



GRIEVANCE REDRESSAL POLICY

To address grievances from students, parents, and others, in compliance with the All India Council for Technical Education (AICTE) regulations of 2012, under clause 1 of section 23 of the AICTE Act, 1987, the college has established a Grievance Redressal Committee (GRC). The objective of the GRC is to foster a harmonious educational environment within the institute.

Composition and Tenure of the Committee:

The committee comprises a Chairperson, Convener, and two or more senior teaching faculty members. The Principal of the college serves as the chairperson. Committee members are nominated by the chairperson for a tenure of two years. Among the members, one must be female and another from the SC/ST/OBC category. Additionally, a student representative nominated by the chairperson serves as a special invitee.

Scope of Grievances: Grievances may pertain to the following

- **Academic Matters:** Issues related to assessment, attendance, marks, and examination procedures.
- **Financial Matters:** Concerns regarding fees, scholarships, and payments.
- **Administration Matters:** Infrastructure, basic amenities, sanitation, transportation, victimization, harassment, and ragging by students or faculty.

Grievance Receiving Mechanisms: Individuals with genuine grievances may lodge complaints with the GRC along with necessary documents. Grievances can be reported through:

- Submission of a written complaint in person to the Committee Chairperson.
- Sending an email to principal@vitspdtr.ac.in

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Grievance Redressal Mechanism: Upon receiving a complaint, the GRC Chairperson schedules a meeting within ten days, after consulting with the members. Relevant documents are circulated to all members before the meeting. The applicant is notified of the meeting and invited to present their grievances. If the applicant is a minor, they may be accompanied by a natural/legal guardian. Committee members deliberate on the case, considering the applicant's grievances and institute rules. The minutes of the meeting, including facts, evidence, and recommendations, are circulated for signatures. The decision of the GRC is communicated in writing to the applicant promptly.

Appeal: Applicants have the right to appeal to the Ombuds person within 15 days of receiving the Committee's recommendations. Written communication of the appeal is sent to the college, which forwards it along with relevant materials to the Ombuds person. The Ombuds person decides on the appeal within a reasonable time, and the final decision is communicated to the applicant by the college.

Organization-wide Awareness: Awareness programs are conducted to educate stakeholders, and grievance registration mechanisms are displayed on the website, digital signboards, and posters in prominent areas of the campus


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