

CIRCULAR

Sub: Reconstitution of Grievance Redressal Committee

Ref.: VIT-AP/Regr/2018-19/SW/22 dates 27.09.2018

With reference to the Circular cited above, the Grievance Redressal Committee (GRC) is reconstituted with the following members

Name	School/ Dept.	Role
Dr. Hari Seetha	SCOPE	Chairman
Dr. N. Madhusudhana Rao	SAS	Member
Dr. S K Khadheer Pasha	SAS	Member
Dr. Pankaj Balakrishna Tambe	SMEC	Member
Dr. Reeja S R	SCOPE	Member
Dr. Y. V. Pavan Kumar	SENSE	Member
Dr. M. Kalyan Chakravarthi	SENSE	Member
Dr. Sunnydayal Vanambathina	SENSE	Member
Prof. Pranav Anand Ohja	VSL	Member
Dr. Rakhi N.K	VISH	Member
Dr. Illakkiya L	VISH	Member
Dr. Raghavendra	VSB	Member
Mr. K. Sai Babu	Library Assistant - Senior	Member
Ms. L. Sri Lakshmi	Ladies Hostel	Member
Ms. Haritha Parupalli	Human Resources	Member
Mr. Vanaparathi Bulli Siva	21BCE8951 (Student)	Special Invitee

As per the UGC Regulations called as “Redress of Grievances of Students, 2023” defines Grievance as follows,

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institute;
- ii. irregularity in the admission policy is adopted by the institute.
- iii. refusing admission in accordance with the declared admission policy of the institute.
- iv. non publication of prospectus, as specified;

- v. publishing any information in the prospectus, which is false or misleading and not based on facts;
- vi. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeding admission in such institution, with a view to induce or compel such a person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- vii. demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- viii. breach of the policy for reservation in admission as may be applicable;
- ix. complaints, of alleged discrimination of students, from the scheduled castes, the scheduled tribes, other backward classes, women, minority or disabled categories;
- x. non-payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by university grants commission, or by any other authority;
- xi. delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- xii. on provision of student amenities as may have been promised or required to be provided by the institution;
- xiii. denial of quality education as promised at the time of admission or required to be provided;
- xiv. non transparent or unfair evaluation practices;
- xv. Complaints not listed above will be dealt case specific and the chairman has the discretion to consider/ reject it as a grievance.

Reporting of Cases:

The aforementioned grievances may be reported to the Chairman of the committee by any means and additionally through the following email address grievance.redressal@vitap.ac.in and hotline number **8333909617**. The web link to upload the grievance is <https://vitap.ac.in/grc/>

Scope and Responsibilities of the Committee:

- (a) The Grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the chairman of the committee and the aggrieved person either in writing or electronically, as may be feasible
- (b) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three

- (c) The term of Chairperson and Members is for a period of two years and that of special invitee is one year
- (d) An aggrieved student/ person may appear either in person or represented by such person as may be authorized to present his/ her case
- (e) Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances
- (f) Grievance Redressal Committee shall ensure disposal of every application as speedily as possible not later than a month and preferably within ten days of receipt of the grievance
- (g) On the conclusion of proceedings, the Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide relief as may be desirable to the affected person/ party at issue
- (h) The order so passed shall be provided to the aggrieved student/ person and the University will comply with the order

Role of Ombudsperson:

If in case a student/ person is not convinced by the decision given by the committee; he/ she is at liberty to approach the ombudsman for further trail of hearing. The ombudsman can resolve the issue by following the procedure specified above for the grievance Redressal committee. If in case the ombudsman identifies the complaint to be false/ frivolous appropriate action is suggested against the complainant.

The **Ombudsperson** for GRC is Dr. Chandini Stephens. She can be contacted on ombudsman.grc@vitap.ac.in

Jagadish Mudiganti
Registrar, VIT-AP University