

MRMCW/Policy/JAN-2018/05

Grievance & Redressal Committee Policy

Scope

The Gender Sensitization Policy at MRMCW (Malla Reddy Medical College for Women) encompasses all members of the academic community, including students, faculty, staff, and administrators. Its objective is to cultivate an atmosphere of respect, equity, and inclusion by fostering awareness and comprehension of gender-related matters

Policy Statement

MRMCW is committed to establishing a secure, nurturing, and inclusive environment wherein individuals of all gender identities and expressions feel valued, respected, and empowered. Our Gender Sensitization Policy is grounded in the following principles:

A grievance and Redressal Committee is vital for addressing complaints and ensuring a fair, transparent, and efficient resolution process within an institution. Below is a detailed outline for creating such a committee in a women's medical college:

The Objective isto provide a systematic and transparent process for addressing student, faculty, and staff grievances, ensuring prompt and fair resolution.

The Scope ofThis policy applies to all grievances related to academic, administrative, and other matters within the women's medical college.

A Grievance is any complaint or concern raised by a student, faculty, or staff member regarding academic, administrative, or other issues within the college. Redressal means The process of addressing and resolving grievances fairly and on time. The following are the members of the Committee

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

S.NO	COMPOSITION	NAME OF THE FACULTY	ROLE IN THE COMMITTEE	CONTACT NO
1	Principal-Chairman	Dr. S. Sreelatha	Chairman	9340021304 sreelathapoli@gmail.com
2	One HOD-Convener	Dr. Rajashree	Convener	9849190419
3	One Faculty Coordinator	Dr. Prashanth	Coordinator	9293858687
4	One Faculty member	Dr. V. Yakaiha	Member	8106363463 Mail2lirava@gmail.com

5	All Hostel Wardens	Dr. Rajashree & Dr. Swarupa	Member	9849190419
6.	Counsellor	Dr Pradyumna	Assistant Professor Psychiatry	9640136801
6	Scholarship section I/C	Mr. Avinash	Member	8247412942 Princeavinash500@gmail.com
7	Student representative member	Miss Nenavath Vandana	Member	7981930320
8	Student representative member	Miss Koura. Akshaya	Member	9059439278 Akshayakoura135@gmail.com
9	Student representative member	Miss Madiga Roshini	Member	9182518042 Mdigaroshini6042004@gmail.com
10	Administrative staff	Mr Sreenivas	Member	9618219589

The chairperson's job is to lead the committee, ensure impartiality, and oversee the grievance redressal process. The Committee Members will investigate grievances, gather relevant information, and participate in the decision-making process. The Counsellor will provide emotional support and counselling to the complainant and the accused if needed.

The grievance Filing can be done in writing or electronically to the designated grievance office or through a secure online portal. The committee will acknowledge receipt of the grievance within three working days. Ensure that all grievances are handled with strict confidentiality to protect the privacy of all parties involved.

A preliminary review of the grievance is conducted to determine its validity and scope. The committee will collect relevant information, documents, and statements from involved parties. The committee will conduct interviews with the complainant, the accused, and any witnesses to gather further insights.

The committee will discuss the findings and consider possible resolutions. A decision will be made based on the evidence and in accordance with college policies and regulations. The committee will inform the complainant and the accused of the committee's decision and the reasons behind it.

The complainant or the accused has the right to appeal the committee's decision within a specified timeframe (e.g., 15 days) An independent appeal committee will review the appeal and make a final decision.

The committee will develop an action plan to implement the resolution, include any corrective measure if any in the policies. The committee will monitor the implementation of the resolution and ensure compliance. The committee will maintain detailed records of all

grievances, investigations, and resolutions for future reference and compliance with legal requirements.

The committee will have an annual review of the grievance redressal process to identify areas for improvement. The committee will collect feedback from the college community to enhance the effectiveness of the grievance redressal mechanism.

This policy aims to ensure a fair, transparent, and efficient process for resolving grievances, thereby fostering a positive and supportive environment within the women's medical college.

