

GURU NANAK INSTITUTIONS TECHNICAL CAMPUS



www.gniindia.org



Approved by
AICTE - New Delhi



Affiliated to
JNTU - Hyderabad



Accredited by
National Assessment &
Accreditation Council



Courses Accredited by
National Board of
Accreditation

AUTONOMOUS

under Section
2(f) & 12(b) of
University Grants
Commission Act

Grievance Redressal Mechanism

Grievance Redressal Mechanism is a part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective Grievance Redressal Mechanism. In fact, the Grievance Redressal Mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides an important feedback on the working of the administration.

GNITC is committed to providing a harmonious, fair and just learning environment by ensuring that students and staff have access to processes that allow for appeals, complaints and grievances to be resolved. Student and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs go to a higher authority for resolution. The Grievance Redressal Cell attempts to address genuine problems and complaints of GNI staffs/students whatever be the nature of the problem. As part of our constant endeavour to ensure transparency in all the activities at different stages, college provides proper mechanism to staffs/students for redressal of their grievances. This Committee will deal with all the grievances directly which is related to the common problems at Institute level both academic and administrative. The cell redresses the grievances at individual and class level and grievances of common interest. Students and GNI staff are encouraged to use the suggestion box placed in the campus to express constructive suggestions and grievances. Director constitutes separate committees based on the requirements. Based on the recommendations of the individual committees, Director takes action.

Administrators / Decision makers:

- Head of the Institution: Director
- Heads of Academic sections: Heads of the Departments

As per the AICTE Notification No: PG/07/ (OLI/2012, following grievance Redressal Committee are constituted in the college to address the grievance of Staff, student's Parents. The Parents and students can address their grievance to the respective Associate Directors. The Associate Directors refer it to the Committee which hears and gives their recommendations.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the redressal of the problems reported by the students/staffs of the college with the following objectives:

- Encouraging the Students/Staffs to express their grievances / problems freely and frankly, without any fear of being victimized.

...2

GURU NANAK INSTITUTIONS TECHNICAL CAMPUS



Approved by
AICTE - New Delhi



Affiliated to
JNTU - Hyderabad



Accredited by
National Assessment &
Accreditation Council



Courses Accredited by
National Board of
Accreditation

AUTONOMOUS
under Section
2(f) & 12(b) of
University Grants
Commission Act

: 2 :

- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students/Staffs, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

S.No	Name	Designation	Position	Contact No.
1.	Dr. K. Venkata Rao	Director	Chairman	+91 84979 00081
2.	Dr. N. Venkata Ramana	Professor - EEE & Principal, JNTUH CEJ	Member Nominee	+ 91 63025 03548
3.	Dr. P. Parthasaradhy	Joint Director	Member	+91 80961 75678
4.	Dr Rishi Sayal	Associate Director	Member	+91 80966 09846
5.	Col (Retd.) A M. A. Majeed	General Manager	Member	+ 91 80966 11000
6.	Dr Shaik Harun Rasheed	Associate Director - Pharmacy	Member	+91 80966 09837
7.	Dr. M.I. Thariq Hussan	Prof & HOD-IT	Member	+91 94435 02918
8.	Dr. A.Raj Kumar	Prof & HOD- Mech	Member	+91 84979 00085
9.	Dr. K. Santhi	Prof & HOD- EEE	Member	+ 91 98432 81823
10.	Dr.G.Giribabu	Deputy Director (Tech), Office of CTE, Hyderabad	Member	040 23221511

Functions:

- The cases will be attended promptly on receipt of written grievances from the students/staff.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

K. Venkata Rao
Dr. K. Venkata Rao
Director

DIRECTOR
Guru Nanak Institutions Technical Campus
Ibrahimpattam, R.R. Dist.-501 506.