



REVISED GUIDELINES FOR STUDENT GRIEVANCE REDRESSAL MECHANISM (w.r.t 2020)

Vision:

“Deals to make grievance free campus”

Mission:

- ❖ The committee will collect the written grievances from the students and attend promptly on receipt of it.
- ❖ The cell formally review all cases and will act accordingly as per the Management policy
- ❖ The cell gives 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 authority.

Introduction Pursuant to UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated March 23, 2013, the R R College of pharmacy hereby notifies Guidelines in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students of R R College of pharmacy .

These Guidelines shall completely supersede and replace the existing Guidelines of RRCOP on Grievance Redressal. These Guidelines shall be in force with immediate effect.

1. **Definitions** In these RRCOP Guidelines, unless the context otherwise requires:

(i) “Aggrieved students” means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any Department of RRCOP;

(ii) “Institution” means the institution created under RRCOP Act to conduct a course/program of study for obtaining any qualification from college and which, in accordance with the rules and regulations of college, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(iii) “Declared admission policy” means the policy for admission to a course or program of study as offered by RRCOP, and published in the prospectus.

(iv) “Grievances” include the following complaints of the aggrieved students, namely: -

- a) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- b) Demand of money in excess of that specified in the declared admission policy.
- c) Complaints of alleged discrimination of students, from the underprivileged and marginalized section of society, women or disabled categories;
- d) Non-payment or delay in payment of scholarships to any student that is committed by the management.
- e) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- f) Denial of quality education as promised at the time of admission or required to be provided;
- g) Non transparent or unfair evaluation practices;
- h) Examine and enquire the student(s) and staff involved in malpractice.
- i) Decide the punishment depending upon the gravity of the offence can appeal to the director.
- j) It shall take care of the inputs received from students, observers and staff regarding indiscipline, ragging and sexual harassment activities of the student.

2. GRIEVANCES REDRESSAL COMMITTEE ; constitute of six members.

- i. A senior Professor of the college – Secretary;
- ii. A senior faculty drawn from the institutes, on rotation basis, to be nominated by the IQAC-Member;
- iii. Head of Institute (HOI) where the grievance has occurred
- iv. A student representative, drawn from the institute(s), on rotation basis where the grievance has occurred to be nominated, based on academic merit, by the concerned Head of Institute (HOI) –

Grievances Redressal Committee shall communicate its decision within ten days of receipt of the complaint. Any person aggrieved by the decision of the Grievance Redressal Committee or not satisfied by its decision may within a period of six days prefer an appeal to the Appellate Authority, created for the purpose. The Chairman shall assume the responsibility as that of Ombudsman.

Constitution of Appellate Authority/ Ombudsman herein constitutes Appellate Authority comprising of following members. i. Chairman / Ombudsman – to be nominated by a separate office order.

- ii. HOI concerned in respect of which the appeal/ grievance is linked.

3 PROCEDURES IN REDRESSAL OF APPEAL/GRIEVANCES BY OMBUDSMAN/APPELLATE AUTHORITY AND GRIEVANCE BY STANDING GRIEVANCE REDRESSAL COMMITTEE:

- a. On receipt of an application by the registry, the Member Secretary to the Standing Grievances Redressal Committee and shall immediately provide a copy to the concerned HOI or Official concerned in the University for furnishing its reply within seven days.
- b. The Member Secretary shall arrange hearing by convening the meeting of Standing Grievance Redressal Committee and record the proceedings.
- c. The appeal cases shall be referred by member to the Appellate Authority through its Chairman and a hearing shall be conducted following a due process.
- d. The Ombudsman/Appellate Authority shall fix a date for hearing the complaint or complainant which shall be communicated to the aggrieved person either in writing or electronically, as may be feasible.
- e. An aggrieved person may appear either in person or represented by such person as may be authorized to present his/her case.
- f. The Ombudsman/Appellate Authority shall be guided by the principles of natural justice while hearing the grievances.
- g. The Ombudsman/Appellate Authority shall ensure disposal of every application as speedily as possible; however, not later than a month of receipt of the grievance/appeal.
- h. The RRCOP shall co-operate with the Ombudsman/ Appellate Authority, in redressal of grievance and provide administrative support.
- i. On the conclusion of proceedings, the Ombudsman/Chairman, Appellate Authority or the Standing Grievances Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- j. Every order under the signature of the Ombudsman/Chairman, Appellate Authority or the Chairman, Standing Grievances Redressal Committee, as the case may be, shall be provided to the aggrieved person and the Head of Institute and shall be
- k. The RRCOP shall comply with the order of the Ombudsman/Chairman, Appellate Authority. Any order of the Ombudsman/Appellate Authority, not complied with by the University, the complainant may prefer reporting to the Commission (UGC).
- m. A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman/Appellate Authority or the Standing Grievances Redressal Committee, as the case may be, by any other person.
- n. In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.

ACTION PLAN OF GRIEVANCE COMMITTEE:

The objective of the Grievance 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 committee should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

- ❖ Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and Student-teacher relationship etc.
- ❖ Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- ❖ Suggestion / complaint Box is installed in front of the Administrative block 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. The box will be opened on the first working day of every month.
- ❖ 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 the students to refrain from inciting students against other students, teachers and college administration
- ❖ Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.

ETHICS FOLLOWED BY THE COMMITTEE

- ❖ Understand the grieving process at any situation
- ❖ Strengthen by giving confidence like don't let fears about saying or doing the wrong thing stop you from reaching out
- ❖ Letting to know everyone in the campus especially grieving one, that committee is always there to listen
- ❖ Committee always knows before taking action that everyone grieves differently and for different lengths of time.
- ❖ Offer to help in practical ways.

- ❖ Upon receipt of an ethics complaint or request for arbitration, a letter of acknowledgement will be sent to the complainant.
- ❖ No response will be solicited from the respondent, unless deemed necessary by the Grievance committee or the assigned investigators
- ❖ All the relevant questions will be been answered patiently to the satisfaction by the Grievance Committee, and the facts given appear to indicate a possible violation of the Code of Ethics
- ❖ Any evidence and documentation attached will be considered only to the extent necessary to determine whether a complaint will be referred for hearing
- ❖ Committee proceeding always maintain confidentiality of the enquiry process. A member may not disclose or be required to disclose a communication with the victim
- ❖ Committee don't judge grieved one or take their grief reactions personally
- ❖ **Committee don't make assumptions based on outward appearances**
- ❖ Committee always help the grieved one to find ways to symbolize and memorialize the incident which is the reason for their grievance.
- ❖ **Committee always keep the promises which it is made to do.**
- ❖ **Committee will be sensitive to differences**
- ❖ **Committee manages to handle anger gently**

❖ **GREVEIENCE REDRESSAL COMMITTEE**

SR.NO	NAME OF THE TEACHER	POST
1	Dr. V.B.Narayanaswamy	CHAIRMAN
2	Mrs . K.S.Srilatha	COORDINATOR
3	Dr Geethalakashmi	MEMBER
4	Dr S D Vachala	MEMBER
5	Dr Sateesh Kumar E	MEMBER
6	Dr Saritha S	MEMBER
7	Ms Sumashree	MEMBER
8	Mr Dhanunjaya	MEMBER
9	Mr Aseem ali	MEMBER
10	Ms Pynskhemlin Syiemlieh	MEMBER
11	Deekasha K	MEMBER
12	Keerthi raj	MEMBER