



G.NARAYANAMMA INSTITUTE OF TECHNOLOGY & SCIENCE (For Women)
(AUTONOMOUS)
Shaikpet, Hyderabad - 500104

GRIEVANCE REDRESSAL POLICY

The College has a Students' Grievance Redressal Committee. This cell aims to look into the complaints lodged by any **student** redress it as per requirement.

Grievance Cell enables Students to express feelings by initiating and pursuing Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Grievance Redressal Committee. Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

Objective:-

The objective of the 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 reported by the Students of the College with the following objectives:

- To support Students who have deprived of the services offered by the College, for which she is entitled.
- To ensure effective solution to the student's grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- Staff relationship etc.
- Suggestion / complaint Box have been installed in all the department blocks 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 staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Roles and Responsibilities:

- The Cell shall process all the individual complaints and take suitable action thereon in the manner and mode as per the college norms.
- The Cell may form / review the guidelines / policy for redressal of the grievance as required from time to time, which may be in accordance with those issued by AICTE.
- To conduct meeting whenever required and discuss relevant issues, in consultation with the Principal seeking his approval.

Mechanism for lodging complaint:

- The students may feel free to put up a grievance in writing/or Email to the respective department committee coordinators.
- The students may register their grievances in online at <https://gnits.almagrievance.com>
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Organization wide awareness among stakeholders is created by
 - ❖ Organizing awareness programs
 - ❖ Displaying the grievance registration mechanism on
 - ✓ Web site
 - ✓ Posters in prominent places of the campus

Prohibitions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.

- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

Establishment of a Grievance Redressal Committee:

In order to comply with the AICTE Regulation for addressing, student grievance in a Technical Institution, "Grievance Redressal Committee" GNITS has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

GRIEVANCE REDRESSAL COMMITTEE:

S.No	Name	Designation	Dept	Role
1	Dr. K. Ramesh Reddy	Principal	GNITS	Chairman
2	Dr. A. Alakanandana	Asst. Prof	BS	coordinator
3	Dr. M. Nagasree	Asst. Prof	HM	Member
4	Mrs. Bhageshwari Ratkal	Asst. Prof	CSE	Member
5	Mrs. B. Narmada	Asst. Prof	EIE	Member
6	Dr. A. Naveena	Asst. Prof	EIE	Member
7	Mrs. K. Sridevi	Asst. Prof	IT	Member
8	Mrs. T. Srilatha	Asst. Prof	ECE	Member
9	G. Tanmayi		CSE	Student Member
10	Yalala Vaishnavi		ECE	Student Member
11	Namrata		EIE	Student Member
12	D. Haritha		EIE	Student Member
13	Naga Shriya Saroj. A		IT	Student Member

Student, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the above Grievances Redressal Committee.

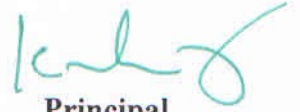
Student can represent their issue through electronic or paper media to any designated member in the department, cell or committee. The institute has the following committees to deal with specific matters in order to maintain good order, discipline and harmonious environment on campus.

For Complaints

Complaint Email: <https://gnits.almagrievance.com>



Grievance Redressal Committee Coordinator
Dr.A.Alakanandana, Assoc.Prof, BS Dept, GNITS



Principal
Dr.K.Ramesh Reddy