



CSSR & SRRM DEGREE & PG COLLEGE AUTONOMOUS

Re-Accredited by NAAC with A Grade

Permanently Affiliated to Yogi Vemana University
Recognized Under 2(f) & 12(B) of UGC Act 1956



13/521, Reddy Colony, Kamalapuram-516 289, Kadapa Dist. A.P.

Student Grievance Redressal Policy (Online & Offline Grievance Mechanisms)

1. Preamble

CSSR & SRRM Degree & PG College (Autonomous), Kamalapuram is committed to providing a safe, inclusive, and student-friendly academic environment. The institution recognizes that addressing students' grievances promptly and fairly is essential for maintaining trust, transparency, and academic excellence. Hence, the college has established a **Student Grievance Redressal Cell (SGRC)** to ensure effective resolution of grievances in a systematic manner.

2. Objectives of the Policy

- To provide a **fair, transparent, and time-bound mechanism** for redressal of student grievances.
- To ensure that students' concerns related to academics, examinations, administration, infrastructure, and teaching-learning processes are addressed effectively.
- To promote a **harmonious campus environment** based on mutual respect and accountability.
- To comply with **UGC/NAAC guidelines** on grievance redressal in higher education institutions.

3. Scope of the Policy

This policy applies to all students of the college and covers grievances related to:

- Academic matters and teaching-learning processes
- Examination and evaluation issues
- Administrative services
- Infrastructure and facilities
- Student support services and other college-related concerns

4. Student Grievance Redressal Cell (SGRC)

The college constitutes a **Student Grievance Redressal Cell** comprising senior faculty members and administrative representatives. The SGRC functions impartially and ensures confidentiality and non-retaliation against students raising grievances.

5. Grievance Redressal Mechanisms

A. Offline Grievance Redressal Mechanism

- Students may submit **written complaints** directly to the Student Grievance Redressal Cell.
- **Suggestion/Complaint Boxes** are placed at prominent locations on the campus for easy access.
- Students can also **approach SGRC members in person** during working hours to explain their concerns.

B. Online Grievance Redressal Mechanism

- Students can submit grievances through the **college website or designated online grievance forms**.
 - **Email-based grievance submission** is facilitated to ensure prompt communication, acknowledgment, and tracking of complaints.
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6. Procedure for Redressal

1. Receipt and acknowledgment of the grievance by the SGRC.
 2. Preliminary review and verification of the grievance.
 3. Discussion and inquiry, if required, with concerned stakeholders.
 4. Resolution and communication of the decision to the student within a **stipulated time frame**.
 5. Maintenance of records for reference and quality improvement.
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7. Principles of Grievance Redressal

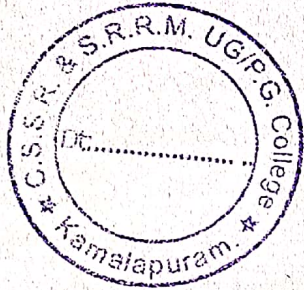
- **Confidentiality:** Student identity and grievance details are kept confidential.
 - **Transparency:** The process is clear, unbiased, and well-documented.
 - **Timeliness:** Grievances are addressed within a reasonable and defined period.
 - **Fairness:** Decisions are taken objectively without discrimination.
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8. Monitoring and Review

The functioning of the Student Grievance Redressal Cell is periodically reviewed by the college administration to ensure effectiveness, responsiveness, and continuous improvement.

9. Conclusion

Through this Student Grievance Redressal Policy, CSSR & SRRM Degree & PG College (Autonomous), Kamalapuram reaffirms its commitment to **student welfare, participative governance, and quality assurance**, ensuring that every student's voice is heard and addressed with dignity and fairness



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