



Babu Jagjivan Ram Government Degree College

Narayanaguda, Hyderabad. (T.S.) 500 029

(Established – 1974)

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GRIEVANCE REDRESSAL POLICY

Babu Jagjivan Ram Government Degree College, Narayanaguda, believes in providing a conducive environment for the effective teaching-learning process, as well as the holistic development of the students. It is the constant endeavor of the institution to provide a stress-free and strife-free atmosphere in which the students and staff can enjoy a mutually beneficial and harmonious relationship.

Therefore, the college has evolved a transparent mechanism for the timely redressal of student grievances. In this context, three Statutory Committees have been established as per the norms of the U.G.C. The committees are as follows:

1. Students' Grievance Redressal Committee
2. Anti-Ragging Committee and
3. Internal Complaints Committee.

These committees have been constituted with the Principal of the College as the Chairman and senior teachers as members.

Policy Statement of the Grievance Redressal Committee:

The Grievance Redressal Committee shall look into the grievances and complaints taken from the students on Academic Matters, Administrative Matters, discipline and conduct of the students. The Committee shall examine the issues to arrive at conclusions for remedial measures.

Policy Statement of the Anti-Ragging Committee:

The Anti-Ragging Committee is responsible for keeping the campus 'Ragging-free', and provides information regarding punishment associated with any act that constitutes ragging - conduct of any student whether by words spoken or written or by an act which has the effect of teasing or handling with rudeness a fresher or any other students. The committee shall take cognizance of any student or students indulging in rowdy or undisciplined activities which causes or is likely to cause irritation, hardship, psychological harm or to raise fear or apprehension thereof in any fresher or any other student, and action will be taken as per procedure.

Policy Statement of the Internal Complaints Committee:

The Internal Complaints Committee prevents discrimination and sexual harassment, by promoting gender amity among students and employees. It deals with cases of discrimination and sexual harassment against women, in a time bound manner, aiming at ensuring support services to the victimized and termination of the harassment.

Aims:

- To ensure good conduct and discipline on the campus.
- To encourage the students and staff to lodge their grievances freely and frankly without any fear.
- To encourage students and staff to follow moral and ethical values in order to build good character.

Implementation:

- On obtaining a written grievance/ complaint the meeting of the respective committee is convened by the Principal to look into the matter.
- If the names of the students or staff are mentioned in the complaint, they will be called for an explanation. Otherwise the committee will conduct an enquiry into the matter.
- If there is any merit in the complaint, the committee will recommend appropriate measures for the redress of the grievances within three days of receiving grievance.
- The recommendations made by the committee will be discussed by the Staff Council and appropriate measures will be initiated to redress the grievance

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| Policy Title | Grievance Redressal Policy |
| Ratified by College Planning and Development Council | February 2020 |
| Revised | March 2022 |
| Policy due for review | March 2023 |



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