



## **AURORA'S PG COLLEGE (MCA)**

(Approved by AICTE & Affiliated to Osmania University)

**Nampally, Hyderabad-500 001.**

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Ref.No: APGCN/GRC/UGC/2025-26/04

Date: 16/08/2025

### **Grievance Redressal Committee**

#### **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.

#### **Rules and Responsibilities**

##### **Meetings**

1. The committee shall convene at least quarterly and as required to resolve pressing matters.
2. Official records of all proceedings must be maintained and made available to the appropriate parties.

##### **Grievance Submission**

1. Feedback may be filed via the digital portal, electronic mail, or in person at a specified location or collection point.
2. Once submitted, each entry must be confirmed within 48 hours with a specific tracking number and an expected window for completion.

##### **Initial Review and Classification:**

1. Complaints are categorized by their specific type, such as academic, administrative, infrastructural, or conduct-related matters.

2. Issues are ranked by their level of criticalness and impact, then directed to the relevant department or official for a thorough review.

### **Detailed Investigation**

1. Evidence will be collected through witness discussions and record examinations to build a comprehensive understanding of the situation.
2. All affected individuals are consulted to clarify the circumstances, after which the gathered data is evaluated to identify the primary source of the problem.

### **Resolution and Decision**

1. Potential remedies or rectifications are drafted based on the evidence gathered during the inquiry.
2. The panel determines the final outcome, which may include corrective sanctions, regulatory updates, or other steps to resolve the complaint.

### **Communication of Decision**

1. The final verdict and investigative results are shared with all involved individuals, detailing exactly what measures will be implemented.
2. Any necessary subsequent steps or obligations for the parties involved are clearly outlined to ensure the resolution is fully executed.

### **Implementation of Resolution**

1. The agreed-upon solutions are placed into effect, ranging from corrective sanctions and procedural shifts to formal policy revisions.
2. The situation is tracked to confirm the remedy is functioning as intended and to prevent any recurring complications.

### **Appeals Procedure**

1. **Formal Submission:** Any party dissatisfied with the initial outcome may file a structured appeal detailing their specific grounds for reconsideration.
2. **Appellate Review:** A senior authority or designated committee will conduct a comprehensive re-evaluation of the case to issue a final, binding decision.

### **Documentation and Reporting**

1. **Record Maintenance:** Detailed logs of all grievances, investigations, and resolutions are kept for institutional accuracy.
2. **Reporting:** Periodic reports are generated to identify trends, ensure accountability, and inform future policy updates.

## Ombudsman Designation

1. **Official Appointment:** G. Sreenivas Reddy, former Registrar of Kakatiya University, Warangal, has been designated as the Ombudsperson for Aurora's PG College (MCA), Nampally.
2. **Term and Purpose:** This three-year appointment, effective from July 10, 2025, provides a fair and transparent mechanism for grievance resolution and institutional oversight.

## Constitution of the Committee:

S.No	Name	Designation	Position in the committee
1	Dr. Arifa Begum	Principal	Chairperson
2	S Vijaya Sri	Associate Professor	Coordinator
3	S Vijaya Laxmi	Associate Professor	Member
4	Dr. K Sunada	Associate Professor	Member
5	P. Bala Krishna	Sr. Student Representative	Member
6	K Sunita	Jr. Student Representative	Member
7	Prof. G. Sreenivas Reddy	Retired Professor	Member

## 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.

