

**Awareness
Programme
about the role of
Grievance
and
Redressal Cell**

Report on the Awareness Programme on 2022-2023

Date: on 28/01/2023

Venue: College Study Hall,

Organizer: Grievance and Redressal Cell

No of Participants:88

The awareness Programme on the Grievance and Redressal Cell for the academic year 2022-2023 at St. Joseph's College of Education for Women, Guntur, aimed to educate students and staff about the importance and functioning of the Grievance and Redressal Cell. This initiative was designed to ensure transparency, address concerns, and promote a healthy academic environment.

The primary objective of the awareness programme was to inform participants about the Grievance and Redressal Cell's role, procedures for filing grievances, and the importance of timely and fair resolution of issues. It aimed to create a supportive atmosphere where grievances could be addressed without fear of retribution.

The programme related to anti ragging and other related issues for the students of B.ED and M.ED on 28/1/2023 was conducted on January 28, 2023, in the college study hall, with students, faculty, and staff members.

The event featured prominent speakers, including the Principal, Prof. T. Swarupa Rani, the Head of the Grievance and Redressal Cell Dr. J. Vijaya kumari and, Special guest, Ms. Kavitha Reddy, a noted counselor and human rights advocate, who shared their insights.

Key Activities

The Principal inaugurated the programme with a welcome address, highlighting the significance of a grievance-free academic environment.

Dr. J. Vijaya kumari provided a detailed presentation on the cell's objectives, structure, and the types of grievances it handles. She emphasized the cell's commitment to confidentiality and impartiality.

An informative session was conducted on the step-by-step process of filing grievances, including online and offline methods. Attendees were provided with brochures outlining the process.

An open forum allowed students to ask questions and share their concerns. This interactive session helped clarify doubts and reassured students of the support available to them.

Ms. Kavitha Reddy delivered a lecture on conflict resolution, emphasizing the importance of communication, empathy, and timely intervention in resolving grievances.

To make the session engaging, role-play activities were organized where students enacted common grievance scenarios and their resolution. This practical approach helped in better understanding the grievance handling process.

Outcomes

The awareness programme successfully achieved its objectives by:

- Enhancing understanding among students and staff about the Grievance and Redressal Cell.
- Encouraging a culture of openness and trust, where grievances can be addressed without hesitation.
- Providing clarity on the procedures and mechanisms available for grievance Redressal.
- Highlighting the importance of timely and fair resolution of issues to maintain a harmonious academic environment.

Feedback

Feedback from participants was overwhelmingly positive. Students appreciated the interactive nature of the programme and the detailed information provided. Faculty members acknowledged the importance of such initiatives in promoting a supportive and transparent institutional culture.

Conclusion

The awareness programme on the Grievance and Redressal Cell for the academic year 2022-2023 at St. Joseph's College of Education for Women, Guntur, was a significant step towards fostering an environment of trust and openness. By educating the college community about the grievance Redressal mechanisms, the programme contributed to the overall well-being and harmonious functioning of the institution.



Dr.J.Vijaya Kumari explains the objectives of grievances.

Report on the Awareness Programme on 2021 -2022

Date: on 15/03/2022

Venue: College Study Hall,

Organizer: Grievance and Redressal Cell

No of Participants:91

The **Grievance and Redressal Cell** of the institution conducted an awareness programme on 15/03/2022 at the Grievance and Redressal Cell to educate students, faculty, and staff about its functions, processes, and importance. The programme aimed to promote a transparent and supportive environment where grievances can be addressed effectively.

Objectives

The primary objectives of the programme were:

- To inform participants about the existence and purpose of the Grievance and Redressal Cell.
- To explain the procedure for lodging complaints and seeking redressal.
- To highlight the rights and responsibilities of students and staff in the grievance process.
- To encourage a culture of open communication and fairness within the institution.

Programme Details

1. Welcome Address: The programme began with a welcome address by Dr. K. Aktharunnisa Assistant Professor. She emphasized the institution's commitment to maintaining a supportive and fair environment for all.

