



# VIKAS GROUP OF INSTITUTIONS

(Sponsored by Mother Theresa Educational Society)

Approved by AICTE, New Delhi, PCI, New Delhi & Affiliated to JNTUK, Kakinada

ISO 9001: 2015 Certified

Nunna – 521 212, Vijayawada Rural, A.P. India.

Email: principal.9t@gmail.com

## Staff Grievance Redressal Committee

Date: 05-06-2025

**The committee has been reconstituted with the following members  
2025-26**

S. No.	Name of the Member	Designation & Department	Position
1.	Dr. P. S. Srinivas	Principal / Director	Chairperson
2.	N. Manasa	Asso. Professor, Pharmacy Dept	Convener
3.	K. Geetha	Asst. Professor, CE	Member
4.	T. Kishore Reddy	Assoc. Prof CSE	Member
5.	Gaddam Sekhar Reddy	Asst. Professor, ECE	Member
6.	Konanki Srinivasa Rao	Asst. Professor, EEE	Member
7.	N. Anusha	Asst. Professor, Agri	Member (Female)
8.	J Mounisha	Asst. Professor, ME	Member (Female)

*Principal*

Principal / Director



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## Staff Grievance Redressal Committee

### Standard Operating Procedures (SOP)

In continuation of the working of the Grievance Redressal Committee the Standard Operating Procedures (SOP) for the faculty Grievance Redressal Mechanism is reviewed and here are the **Standard Operating Procedures (SOP) for the Grievance Redressal Mechanism.**

The SOP for the Staff Grievance Redressal Mechanism would serve as detailed guidelines to be observed and followed with immediate effect.

Thanking you,

*Principal*

Principal / Director



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## PREFACE

To address the grievance of the faculty as per the 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 Technical Institutions, Staff Grievance Redressal Committee (SGRC) is formed in the Vikas Group of Institutions. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. The stakeholders with genuine grievances may approach the Staff Grievance Redressal Committee to submit his/her grievance in writing, through varied channels like Complaint boxes, feedback, Meeting the Head of the Department or the Principal directly, email or whatsapp message to the Principal, Complaint from the Website.

## OBJECTIVE

The objective of the Staff Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute.

A Grievance Redressal Committee has been constituted for the redressal of the problems/grievances reported by the faculty of the Institute with the following objectives:

- To Up hold the dignity of the Institute by ensuring strife free atmosphere in the College to promote cordial relationship between all the Staff members.
- To provide the staff access to immediate, hassle free resource to have their grievances redressed.
- To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimized.



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- To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the stakeholders.
- To advise Staff of the College to respect the right and dignity of one another and show utmost restraint and patience whenever rift arises.

## **Composition of the Committee:**

- The committee shall comprise of the Principal and the Senior Faculty members of the Institute.
- Principal of the college shall be the Chairman of the committee.
- Members of the committee shall be nominated by the Chairperson.
- The faculty representatives nominated by HODs would be forwarded to the Chairman for approval, as the members of the committee.

## **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 Matters – Issues related to Salary, Financial assistance in projects, Ph.D.
- Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization



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## Grievance Receiving Mechanism

Anyone with a genuine grievance can approach the SGRC along with necessary documents. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the Chairman of the Committee.
- Through e-mail to principal.9t@gmail.com.
- Dropping the grievances in the Suggestion/Complaint Boxes placed in the institute premises.
- Through whatsapp or a phone call to the Chairman of the Committee.
- Voice out the Grievances in the Quality Circle Committee meeting at the departmental Level
- Online submission of Grievance form, through Institute Website/Feedbacks
- To the respective Head of the Department.
- Unresolved grievances at the departmental level are referred to the SGRC of the institution, chaired by the Principal.

### Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Management, Governing body and other Administrative or Academic Committees of the institution.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any course/s offered by the Institute.
- Decisions by the competent (University / Institute) authority on assessment and examination results.



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## Grievance Redressal Mechanism

### Minor Issues:

- Collection of grievances through various modes such as in person, email, suggestion box, online Grievances form, Feedback, Quality Circle Committee meeting, counsellors meet, Class advisors and Head of the Departments.
- Analyze the issue with the committee members and Concerned Persons.
- Identifying alternate course of actions and Finding the best feasible solution to address grievance.
- Report submitted to Principal.
- Implementing the solution to resolve the grievance.
- Collecting feedback from the person concerned, relating to grievance redressal.
- A meeting is conducted periodically to discuss the posted issues and effectiveness of feasible solutions in resolving the posted grievances. However, based on the severity of the problems, meetings would be conducted immediately to solve the problem.

