



**RISE KRISHNA SAI PRAKASAM GROUP OF INSTITUTIONS::ONGOLE**

(APPROVED BY AICTE-NEW DELHI, AFFILIATED TO JNTUK KAKINADA & RANKED AS "A" GRADE BY GOVT. OF AP)

## **GRIEVANCE REDRESSAL PROCEDURES**

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## **SOP: GRIEVANCE REDRESSAL CELL**

In order to meet the basic needs of students and employees while ensuring their civil freedoms, a Grievance Redressal Cell has been established. The cell is meant to discover answers to problems like sexual harassment, physical or mental harassment, complaints about classroom teaching, management, syllabus completion, teaching methods, etc. The grievance redressal cell meets periodically to address grievances.

For the purpose of resolving student and staff issues, Grievance Redressal Committees would be established at several levels, including the departmental, institute, and central levels.

### **1. Complaint reporting procedure:**

- Complaints may be submitted online or offline via drop boxes by students, faculty, or staff (the complainant).
- The Grievance Cell collects and investigates complaints on a regular basis (every 15 days).
- It is the responsibility of the Grievance Cell to make sure that complaints are promptly addressed.

### **2. Complaints and Dispute Resolution Procedures:**

- All the grievances which are received online or offline first sent to the department notice for resolving the issue. It is the responsibility of the HOD to first address the grievances of an aggrieved student/faculty/staff member. For complaints that aren't resolved within a reasonable amount of time at department level, complainants can take their case to the Institute level committee, which is made up of faculty and staff members from each department.
- A complaint can be submitted to an appeals committee within a week after receiving a response from the department if the complainant is not satisfied with the outcome.
- If the facts and papers are verified, the convener of the Institute grievance committee will present the matter to an Institute-level committee, which will either endorse the Department-level decision or issue an appropriate order within a fair amount of time.
- When an employee has received a decision from the Institute level committee and is dissatisfied with the redress offered, they have one week from the date of receipt of the decision to appeal to the management with the essential data.

- The committee at all levels will adhere to the law of natural justice and ensure that the complainant and those who are affected are heard.
- There should be no order passed in contravention of the relevant sections of the Act/Regulations while dealing with any grievance at any level.
- It is the responsibility of the complainant to make a formal application for a grievance, or appeal, to the appropriate Institute level committee, or central grievance Redressal committee.

**3. Exclusions from the Applicability of the Statute:**

- The grievance Redressal cell shall not entertain the following issues:
- Administrative and academic committees of the institution, such as the board of studies and the executive council.
- Decisions on scholarships, fee reductions and medals, among other things.
- The university's decisions on grounds of discipline and misconduct.