ‘A’

PENUGONDA - 534320



GRIEVANCE AND REDRESSAL POLICY

The Grievance and Redressal Cell intends to promote and maintain a conducive and unprejudiced educational environment in S.V.K.P.& Dr. K. S. Raju Arts and Science College (Autonomous). The Objectives of Grievance and Redressal Cell include the following:

- To support the students those who have been deprived of the services offered by the college for which he/she is entitled.
- To make official of the college responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of college.

The Grievance and Redressal Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to “the right to be heard and right to be treated without bias”.

FUNCTIONS

- Redressal of students' Grievances to solve their academic and administrative problems.
- To guide ways and means to the students to redress their problems.

- To accept the genuine grievances from the students and suggest remedial measures to solve in the stipulated period of time.
- The Grievance Redressal committee of the Institution shall monitor status and progress of Grievance Redressal and shall furnish report on Grievance Redressal position to the Principal.
- 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 Students can Lodge their Genuine Complaints & Grievances related to:

- Teaching staff members.
- Non-teaching staff members in office & laboratories.
- Staff in library.
- The overall working in office & laboratories.
- Admission and examinations.
- Other matter related to college activities (Hostel etc).


CONVENOR
Associate Professor

Dept. of Management Studies
S.V.K.P. & Dr.K.S.Raju Arts & Science College (A)
College With Potential Excellence
Accredited by N.A.A. with grade 'A'
PENUGONDA - 534 320, W.G.D.A.P.





PRINCIPAL
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S.V.K.P. & Dr.K.S.Raju Arts & Science College (A)
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