### Major Issues:

- After the receipt of the posted grievance from the aggrieved, the Chairman of SGRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within seven days from the date of the notice.
- 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 (aggrieved) to be present in the meeting.
- The aggrieved should convey his or her grievances before the Committee during the meeting and the acknowledgement for having addressed the grievance would be placed on record.
- The Committee members should deliberate upon the case in light of the posted grievance of the applicant and the rules to be adhered in the institute. The brief facts,



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evidences and final recommendations by the Committee members should be recorded in the exclusive minutes of the meeting.

- The minutes should be circulated to all the members of the Grievance redressal Committee for their signatures.
- The decision of the Grievance Redressal Committee should be communicated in writing to the applicant (aggrieved) at the earliest.

## Scrutiny

Grievance Redressal Committee would make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/individual, then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution at this level, then the matter would be deemed as closed.

## Appeal

- 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. The Ombudsperson shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant by the college.

## Organization Wide Awareness

Awareness among stakeholders is created by

- Organizing awareness programs twice in every year (One in each Semester)
- Displaying the grievance registration / receiving / Posting mechanism on
- Web site
- Notice boards
- Posters in prominent places of the campus
- Departmental Level meetings



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**In view of the above, Vikas Group of Institutions, Vijayawada aims at:**

- Promoting cordial Relationship between all the Student members of the Institute.
- Assuring a fair, impartial and consistent way for redressal of Grievances lodged by the stakeholders. Advising Staff of the College to respect the right and dignity of one another.

Principal / Director

**Students Grievance Redressal Committee**

Date: 05-06-2025

**The committee has been reconstituted with the following members**



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1.	Dr. P. S. Srinivas	Principal / Director	Chairperson
2.	N. Manasa	Assoc. Professor, Pharmacy Dept	Convener
3.	Gaddam Sekhar Reddy	Asst. Professor, ECE	Member
4.	K Deepthi	Asst Professor, Mech	Member
5.	P Vijaya Deepthi	HOD, Agri	Member
6.	G Vaddikasulu	HOD, EEE	Member
7.	J Supriya	Assoc. Prof, Civil	Member
8.	T Kishore Reddy	Assoc. Prof, CSE	Member
9.	K Thirupathamma	Asst. Professor, Pharmacy	Member
10.	M Charitha	239T1A0543	Student member
11.	P Lakshmi Prasanna	249T1A3512	Student member
12.	L Sai Prakash Reddy	239T5A0204	Student member
13.	P Sravanthi	239T1A0410	Student member
14.	V Tarun Kumar	239T1A4402	Student member
15.	P Akhil	249T1A0105	Student member
16.	B Parthasarathi Yadav	239T1A4204	Student member
17.	V Swapnika	249T1A0307	Student member
18.	B Nikhitha	239T1R0013	Student member

*psnops*

Principal / Director

**Students Grievance Redressal Committee**

**Standard Operating Procedures (SOP)**



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In continuation of the working of the Grievance Redressal Committee the Standard Operating Procedures (SOP) for the Students Grievance Redressal Mechanism is reviewed and here are the **Standard Operating Procedures (SOP) for the Grievance Redressal Mechanism.**

The SOP for the Grievance Redressal Mechanism would serve as detailed guidelines to be observed and followed with immediate effect.

Thanking you,

Principal / Director

**Scope:** To resolve the student related grievances of the Vikas Group of Institutions.



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## Objective:

We take utmost care that students of Vikas Group of Institutions feel the comfort in the campus while imparting the multidisciplinary education. We, at Vikas Group of Institutions practice transparency and justice so that students are not suffered. Campus observes high moral and ethical practices. Our Students Grievance Redressal Committee efficiently addresses the student grievances in the campus, as per guidelines of AICTE and UGC. Grievance Redressal Committee resolves issues regarding academics, infrastructure, hostel and transport.

