



ANNAMACHARYA INSTITUTE OF TECHNOLOGY & SCIENCES

(Approved by A.I.C.T.E, New Delhi & Affiliated to JNTU Anantapur, Anantapuramu)
(Institute Accredited by NAAC, Bangalore) (Institute Accredited by IE(I), Kolkata)

Mechanism of grievance and Redressal

The Grievances that need immediate redressal are related to academic and non academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc. In this regard, a formal Grievance Redressal Cell (GRC) is constituted in accordance with the UGC Regulation to deal with day-to-day grievances of its stakeholders, including the students.

Any student who is aware of any violations must report the same to the GRC. The GRC shall consist of members as appointed by the Principal. Said grievance must be submitted in writing and should be made within few days from the day of the alleged violation. The GRC shall take note of the grievance and inform the Disciplinary Committee formed/conduct the enquiry and impose appropriate retribution. There shall be Internal Complaints Committee (ICC) in place, in cases of any sexual harassment complaints.

Procedure :

- i. The Institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview. In case of academic grievance, an aggrieved student shall first submit his/her complaint in writing to his/her mentor who shall resolve the grievance within two days. In case the mentor is unable to resolve the grievance, he shall forward it to the Departmental Level Grievance Committee.
- ii. The Departmental Committee shall convene a committee meeting within 2 days of receiving the complaint from the faculty mentor or from the aggrieved student in case he/she applies directly to the committee. The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and the action taken shall be reported to the mentor.
- iii. If the grievant is not resolved/ satisfied with the solution of the department level committee, he/she shall appeal to the Institute Level Student Grievance Redressal Committee giving the reasons for his/her dissatisfaction with the decision, within a week of receipt of the decision of the department level committee.
- vi. The Chairperson of the Institute Level Grievance Redressal Committee shall convene a meeting of the committee within 2 days of receiving the complaint. The Committee shall verify the facts and shall either endorse the decision of the Institute level committee or shall issue an appropriate order within a week of receipt of the grievance.

PRINCIPAL