



**G.NARAYANAMMA INSTITUTE OF TECHNOLOGY & SCIENCE**  
**(For Women)**  
**(AUTONOMOUS)**  
**Shaikpet, Hyderabad - 500104**

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### **STUDENTS GRIEVANCE REDRESSAL CELL**

To address the grievances of the students, parents and others, as per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions, Grievance Redressal Committee (GRC) is formed in the college. The objective of GRC is to develop a harmonious educational environment in the institute.

The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

#### **1. Functions of the cell**

The following objectives of Students Grievance Redressal Cell are

- To support Students who have deprived of the services offered by the College, or which she is entitled.
- To ensure effective solution to the student's grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- Staff relationship etc.
- Suggestion / complaint Box have been installed in all the department blocks in which the Students, who want to remain anonymous, put in writing theirgrievances and their suggestions for improving the Academics / Administration inthe College.
- Advising Students of the College to respect the right and dignity of one anotherand show utmost restraint and patience whenever any occasion of rift arises.
- Advising all staffs to be affectionate to the Students and not behave in a vindictivemanner towards any of them for any reason.

#### **2. Facilities:**

- Complaint Register is placed in Dr.A.Alakanandana, Assoc.Prof BS cabin II floor Admin Block.
  - Students can register their grievance through online mode by posting at
  - <https://gnits.edugrievance.com/>

### 3. Management of the Cell(Committee)

#### a) Committee Composition:


"Grievance Redressal Committee" GNITS has been constituted with Staff in different positions and from different department and student members from IT,ETE,ECE dept from III year to enquire the nature and extent of grievance. The committee will meet as and when required based on the grievance and accordingly committee suggests the final action for the redressal of the same. If required SGRC will forward grievances to Chairman the basis of severity of the issue based on the grievances received Committee meeting will be scheduled having minimum of 5 Committee members including the Co-ordinator.

#### Committee Members:

S.No	Name	Designation	Dept	Role
1	Dr.K.Ramesh Reddy	Principal	GNITS	Chairman
2	Dr.A.Alakanandana	Assoc.Prof	BS	Coordinator
3	Dr.Ch.Anitha	Assoc.Prof	IT	Member
4	Dr.M.Nagasree	Asst.Prof	HM	Member
5	Mrs.Bhageshwari Ratkal	Asst.Prof	CSE	Member
6	Mrs.B.Narmada	Asst.Prof	EEE	Member
7	Dr.A.Naveena	Asst.Prof	ETE	Member
8	Mrs.K.Sridevi	Asst.Prof	IT	Member
9	Mrs.T.Srilatha	Asst.Prof	ECE	Member
10	D.Sai Sonali	3 <sup>rd</sup> year B.Tech.	ETE	Student Member
11	Deeksha Ravual	3 <sup>rd</sup> year B.Tech.	IT	Student Member
12	Mettu Bhavana Reddy	3 <sup>rd</sup> year B.Tech.	ECE	Student Member

#### Mechanism for lodging complaint:

- The students may feel free to put up a grievance in writing/or Email to the respective department committee coordinators.
- The students may register their grievances in online at <http://gnits.edugrievance.com>
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Organization wide awareness among stakeholders is created by
  - ❖ Organizing awareness programs
  - ❖ Displaying the grievance registration mechanism on
    - ✓ Web site
    - ✓ Posters in prominent places of the campus

  
Signature of Principal

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