

**PRR & VS Govt COLLEGE**

**VIDAVALUR - SPSR NELLORE**

**ANDHRA PRADESH**



**GRIEVANCE REDRESSAL CELL**

**2018 - 2019**

## **PRR & VS GOVT COLLEGE**

### **VIDAVALUR, SPSR NELLORE**

### **GRIEVANCE REDRESSAL CELL**

The college is having its own grievance Redressal system in an informal manner i.e through direct supervision of the principal and managing director earlier. But in formal sense along with the provision of suggestion boxes the grievance Redressal cell of the college was created on 2nd January 2013. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block.

#### **Objective:**

The objective of the Grievance Cell 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 Cell should be constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- 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

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Sno	Date	Nature of the Complaint	Action taken
1.	09-08-2018	A complaint was given by the students regarding drinking water in the college campus and R. O plant and they requested to raise the capacity of R.O plant to provide sufficient amount of drinking water	The problem was discussed with the Principal and committee members. Principal directed the office staff to look after the problem. The capacity of the R.O plant was raised and the problem of drinking water in the campus was solved.
2	10-09-2018	A complaint was given by the girl students regarding their weighting hall and accommodation and sanitation WAT	The problem was discussed with the Principal and committee members. Principal directed the office staff to look after the problem. The plumbing problems were rectified