

RVR & JC COLLEGE OF ENGINEERING (A): CHOWDAVARAM

Student Grievances Redressal Policy

Preamble

To effectively address the grievances of students, parents, and other stakeholders, and in accordance with the *All India Council for Technical Education (AICTE) Regulations, 2019* (F. No. 1-101/PGRC/AICTE/Regulation/2019, dated 07.11.2019), an *Online Student Grievance Redressal Committee* has been established. The primary objective of this committee is to create and maintain a harmonious, inclusive, and supportive educational environment within the institute.

Definitions

1. Grievance – A grievance is defined as any dissatisfaction, concern, or complaint raised by a student regarding any aspect of the institute's academic, administrative, financial, or support services that affect their well-being or academic progress.
2. Student – A 'Student' refers to any individual who is currently enrolled in a full-time program at the institute and whose name appears on the official rolls of the college.
3. Institute/College – 'Institute' or 'College' refers to R.V.R. & J.C. College of Engineering, Chowdavaram, including its academic departments, administrative offices, hostels, and all associated facilities.
4. Grievance Redressal Committee (GRC) – A designated body within the institute responsible for receiving, reviewing, and addressing grievances raised by students in accordance with the AICTE regulations.
5. Complainant – A student who formally submits a grievance to the Grievance Redressal Committee for resolution.
6. Respondent – Any individual or entity (faculty, staff, administrative body, or fellow student) against whom a grievance is filed.
7. Hearing – A formal meeting convened by the Grievance Redressal Committee to discuss and deliberate on the grievance submitted.
8. Resolution – The final decision or action taken by the Grievance Redressal Committee to address and resolve the grievance.



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Scope of the Grievances


- These regulations cover any grievances that students of the institute may encounter during their time at the college.
- For the purpose of these regulations, a 'Student' refers to any individual enrolled in a full-time program at the institute.
- Grievances may pertain to any of the following matters:
 - Academic Matters – Concerns related to assessment, attendance, marks, examinations, evaluation processes, or academic misconduct.
 - Financial Matters – Issues regarding fee payments, scholarships, refunds, or any other financial transactions.
 - Administrative Matters – Complaints related to infrastructure, basic amenities, sanitation, transport facilities, hostel conditions, or any administrative services.
 - Harassment and Ragging – Complaints regarding harassment, ragging, discrimination, or inappropriate behaviour by fellow students, faculty, or staff.

Grievance Receiving Mechanisms

Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman/convener of the Committee
- Online at the website <https://rvrjce.ac.in/xstudgrievances.php>
- Through e-mail to GRC@rvrjc.ac.in
- Writing to "The Chairman, Grievance Redressal Committee, R.V.R.&J.C. College of Engineering, Chowdavaram, Guntur – 522019".




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Grievance Redressal Mechanism

- After the receipt of the application from the aggrieved, the chairman of GRC will fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting will be scheduled within ten days of receiving the application.
- All relevant papers will be circulated as hard or soft copies to all members on or before the date of the meeting.
- After finalizing the meeting date, a hard copy of the notice will be sent to the applicant, inviting them to attend the meeting and present their grievance before the Committee. The acknowledgment of receipt will be recorded.
- In the case of a minor student (applicant), they may be accompanied only by their natural or legal guardian (either father or mother). No other person will be allowed to attend the meeting.
- If the grievance is against a member of the Grievance Committee, that member will be excluded from the meeting to ensure a fair and unbiased resolution.
- The Committee members will deliberate on the case, considering the applicant's grievance and the institute's regulations. The brief facts, evidence, and final recommendations will be documented in the minutes of the meeting.
- The minutes will be circulated to all members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee will be communicated in writing to the applicant at the earliest.

Appeal

- The applicant shall have the right to file an appeal to the Ombudsperson at Acharya Nagarjuna University within 15 days from the date of receiving the written communication of the committee's recommendations.
- The applicant shall send written communication to the college expressing their desire to file an appeal to the Ombudsperson. The college shall submit the appeal, along with all relevant materials, to the Ombudsperson and inform the applicant accordingly. The Ombudsperson shall decide on the appeal within one month of receipt. The final decision will be communicated to the applicant by the college.





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Confidentiality

- **Protection from Victimization or Discrimination** – Throughout all stages of the grievance handling and resolution process, the college will take every reasonable measure to ensure that neither the complainant nor the respondent is subjected to any form of victimization, retaliation, or discrimination in any manner.
- **Impartiality and Fairness** – The implementation of the grievance procedure will be carried out in a fair and unbiased manner, ensuring that no prejudicial treatment is afforded to either the complainant or the respondent.
- **Transparency of Actions and Decisions** – At each stage of the grievance process, both the complainant and the respondent will be provided with a clear and written explanation regarding the actions taken, and the decisions made by the committee, upon request.
- **Confidentiality of Records and Privacy** – All proceedings, discussions, and documentation related to the grievance will be handled with the utmost confidentiality. Personal and sensitive information will be protected, and all records will be kept private unless disclosure is required by law or policy.
- **No Cost to Complainant** – The grievance redressal process will be accessible to all students free of charge. No fees will be levied on the complainant for utilizing the grievance and appeal procedures.




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