



## AURORA'S PG COLLEGE (MCA)

(Approved by AICTE & Affiliated to Osmania University)

Nampally, Hyderabad-500 001.

### Grievance Redressal Committee

Date: 16/12/2024

#### Creation of the Committee

Grievance Redressal Committee deals with all types of grievances, complaints and malpractices received from Students. The Grievance Redressal Committee will enquire the grievances and suggest the final action to be initiated at the institutional level for the redressal of the same. Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.

#### The Objectives of the Grievance Redressal Committee:

- To provide a support system for the students to address their grievances.
- To initiate proactive measures to redress the grievances of the students.
- To analyze the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.

#### Constitution of the Committee:

S.No	Name	Designation	Position in the committee	Contact No.
1	Dr. Pradosh Chandra Patnaik	Principal	Chairperson	9100022222
2	Dr. G Deepika	Associate Professor	Coordinator	9966475000
3	Ms. S Vijayasree	Associate Professor	Member	9866006796
4	Dr. K Sunada	Associate Professor	Member	7702777654
5	Ms. Arshiya Tanaz	Student	Member	7842368937
6	Ms. Sunita	Student	Member	9652652758

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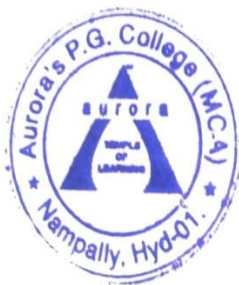
### Responsibilities:

- The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Committee

### Grievance Handling Mechanism

- The students approach the committee to voice their grievances regarding academic and non academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.
- Suggestion Boxes are provided in every building and grievance records are placed at vantage points in the college(including the Library and Lab)for the students/staff to air their grievances. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the grievance redressal cell. HOD/Principal/Director regularly attends to these on daily basis. The college assures students that once a complaint is made, it will be treated with confidentiality.
- Online Grievance Redressal facility is provided to the students which help in effective tracking and monitoring of grievances ensuring prompt redressal.
- Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

The committee is requested to function with immediate effect.



Principal  
Aurora's P.G. College (MCA)  
Nampally, Hyderabad.