



AVANTHI INSTITUTE OF ENGINEERING & TECHNOLOGY

(Autonomous)

Tamaram, Makavarapalem, Narsipatnam(R D), Anakapalli Dist-531113

GRIEVANCE REDRESSAL COMMITTEE

Roles and Responsibilities:

- A Grievance Redressal committee has been formed in our college to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parents employees and employer. The grievance may include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.
- **Rules**
 - To deals with all the genuine grievances of students and staff of the college from online portal on our website.
 - The committee will meet at least once in a month to resolve the grievances, if any.
 - To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
 - The number of grievances settled or pending will be report to the Principal in every month.
- **Procedure**
 - A compliant box is to be provided at the Admin Block for students.
 - All grievances referred to the Grievance Redressal committee shall be entered in a Register by designated member.
 - All complaints should be resolved within a time frame by looking into its seriousness and by two-way approach.
 - The result of the grievance will be informed to the complainant within the period defined.
 - Any staff/ student may report directly to the principal for resolving their grievance if he/she is dissatisfied by the GRC.

Frequency of meeting: As and when required.