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COMMISSIONERATE OF COLLEGIATE EDUCATION  
Department of Andhra Pradesh


HOME GRIEVANCES CONTACTS DASHBOARD


  
Sri Y. S. Jagan Mohan Reddy  
Hon'ble Chief Minister  
Andhra Pradesh


**Happening Now !!**


  
Sri Botcha Satyanarayana  
Hon'ble Minister for Education  
Andhra Pradesh


Higher Education & Spandana

 We recorded new Grievance at  
1 hrs, 25 min ago

 Grievance is not yet allotted to  
officer.


 TOTAL COMPLAINTS  
Total Grievances  
460

 Pending Grievances  
242

 Resolved Grievances

Windows taskbar: OneDrive, 15:00, 26-06-2023

APCCE, the department of Higher Education, Andhra Pradesh started online grievance-redressal support to the students of Higher Education at the behest of AP Government. Through which students dispose their grievances directly in a free mode through the e-CEGRAM portal framed by the government. The same is directed to the college concerned where the student is studying. The grievance expressed by the student is redressed by the college level committee, constituted by the college Principal.



[http://103.39.134.234/cce\\_ICTS/Home\\_Page\\_New.aspx](http://103.39.134.234/cce_ICTS/Home_Page_New.aspx)



Principal  
K.R.K. Govt. Degree College  
ADDANKI-523 201,  
Bapatla Dist., (A.P.)





**GOVERNMENT OF ANDHRA PRADESH**  
**DEPARTMENT OF COLLEGIATE EDUCATION**  
**K.R.K.GOVERNMENT. DEGREE COLLEGE,**  
**ADDANKI, PRAKASAM DISTRICT, A.P - 523201**



Dr .V. MOHANA RAO, M.A, M.Phil ,Ph.D,  
PRINCIPAL  
NAAC- B Grade

Cell: - 91-9441518793  
E-mail: - gdcaddanki@gmail.com  
Website:- [www.krkgdcaddanki.ac.in](http://www.krkgdcaddanki.ac.in)

# **POLICY OF STUDENT'S GRIEVANCE AND REDRESSAL**

## **AIM**

College aims to provide barrier free ambience for student progression. Hence this policy is formed to control misconduct of any student and bring a great hope in the young minds to move forward to reach their aspirations. Miscreancy in any form from the students would be viewed seriously and resolved fairly to help the victimised student and bring the change in the miscreant.

## **Anti Ragging Committee**

College strictly follows UGC regulations, Apex court directives and AP state acts in curbing Ragging in and out of the campus, hence constituted a committee with senior lecturers, non-teaching staff members and students following the guidelines of UGC, APSCHE, APCCE and the university to which the college is affiliated.

## **Functions of Anti-Ragging Committee**

1. To be vigilant all the time in the college and outside the college to control untoward incidents.
2. To make surprise visits to the hostels and other places which are vulnerable to incidents and having the chances of ragging.
3. To inquire the complaint of ragging, given by any stake holder and prepare a report and submit to the principal.
4. To offer counselling services and conduct awareness programmes for the benefit of students.
5. To display the awareness posters at focal places.

## **Administrative Action in the event of Ragging**

The Anti-Ragging Committee of the college shall take an appropriate decision. Depending on the nature and gravity of the guilt the punishment is given by committee. If necessary the college refers to the Affiliating University to act according to the UGC regulations and State Act.

## **Punishments**

1. Withholding of scholarships, fellowships & results
2. Debarring from taking the examinations and also consequent admission to any other institution
3. Withdrawing all students benefits like travel concessions and campus selections
4. Suspension from hostel or mess and also attending classes
5. Cancellation of admission from the Institution
6. Registration of FIR against the accused and Prosecution under the Indian Penal Code, 1860.

## **Anti-Sexual Harassment Cell**

As per the Supreme Court Judgment and guidelines issued in the year 1997 to provide for the effective enforcement of the basic human right of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places, the University Grants Commission (UGC) has issued circulars since 1998, to all the universities, advising them to establish a permanent cell and a committee and to develop guidelines to combat sexual harassment, violence against women and ragging in colleges and universities. Keeping the above guidelines in mind the institution has constituted a Committee against Sexual Harassment.



### **Vision**

1. To provide congenial environment for gender equality and against sexual harassment for the well-being of the staff and students.

### **Mission**

- 1 To promote awareness among students about gender justice and harmonious coexistence through campaigns and other awareness programs.
- 2 To constitute panel / committee for redressal of grievances relating to sexual harassment.

### **Objectives**

- 1 To develop guidelines and norms for policies against sexual harassment
- 2 To develop principles and procedures to fight sexual harassment
- 3 To work out details for the implementation these policies.
- 4 To construct action plan.
- 5 To conduct gender sensitization awareness program.
- 6 To deal with cases of discrimination and sexual harassment in a time bound manner.

