

Students' Grievance Cell:

Introduction:

The Student's Grievance Cell (SGC) desires to promote and maintain a conducive and unprejudiced educational environment. Upholding the dignity of the College by ensuring conflict free atmosphere in the College through promoting cordial Student-Teacher and Student-Student relationship etc.

Any academic related grievances raised by the students and if the deviations are taking place w.r.t attendance in exams, erroneous assessments, lab related assessments, issues can be resolved within the framework of academic regulations applicable by the Principal itself if it is approached through proper channel like SGC coordinator, Officer academic section, Controller of exams incharge.

If there is a serious deviation not coming under the purview of academic regulations, SGC can be assembled to resolve the issues.

- The grievance procedure is a mechanism to sort out the issues between student and college. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs is convinced to be discriminated is redressed. SGC is a medium to settle a problem.
- It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

Student's Grievance Cell: Objectives

The objectives of Students Grievance Cell include the following:

- To encourage the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To enable a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College.
- To enquire and analyse the nature and pattern of the grievances in a strictly confidential manner.
- To ensure effective solution to the student's grievances with an impartial and fair approach with genuine inquiry and analysis.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To guide ways and means to the students to redress their problems.
- Redressal of Students' Grievances to solve their academic and administrative problems.


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- The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the faculty members in person, or the coordinators of the Students Grievance Cell.
- To co-ordinate between students and Departments / Sections to redress the grievances.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances.
- Students can also submit their grievance online through College login portal allotted to them. Link to provide Online grievance is (site address)
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Head of the Institute. Complaints will be lodged in the Antiragging Cell.
- Harrasment of the girl students within the campus is strictly banned, any gestures or signs or language criticizing, stocking and mocking is subjected to the misconduct of the behavior and is accountable for filing complaint in the women protection cell.
- The cell will give report for every two months to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Students can file their complaints in person/complaint box/e-mail/official website.

Scope:

The students may lodge grievance about any academic and non- academic matters related to -

- **Academic Issues:** Lack of understanding, clarification related to the subjects (theory and lab) and incompletion of syllabus.
- **Internal evaluation and assessment marking:** Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related issues like revaluation, recounting, attendance and scholarship related matters.
- The dues and payments for various items from the library, IT services, hostels, electricity and other financial matters.
- Certain misgivings about conditions of sanitation, preparation of food and availability of transport.
- Grievances related to women issues and harassment. However they are specifically redressed by women protection cell.
- Grievances related to behavioral of office staff.

Exclusions:

Students should thoroughly go through these exclusions before lodging any complaints

SGC shall not involve in the following:

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the college.


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2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of the courses.
5. Decisions of the competent authority on assessment and examination results.

Procedure for lodging Complaint:

- The students can lodge their grievance through online mechanism in the link provided below-.
- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office.
- The students are ought to lodge their grievances in the prescribed form available with the member of the SGC of the respective department.
- 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.
- The grievance will immediately go to the concerned HOD who needs to acknowledge the receipt of the grievance within 48 hrs.
- HOD needs to consult the matter with departmental Grievance members and then provide (1) Necessary solution, (2) Validate the matter, (3) comment if the issue is not under the scope and forward to grievance cell. The time to revert by HOD is 4 days from the day of the complaint.
- If the student/faculty/staff is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Grievance Committee within a week from the date of the reply from the Department Level Committee.
- If the Complaint is forwarded to the grievance redressal cell, then the member secretary of the grievance committee will place the matter before the grievance committee members which shall either endorse the decision of the Department level committee or shall pass appropriate solution in the best possible manner.
- While dealing with the complaint, the committee at all levels will observe the law of natural justice and hear the complainant and concerned people.
- While passing an order on any Grievance, at any level, the relevant provisions of the Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.


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SGC Composition:

S.NO.	Name of the Person	Designation and Address	Role in IEC-AITS	Mobile Number and email-id
1.	Dr. C. Nadhamuni Reddy	Principal, AITS, Tirupati	Chair Person	9948149222 nadamuni_reddy@rediffmail.com
2.	Ms. T. Jyothi	Assistant Professor & ACE-1 Dept. of ECE	Convener and Member Secretary	8106646056 jtiaits@gmail.com
3.	Dr. K. Balaji Nanda Kumar Reddy	Associate Professor & OAS, Dept. of EEE, AITS	Member	9701463029 balajinkr@gmail.com
4.	Dr. R. Vijaya Lakshmi	Assistant Professor & ACE-2 Dept. of HBS	Member	9177778437 rvijayachandra2513@gmail.com
5.	Mr. Y. Penchlaiah	Assistant Professor & Incharge Controller of Examinations, Dept. of ECE	Member	8317530900 penchu.yadla@gmail.com
6.	Mr. K. Venkatadri	Junior Assistant	Member	7702355691 kanavalambeti@gmail.com
7.	Ms. K. Praveena Rani	Office Assistant	Member	9553988929 Subaveena143@gmail.com
8.	Dr. N. Pushpalatha	Professor and Head of ECE, AITS	Member	9985146070 pushpalatha825@gmail.com
9.	Mr. B. Ramana Reddy	Associate Professor and Head of CSE, AITS	Member	7013331261 bandiramanareddy8@gmail.com
10.	D.S S S S Jaya Kumar 19AK1A0571	CSE-2	Student Member	Ph.no:6303986790 jkips2024@gmail.com
11.	P.Lakshmi Prasanna 19AK1A0474	ECE 2	Student Member	9533011115 lakshmiprasannapalli2001@gmail.com
12.	I. Niranjan Reddy 19AK1A0119	Civil A	Student Member	8074762071 iralaniranjanreddy167@gmail.com

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13.	S.Nayeem 21AKA50341	Mechanical	Student Member	6300659254 snayeem2003@gmail.com
14.	C. Surya Narayana 20AK1A0226	EEE 2	Student Member	suryachintha823@gmail.com 7815824756


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