

## **GRIEVANCE & REDRESSAL COMMITTEE**

Vaagdevi Institute of Technology & Science evolve a system for redressal of public grievances arising from its work. Grievance redressal mechanism is formed as an integral part of the machinery of the organization. No organization can claim to be accountable, responsible and user-friendly unless it has established an efficient and effective grievance redressal system. In fact, it is acting as gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the organization. It helps the organization to deliver quality services to the public and other stakeholders in a hassle free manner and in eliminating the cause of grievances.

Online Grievance: <https://forms.gle/cTfcg7HxmMKMrzTA9>

### **Categories of Grievances**

- General - includes Non-refund fees, Delay in according approvals, non-return of original certificates, charging of captivating fees, Non-refunded security amount and others.
- Student - includes Delay in issue of Certificates/Originals/ Reimbursement Details etc.
- Staff - Relieving and promotion, non-observation of laid down norms and standards, Complaints against officers and staff.
- Women - The College had constituted "Women's grievance cell" to offer suggestions to the management in all matters connected with the women's welfare such as transport, eve-teasing, canteen facilities, ragging and all other problems of women (staff and students) of the college. The members of the committee will meet as and when the need arises and forwards their recommendations to the Principal for further action.

For effective and efficient redressal, it shall be incumbent upon the officers dealing with public grievances to observe grievances. Redressal mechanism is achieved by placing the complaint and suggestion box in the main office block. Written information regarding the grievance is filed in the Grievance and Redressal cell. A meeting will be held on every Thursday to check the mechanism.

It ensures whether the grievances are diarized through computer and acknowledged promptly through a unique file identification number for future reference. It monitors the progress of disposal of the grievances. Staff Relieving and promotion, non-observation of laid down norms and standards, Complaints against officers and staff. Time is fixed for meeting the members of staff and the offenders to solve their problems. Grievance & Redress Cell is available in the institute for which faculty members are Administrators/Decision makers for this mechanism. Grievance Redress & Student Support Services. Committees are constituted to help the students in solving their problems and also for providing guidance. Students are advised to contact the concerned members, with a written representation for receiving help. Students must note that all their problems cannot be solved over phone and written representations are required for verification of the records.

### **Functions Of Grievance Redressal Committee:**

- Identify the Grievances among the students.
- Reporting to the Principal/HOD for future action.
- Identify the source of problem and rectifying.
- Offering solutions for the Grievance.
- To make necessary Recommendations to the Principal
- To examine the Grievances.
- To hand over the grievances relating to examination and evaluation to the Registrar.
- The cell formally will review all cases and will act accordingly as per the management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

S.NO	Name of the Staff	Designation	Position	Mail Id	Phone Number
1	Dr B Siddeswara Rao	Principal	Chair Person	<a href="mailto:principal@vit-spdr.ac.in">principal@vit-spdr.ac.in</a>	8886111710
2	Sri K.Rama Mohana Reddy	HOD of EEE	Convenor	<a href="mailto:hodeee@vit-spdr.ac.in">hodeee@vit-spdr.ac.in</a>	9885739752
3	Dr S Siddeswara Reddy	HOD of ECE	Member	<a href="mailto:hodece@vit-spdr.ac.in">hodece@vit-spdr.ac.in</a>	9160808308
4	Sri V Narasimha Swamy	HOD of CSE	Member	<a href="mailto:hodcse@vit-spdr.ac.in">hodcse@vit-spdr.ac.in</a>	9966746768
5	Dr M V V Prasad	HOD of BscH	Member	<a href="mailto:hodbsch@vit-spdr.ac.in">hodbsch@vit-spdr.ac.in</a>	9848428427