### **Grievance and Redressal Cell Mechanism**

The Grievance and Redressal Cell is constituted in the college as per the guidelines and instructions of Higher education organizations and the affiliating university. The very aim of establishing the cell is to resolve the student problems that arise during their stay in the college. The problems may be of academic or non-academic aspects. Which may hamper the happy spending of the students in the college and their mental health, which further lead to their academic backwardness.

### **Objectives**

1. To encourage students to express their grievances in a democratic way.
2. To make the students to face the challenges courageously.
3. To solve the problems of the students related to their classes and their needs in the college.
4. To investigate the reasons behind the problems and obtain solutions in a speedy way.
5. To take appropriate actions and ensure good ambience in the college.
6. To transform the college a serene and problem free place of learning.

### **Adjudication of student Grievances**

A committee is constituted separately for Grievance and Redressal cell though it is a part of Anti Ragging cell. So that general problems and ragging issues can be dealt separately and problem redressal can be done immediately and effectively.

1. Chair Person – Principal of the college
2. Grievance and Redressal Coordinator
3. 3 Members – one each from BA, BCom and BSc groups.

### **Process to approach for help**

In general, the individual or class level grievance are brought to the notice of class in charge lecturer or the lecturers who take classes regularly. If it is not solved or satisfactorily then the students are encouraged to use the suggestion box, installed outside the principal's room. The complaint should be in written form with complainant details and posted in the box.

## **Redressal of Grievances**

1. The grievances are redressed by the committee.
2. The complainant is given the information of problem redressal.

## **Action Plan**

1. Installing complaint boxes in many places for free access.
2. Collecting complaints from the boxes in the first week of every month possibly on first Saturday.
3. Deciding the merit of the problems.
4. Taking the help of women faculty in redressing girl students problems.
5. Conducting meetings as and when required for immediate actions.
6. The action taken for redressal is recorded and the same is intimated to the students by means of a notice or through the faculty.

## **Student code of conduct**

Students who join the college must follow the student code of conduct for maintain peaceful learning environment.

1. To read and understand the code and become familiar with the code.
2. Adhere to all the amendments of the code.
3. To behave and conduct themselves in the Institution Campus, hostels and premises in dignified and courteous manner and show due respect to the authorities, lecturers and other employees.
4. The students should behave politely and respectfully. They should abide by the rules and regulations stipulated by the College, from time to time.
5. The students shall follow the rules of UGC and Acharya Nagarjuna University with regard to attendance, examinations and promotions.
6. Attendance is taken in all the classes for all subjects and absentee names are recorded.
7. Students should be regular, punctual to the classes, attend seminars and other academic activities.
8. Students should also give biometric attendance in morning soon after entering in the college and in the evening before leaving the college.
9. The students are expected to safeguard the property of the college.
10. It is the responsibility of the students to take care of their belongings. The college is not responsible for any loss of valuables.
11. The students are expected to carry their Identity Card all the time and they should be ready to produce it at any time, when required by the college authorities
12. Any kind of demonstration that restricts the freedom of the members of the college of disrupts any activity in the college is forbidden. Group of any kind that disturbs the harmony is not permitted
13. The Student should make optimum use of the learning resources and other support services available in the institution.
14. Students are not permitted to use mobile phones in the Examination Halls.
15. Unauthorized entry of outsiders into the campus is strictly prohibited. Without specific permission of the authorities, students shall not bring outsiders to the Institution and Campus.



16. No one shall get, distribute or circulate unauthorized notices, pamphlets, leaflet, etc. within the Campus. The possession, distribution or exhibition of any item by any means which is obscene, is prohibited within the Campus or on any property owned or managed by the Institution.
17. No student shall collect money, either by force or by request, from anyone on the campus. Rash or negligent driving of vehicles in the Campus premises is prohibited.
18. No student shall enter or leave the classroom when the session is on, without the permission of the lecturer.
19. Students shall use only the waste bins for dispensing dry and wet waste materials within the Campus including classrooms, hostel, offices and canteen.
20. Any conduct which leads to lowering of the esteem of the Institution is prohibited.
21. Students should strictly follow the vehicle free day on every first Saturday.
22. Students should not violate the instructions related to ragging.

### **Disciplinary Code**

Any student exhibiting prohibited behaviour mentioned in this code shall be subjected to any of the following disciplinary sanctions. Any student who is persistently insubordinate, who is repeatedly or wilfully mischievous, who is guilty of fraud or mal practice in connection with examinations, in the opinion of the authorities will be removed from the rolls Committee Annuity Committee Grievance and Redressal Cell shall make an enquiry and want the report to the Disciplinary committee. The Principal is the utmost authority to decide the action to be taken, it may be a minor punishment- that is tendering apology from the student who indulged in prohibited activity or a major punishment – like student suspension for a small period of time or severe punishment – permanent dismissal of the student and not allowed to be joined in the college again.



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