

St. Joseph's College of Education GUNTUR

Grievance Redressal Committee Action Taken Report

Objectives:

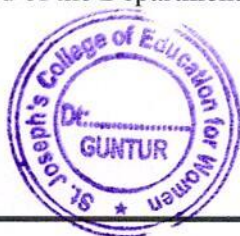
- To provide an environment where grievances are expressed without fear or victimization.
- To maintain a clear, well-defined, and structured process of grievance redressal.
- To stipulate the roles and responsibilities of grievance redressal committee.
- To ensure a fair and speedy redressal of grievances.
- To provide a platform for students, faculty, and staff to express their grievances related to academics, administration, and infrastructure.
- To ensure a fair and transparent mechanism for resolving grievances promptly.
- To uphold the principles of natural justice and human rights while addressing complaints.
- To maintain a conducive and harmonious atmosphere within the college by promptly addressing concerns and issues. ➤ To enhance the overall satisfaction and well-being of the college community by addressing their grievances.

Grievance Redressal Mechanism:

The grievance redressal mechanism is governed by the Grievance Redressal Policy of St. Joseph's College of Education Guntur. It is formulated according to UGC Grievance Redressal Regulations, 2012.

The mechanism entails:

- Information regarding the grievance redressal committee shall be given on the college website and college prospectus.
- In case of individual grievance, an aggrieved student shall present his/her grievance only in writing, to the Grievance Redressal Committee.
- The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee/Head of the Department or may be dropped in the suggestion box.



T. Swarna Rani
PRINCIPAL
ST. JOSEPH'S COLLEGE OF EDUCATION..
FOR WOMEN
GUNTUR-522 001., A.P.

- The prescribed Grievance Redressal Form has to be used by the aggrieved to express the grievance. The form may be submitted to any member of the Grievance Redressal Committee/Head of the Department or may be dropped in the suggestion box.
- Grievances can be submitted online through institutional ERP or e-mailed to sjce.guntur@yahoo.co.in
- The matter shall be taken for discussion by the committee in its scheduled meeting.
- If the matter requires urgent attention, the coordinator shall inform the chairman and convene a meeting of the committee within 2 days from the receipt of the grievance form.
- Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.
- The complainant should be informed of the decision of the committee / action taken.
- If unsatisfied with the decision, the aggrieved student can re-appeal to the Head of the Institution within 10 days.
- A special meeting may be convened in case the follow-up is required. The proceedings have to be recorded by the secretary of the committee



T. Swarnapathi
PRINCIPAL
ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.