

## **POLICY ON GRIEVANCE REDRESSAL COMMITTEE**

As per the rules and regulations addressed by the AICTE / UGC / SPPU, for student or other stake holders in a Technical Institution, "Grievance Redressal Committee" of SRINIVASA INSTITUTE OF MANAGEMENT STUDIES, has been constituted GRIEVANCE REDRESSAL COMMITTEE to enquire the nature and extent of grievance.

### **OBJECTIVES OF THE COMMITTEE**

- To formulate the policy to investigate and review complaints or grievances of students and faculties.
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the gravity of the

### **FUNCTIONS:**

- The students can lodge the complaints.
- Complaints and suggestion box have been installed in the college campus, Suggestions and complaints can be given in writing or through e-mail.
- The complaints and suggestions relating to improving academics and administration of the college are encouraged.

### **Roles & Responsibilities:**

- Create awareness on functioning of grievance cell among students and faculty.
- Review and resolve the reported grievances immediately.
- Documentation of all grievances in order to monitor the mechanism of grievance cell.
- Interacts with student coordinators of Grievance and Redressal Committee (GRC) from time to time for updating of issues (if any).
- To record all online and off line grievances, summarize annually resolution of grievance
- The cell formally will review all cases and will prepare reports about the cases received.
- 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.



**PRINCIPAL**

Principal

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**SECRETARY**