



Grievance Redressal Cell

The main objective of Grievance Redressal Commission (GRC) is to look into the problems lodged by any student and rectify them as per the necessity. The institution aims at solving the grievances of the students within stipulated time. The Grievance Redressal Committee is also empowered to look into matters of harassment. The Institute does not tolerate violence and crime from its community at any circumstances. We have strict measures in place to avoid it at all costs. The objective of GRC is to develop a harmonious educational environment in the institute.

Grievances Redressal Policy

As per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 regarding the establishment of Mechanism for Grievance Redressal in Institutions, Grievance Redressal Committee (GRC) is formed in the college. The purpose of this policy is to ensure that all instances of student misconduct are dealt with fairly, consistently and provide a clear procedure to guide both staff and students. The students can state their grievance regarding any academic and non-academic, administrative, or other concerns within the institution through the online grievance/suggestion box, email or physical submission, to make it convenient for individuals to report their grievances.

Composition and Tenure of the Committee

- The GRC shall follow the Principles of natural justice while deciding the grievances of the students.
- The GRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period.
- The committee shall comprise of a Chairperson, Convener and two other senior teaching faculty members.
- Principal of the college shall be the chairperson.

- A representative from among the students of the college is to be nominated by the chairperson as special invitee.

Scope of the Grievances may be related to any of the following matters:

- Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.
- Financial Matter – Issues related to charging of fees, scholarships and payments.
- Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization.
- Harassment and Ragging by colleague students or teachers etc.

Grievance receiving mechanisms anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman/convener of the Committee
- Online at the website www.vitw.edu.in
- Through e-mail to vitwgrievance@gmail.com

Grievance Redressal Mechanism

- After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within few days of receipt of the application.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed to the meeting.

- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- This shall be circulated to all the members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.
- The applicant shall have the right to file an appeal to the Ombudsperson within 15 days from the date of the written communication of recommendations of the committee.
- The applicant shall send written communication to the college conveying his desire to file an appeal to the Ombudsperson. The college shall place the appeal along with all relevant material before the Ombudsperson and inform the applicant accordingly.
- Final decision would be communicated to the applicant by the college committee.


Objectives of Grievance Redressal Committee:

- 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.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials 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.
- To maintain discipline in the campus, college premises, classroom wherever the students are posted for clinical practices.
- To achieve the goal of creating a safe, motivating and accepting college environment by supporting the use of positive attitudes and practices.

Duties Undertaken by GRC for Students

- Grievance Redressal Cell is intended to find solutions to problems like, any kind of physical or mental harassment, complaints regarding classroom teaching, management, completion of syllabus, teaching methods etc.
- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students
- To develop a responsive and a harmonious atmosphere in the college campus
- To ensure effective solution to the student's grievances.
- To investigate the reason of dissatisfaction.
- To obtain where possible a speedy resolution for the problem


PRINCIPAL
VIJAYA INSTITUTE OF
TECHNOLOGY FOR WOMEN
ENIKEPADU, VIJAYAWADA-521 108.