



PSC & KVSC GOVERNMENT COLLEGE

Nandyal, Andhra Pradesh-518502



An ISO 9001:2015 Certified College & Affiliated to Rayalaseema University

Grievance Redressal Cell

Introduction:

The Grievance Redressal Cell operates with a steadfast commitment to upholding the highest standards of integrity, transparency, and fostering a positive work culture while addressing the concerns of stakeholders. In line with the institution's ethos, the cell aims to resolve issues efficiently and maintain a confidentiality protocol throughout the process.

A cornerstone of the college's approach to grievance resolution is the emphasis on procedural fairness. This underscores the principles of "the right to be heard" and "the right to be treated without bias." The Grievance Redressal Cell diligently investigates and analyzes the nature and patterns of grievances, all while maintaining confidentiality, to ensure a fair and impartial resolution process.

Objectives:

The term "grievances" encompasses various complaints from stakeholders, including:

1. Allow all stakeholders to express their concerns openly, honestly, and without fear.
2. Resolve issues using a clear process once grievances are raised.
3. Help stakeholders understand their duties and responsibilities.
4. Encourage students and staff to be responsible, disciplined, and self-controlled.
5. Quickly address various concerns, complaints, and wrongdoing from students, faculty, and others.
6. Maintain a harmonious environment by promoting positive relationships among students and between students and teachers.

7. Establish a responsive system to settle grievances promptly and maintain a peaceful educational atmosphere.
8. Encourage staff to be kind and avoid treating students vindictively for any reason.
9. Ensure that all college staff interacts with students in a responsive, accountable, and courteous manner.
10. Harassment and victimization, including sexual harassment of students.

Committee: 2019-2020

S.No	Name and Designation	Position
1	Sri.M.Krishna Murthy Raju	Convenor
2	Smt.V.J.Sailaja Rani	Member
3	Sri.B.Surya Narayana Devara	Member
4	Sri.K.Janardhanudu	Member
5	Sri.B.N.V.Chalamaiah	Member
6	Sri.R.Ramakrishna Reddy	Member
7	Smt.B.Sujatha	Member

Committee: 2020-2021

S.No	Name and Designation	Position
1	Sri.M.Krishna Murthy Raju	Convenor
2	Smt.V.J.Sailaja Rani	Member
3	Sri.B.Surya Narayana Devara	Member
4	Sri.K.Janardhanudu	Member
5	Sri.B.N.V.Chalamaiah	Member
6	Sri.R.Ramakrishna Reddy	Member
7	Smt.B.Sujatha	Member

Committee: 2021-2022

S.No	Name and Designation	Position
1	Dr. P. Venkateswarlu	Convener
2	Smt V J Sailaja Rani	Member
3	Smt. G. Siromani	Member
4	Smt. S. Lalitha	Member

Committee: 2022-2023

S.No	Name and Designation	Position
1	Dr. P. Venkateswarlu	Convener
2	Smt V J Sailaja Rani	Member
3	Smt. G. Siromani	Member
4	Smt. S. Lalitha	Member

How to Lodge a Complaint:

Students can share their concerns with Committee members or class proctors during college hours. There's also a suggestion/complaint box outside the Principal's Chamber for anonymous written grievances or suggestions related to academics or administration.

Prohibited Activities:

Ragging, both inside and outside the institution, is strictly forbidden. Any instances of ragging or rule violations should be promptly reported to the Principal.

Grievance Redressal Cell's Role:

The cell reviews complaints from students or staff to determine their validity. It ensures fair and impartial resolution of student grievances. Written complaints are promptly addressed, often through in-person discussions for quick solutions. The cell provides the Principal with reports on resolved cases and any pending matters that may need higher authority guidance.