



Andhra Loyola College (Autonomous)

VIJAYAWADA-520 008.

Accredited in III Cycle at A* Grade with a CGPA of 3.66 / 4.00

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GRIEVANCES REDRESSAL COMMITTEE

The Grievances Redressal Committee (GRC) is tasked with handling and resolving grievances raised by individuals within an organization. Here's an overview of how a GRC typically functions:

Formation and Composition:

- The GRC is constituted in accordance with organizational policies and may include representatives from various departments or levels of the organization.
- The committee is often chaired by a senior member of the organization, such as a department head or senior manager, with members representing different functional areas or employee groups.

Policy and Procedure Development:

- The GRC develops and implements policies and procedures for handling grievances in a fair, transparent, and timely manner.
- These policies outline the definition of grievances, the process for filing a grievance, timelines for resolution, confidentiality measures, and avenues for appeal if the grievance is not resolved satisfactorily.

Receiving and Processing Grievances:

- The GRC receives grievances from employees, students, or other stakeholders through designated channels, such as email, complaint boxes, or online portals.
- Grievances may relate to issues such as work conditions, harassment, discrimination, academic matters, or administrative decisions.

Investigation and Resolution:

- Upon receiving a grievance, the GRC initiates an investigation to gather relevant information and evidence.

- Depending on the nature of the grievance, the committee may interview the aggrieved party, witnesses, and relevant stakeholders, review documents, and conduct site visits if necessary.
- The GRC aims to resolve grievances through informal means whenever possible, such as mediation or conciliation, to achieve a mutually acceptable solution.
- If informal resolution is not feasible or if the grievance involves serious misconduct, the GRC may conduct a formal hearing, ensuring due process and providing an opportunity for the aggrieved party to present their case.
- After considering all relevant information, the GRC makes a decision and communicates the outcome to the parties involved, along with any recommended actions or remedies.

Follow-up and Monitoring:

- The GRC monitors the implementation of its decisions and ensures that appropriate measures are taken to address the grievance and prevent recurrence.
- Follow-up may involve providing support to the aggrieved party, monitoring the situation, and conducting periodic reviews to assess the effectiveness of the resolution.

Documentation and Reporting:

- Regular reports are prepared and submitted to the management or governing body of the organization, summarizing the number and nature of grievances received, outcomes of investigations, and trends or patterns observed.

Continuous Improvement:

- The GRC periodically reviews its policies, procedures, and practices to identify areas for improvement and ensure compliance with legal requirements and best practices.
- Feedback from stakeholders, including aggrieved parties and other members of the organization, is solicited to assess the effectiveness of the grievance redressal process and identify opportunities for enhancement.

By functioning effectively, the Grievances Redressal Committee plays a vital role in promoting a positive work or academic environment and addressing issues that may affect the well-being and productivity of individuals within the organization.

Committee Members:

Rev. Fr. Principal	Chairman
Rev. Fr. I. Lourduraj, SJ	Vice-Principal (III UG and PG)
Rev.Fr. K. AnilKumar, SJ	Vice-Principal (II UG)
Rev. Fr. Y. T. Prabhu, SJ	Vice-Principal (I UG)
Dr. P. V. S. Sairam	Vice-Principal (II UG)
Dr. N. Srinivasa Rao	Vice-Principal (I UG)
Dr. Ch. Bhargavi	Vice-Principal (III UG and PG)
Rev. Fr. S. Raju, S.J.	Vice-Principal (Intermediate)
Rev. Fr. N. Bujji Babu, S.J.	Controller of Examinations
Dr. Ch. Srinivasa Rao	Asst. Controller of Examination
Dr. M. C. Rao	Dean of Sciences
Dr. B .Raju	Dean of Arts and Humanities
Rev. Fr. Dr. S. Melchior, SJ	Dean of Commerce and Business Admin
Dr. T. SaiMamata	Dean of Student Activities
Dr. G.A. Prasad Rao	Librarian
Dr. L. Subha	Women's Cell Coordinator