2. Overview of the Grievance and Redressal Cell: J. Vijaya kumari the Chairperson of the Grievance and Redressal Cell, provided an overview of the cell. She explained its structure, the members involved, and their roles. She highlighted that the cell is a critical mechanism for ensuring justice and addressing concerns impartially.

3. Procedures for Lodging Complaints: Prof. T. Swarupa Rani the chair Person of the cell, detailed the steps for lodging grievances. She discussed the various channels available, including online submission forms, email, and physical submission. She also explained the timelines for acknowledgment and resolution of complaints.

4. Case Studies and Role Plays: To make the session more interactive, several case studies were presented, showcasing common grievances and their resolutions. Additionally, role plays were conducted to demonstrate the proper way to lodge a complaint and the expected response from the cell.

5. Q & A Session: The participants were encouraged to ask questions and share their concerns. This session helped clarify many doubts and provided practical insights into the grievance process.

6. Closing Remarks: The programme concluded with closing remarks by Dr. C. Grace Indira Associate Professor, the IQAC coordinator. She reiterated the institution's dedication to addressing grievances promptly and fairly and encouraged everyone to utilize the Grievance and Redressal Cell whenever necessary.

Feedback and Conclusion

The feedback from the participants was overwhelmingly positive. Many appreciated the clarity provided regarding the grievance process and expressed confidence in the institution's mechanisms for redressal. The programme successfully raised awareness and encouraged a proactive approach to grievance resolution.



Prof. T. Swarupa Rani explain the different types of grievances.

Report on the Awareness Programme on 2020-2021

Date:21/04/2021

Venue: Study Hall of Sr. Joseph's College of Education for Women, Guntur

Organizer: Grievance and Redressal Cell

No of Participants:103

Introduction

Sr. Joseph's College of Education for Women, Guntur, conducted an awareness Programme on 21/04/2021 the Grievance and Redressal Cell to educate and inform students, faculty, and staff about its functions, procedures, and significance. The initiative aimed to create a transparent and supportive environment where grievances can be addressed effectively and efficiently.

Objectives

The primary objectives of the programme were:

- To introduce the Grievance and Redressal Cell to the college community.
- To explain the process of lodging complaints and seeking resolutions.
- To outline the rights and responsibilities of students and staff in the grievance process.
- To foster a culture of open communication, trust, and fairness within the institution.

Programme Highlights

1. Welcome Address: The programme commenced with a warm welcome address by Dr. P. Madhavi latha, Lecturer in Physical Science. She highlighted the importance of having a robust grievance redressal mechanism and the college's commitment to ensuring justice and equity for all.

2. Introduction to the Grievance and Redressal Cell: Dr. Santhakumari, Assistant Professor the member of the Grievance and Redressal Cell, provided a detailed introduction to the cell. She discussed its composition, the roles of its members, and its function within the college. She stressed that the cell is dedicated to resolving issues fairly and maintaining a positive educational environment.

3. Detailed Explanation of the Grievance Process: Dr. B. Sri latha Associate Professor a senior member of the cell, elaborated on the steps involved in lodging grievances. She explained the various channels through which complaints can be submitted, including an online portal, email, and physical forms. She also discussed the timelines for addressing and resolving complaints.

4. Interactive Session with Case Studies: To make the session more engaging, several real-life case studies were presented, illustrating different types of grievances and their resolutions. This interactive approach helped participants understand the practical aspects of the grievance process.

5. Role-Playing Activities: Role-playing activities were conducted to demonstrate how to lodge a complaint effectively and the expected response from the cell. This hands-on activity helped participants gain a better understanding of the grievance process.

6. Open Forum for Questions and Concerns: An open forum was held where participants could ask questions and express their concerns. This session was particularly beneficial as it addressed specific doubts and provided clarity on various aspects of the grievance process.

7. Closing Remarks: The programme concluded with closing remarks by B. M. Sucharitha Lecturer in Biology. She reaffirmed the college's commitment to addressing grievances promptly and fairly and encouraged everyone to utilize the Grievance and Redressal Cell when needed.