## Committee's Structure:

With reference to AICTE Circular, AICTE (Establishment of mechanism for grievance redressal) regulations 2012 dated 25th May 2012 and with reference to UGC (Grievance Redressal) Regulations, 2012, committee for Students Grievance Redressal Committee is reconstituted with a senior faculty as chairperson and faculties from different departments as members. The committee maintains the operations of the Committee.

## Functions:

- To advise students to refrain from inciting Students against other students, teachers, college administration or government.
- To encourage the students to express their grievances/problems freely and honestly, without any fear of being victimized.
- To advise teachers to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- To resolve the issues, the committee will review the grievance and collect any additional relevant information based on the nature of the grievance.
- As per AICTE guidelines, if the student was not satisfied by the action taken by the Committee then it will be brought to the notice of Ombudsperson.

## Composition of the Committee:

- The Committee shall comprise of Principal and the Senior Faculty members.



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- Principal of the Institution shall be the Chairman of the committee.
- Members of the Committee shall be nominated by the Chairperson.
- The faculty representatives nominated by HODs would be forwarded to the Chairman for approval, as the members of the committee.
- The student representatives are also nominated by the Chairperson with the recommendations from the HOD's.

## Grievance Receiving Mechanism

Anyone with a genuine grievance can post it, to GRC along with necessary documents. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the Chairman of the Committee
- Through e-mail to principal.9t@gmail.com
- Dropping the grievances in the Suggestion/Complaint Boxes placed in the institute premises.
- Through whatsapp or a phone call to the Chairman of the Committee.
- Voice out the Grievances in the Quality Circle Committee meeting at the departmental Level
- Online submission of Grievance form, through Institute Website/Feedbacks
- To the respective Heads of the Departments.
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## Inclusions



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Grievances Redressal Committee shall receive and redress grievances relating to the following

## Issues:

- Academic issues: pertaining to teaching learning activities.
- Student-teacher, student - student relationships.
- Internal evaluation and award of internal assessment marks.
- Complaint related to library and IT services.
- Grievances related to hostel - food, water, electricity, safety, security, etc.
- Grievance related to transport facilities.
- Grievances related to selection / participation in sports and cultural activities.
- Grievances related to gender issues and harassment. However they would be specifically (or exclusively) redressed by POSH (Prevention of Sexual Harassment) committee.
- Grievance related to ragging; however, the matter would be referred to anti-ragging committee for appropriate redressal.
- Grievances related to behaviour of office staff / Non-Teaching Staff.
- Grievances related to delay in issuance of records and documents from office / Department.

## Exclusions:



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## Grievance Redressal Mechanism

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- Analyze the issue with the committee members and Concerned Persons.
- Identifying alternate course of actions and Finding the best feasible solution to address grievance.
- Report submitted to Principal.
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- Collecting feedback from the person concerned, relating to grievance redressal.
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### Major Issues:



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- After the receipt of the posted grievance from the aggrieved, the Chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
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- 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 (aggrieved) to be present in the meeting.
- The aggrieved should convey his or her grievances before the Committee during the meeting and the acknowledgement for having addressed the grievance would be placed on record.
- The Committee members should deliberate upon the case in light of the posted grievance of the applicant and the rules to be adhered in the institute. The brief facts, evidences and final recommendations by the Committee members should be recorded in the exclusive minutes of the meeting.
- The minutes should be circulated to all the members of the Grievance redressal Committee for their signatures.
- The decision of the Grievance Redressal Committee should be communicated in writing to the applicant (aggrieved) at the earliest.

### **Appeal**

- 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.
- 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 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



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all relevant material before the Ombudsperson and inform the applicant accordingly. The Ombudsperson shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant by the college.

## Organization Wide Awareness

Awareness among stakeholders is created by

- Organizing awareness programs twice in every year (One in each Semester)
- Displaying the grievance registration / receiving / Posting mechanism on
- Web site
- Notice boards
- Posters in prominent places of the campus
- Departmental Level meetings

**In view of the above, Vikas Group of Institutions, Vijayawada aims at:**

- Promoting the cordial Student –Student and Student-Teacher Relationships.
- Assuring a fair, impartial and consistent way for redressal of Grievances lodged by the stakeholders. Advising Staff of the College to respect the right and dignity of one another.

**Impact:** To sustain the pride of the institution by ensuring trouble free atmosphere in the campus by supporting friendly Student-Student relationship and Student-Faculty relationship. It will assist to augment academics in the campus.

*Principal*

Principal/Director