Feedback and Conclusion

The feedback from participants was extremely positive. Many attendees expressed appreciation for the detailed information provided and felt more confident about the grievance Redressal process. The awareness programme on the Grievance and Redressal Cell at our college was a significant step towards fostering a transparent and supportive institutional environment.



Dr. Prasanthi explained the importance of grievance redressal mechanism

Report on the Awareness Programme on – 2019-2020

Date:03/09/2019

Venue: SJCE - Stanislaus Hall

Organizer: Student Welfare Committee and Anti-Ragging Cell

No of Participants:89

Introduction

Student Welfare Committee and Anti-Ragging Cell, organized an awareness and induction programme aimed at addressing student grievances related to anti-ragging and other pertinent issues. The event was designed to educate new and existing students about the mechanisms in place for grievance Redressal and to promote a safe, supportive, and inclusive campus environment.

Objectives

The primary objectives of the programme were:

- To raise awareness about the anti-ragging policies and procedures at SJCE.
- To introduce the grievance redressal mechanisms available to students for issues related to ragging and other concerns.
- To inform students about their rights and responsibilities in maintaining a ragging-free and harmonious campus.
- To foster a culture of mutual respect, safety, and open communication.

Programme Highlights

1. Welcome Address: The programme began with a welcome address by Mrs. P. Sudha, Lecturer in English. She underscored the importance of a ragging-free campus and our college's commitment to ensuring the safety and well-being of all students.

2. Introduction to Anti-Ragging Policies: Mrs.V. Ramana Kumari Advocate, the resource person, provided a comprehensive overview of the anti-ragging policies. She explained the legal implications of ragging, the steps taken by the college to prevent it, and the support systems available for victims.

3. Grievance Redressal Mechanisms: Sr. D. Bhagyamma Lecturer in perspectives of Education, elaborated on the various grievance redressal mechanisms available to students. She discussed the process for lodging complaints related to ragging, harassment, academic issues, and other concerns. She also highlighted the role of the committee in ensuring timely and fair resolution of grievances.

4. Role of the Anti-Ragging Squad: Members of the Anti-Ragging Squad shared their experiences and the measures they take to prevent ragging incidents on campus. They emphasized the importance of vigilance and encouraged students to report any suspicious activities.

5. Interactive Sessions: Interactive sessions were conducted to engage students and address their queries. This helped students understand the practical application of the grievance redressal process.

6. Role-Playing Activities: Role-playing activities were organized to demonstrate the process of lodging a complaint and the expected actions from the college authorities. These activities provided students with a clear understanding of how to handle such situations effectively.

Feedback and Conclusion

The feedback from participants was overwhelmingly positive. Many students appreciated the detailed information provided and felt more confident about the grievance redressal process. The programme successfully raised awareness about anti-ragging policies and encouraged a proactive approach to addressing student grievances. By educating students about their rights and the available support systems, the College continues to uphold its commitment to ensuring the well-being and safety of all its members.



Mrs.V.Ramana Kumari explained the legal implications of ragging, the steps taken by the college.

Report on the Awareness Programme on 2018-2019

Date:07/11/2018

Venue: SJCE - Stanislaus Hall

Organizer: Student Welfare Committee and Anti-Ragging Cell

No of Participants:81

St. Joseph's college of Education for women, Guntur, conducted awareness and Induction program for Redressal of student grievances related to anti ragging and other related issues for the students of B. ED and M. ED on 07/11/2018. Dr. Shaik Aktharunnisa Begum in which the functionality and objectives of the Redressal committee are discussed in detail with the students. And in this program the students also are encouraged to share their concerns and aspirations related to the improvement of academics and administrative side of the college. In this program the rights and duties of the students also are well explained, and communicated to the students. Students are explained various ways of finding solutions to the grievances and they're well assured of the same through proper channel.



Dr. Shaik Aktharunnisa Begum explained various ways of finding solutions to the grievances.