GOKUL
GROUP OF INSTITUTIONS
(Approved by AICTE-New Delhi & Affiliated to JNTU - Vizianagaram)
BOBBILI-535 558, Vizianagaram Dt., A.P. Telefax : 08944-259154, Cell: 094408 07497 / 98 / 99
Email : principal@gokulcollege.com Website : www.gokulcollege.com

Proc.No. GGIB/8K/01/2025 Dt:10-09-2025

ONLINE GRIEVANCE REDRESSAL MECHANISM

The Online Grievance Redressal Mechanism is a machinery to sort out the problems faced by students, parents, teachers and other non-teaching staff in any institution or organization. It involves a process of investigation in which the grievance redressal portal members enquire and analyze the nature and pattern of the grievances in a strictly confidential manner. This portal ensures optimal transparency and only legitimate people will be involved in resolving the matter. The redressal procedural fairness has been stressed with a view "the right to be heard and right to be treated without bias".

The online grievance redressal mechanism includes procedures for recording, registering, and sorting grievances. It also includes conducting an initial assessment of grievances, referring grievances to appropriate person, determining the resolution process, making decisions, including parameters for accurate and consistent decision making, notifying complainants and other affected persons of eligibility, the resolution process and outcomes, tracking, monitoring, and evaluation.

The students/parents/teachers/staff are ought to register in the online redressal portal and lodge their grievances after getting verified by the admin. The duly filled complaint is required to be submitted and the concerned grievance cell member will enquire and analyze the grievance for resolution. Final report based on grievances received and resolved shall be submitted to the AICTE as directed.

The process of implementing a Grievance Redressal Technology involves the following steps:

a. Add grievance cell members
b. Receive registered complaints.
c. Screen and refer the complaints.
d. Assess the complaint.
e. Formulate a response.
f. Select a resolution approach.
g. Implement the approach.
h. Track, document, and evaluate the process and results.

Botta Jayasree

Digitally signed by Botta Jayasree
Date: 2025.11.19 06:11:59 -06'00'

GOKUL
GROUP OF INSTITUTIONS
(Approved by AICTE-New Delhi & Affiliated to JNTU - Vizianagaram)
BOBBILI-535 558, Vizianagaram Dt., A.P. Telefax : 08944-259154, Cell: 094408 07497 / 98 / 99
Email : principal@gokulcollege.com Website : www.gokulcollege.com

Proc No: GGIB/8K/03/2025 Dt: 10-09-2025

GRIEVANCE REDRESSAL COMMITTEE

As per the Examining Authority directive we formed The Grievance Redressal Committee in our campus on 10th September 2025. The cell comprising of senior faculty representatives and they are organizing the programmes.

The Grievance Redressal Committee attempts to address genuine problems and complaints of students whatever be the nature of the problem. Students are encouraged to use the suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances. They may also approach the members of the cell, mail or any of their other teachers as is comfortable to them.

Students may also express their grievances online by filling out the form below. Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality

The following members are the part of Committee as follows.

Sl.No.	Members Name	Designation	Grievance Cell Designation	Contact No.
01	**Dr. K.S.Srikanth**	**Principal**	**Chairman**	9390587379
02	**J.N .V. Prasad Naidu**	**HOD, S&H**	**President**	**9703055969**
03	**P.Arun Kumar**	**Asst. Prof. in Civil**	**Convener**	**9573606767**
04	**M.Santhoshamma**	**Asst. Prof. in ECE**	**Member**	**7036581604**
05	**P.Meghana**	**Asst. Prof. in S&H**	**Member**	**9381073877**
06	**A.Naveen Kumar**	**Asst. Prof. in CSE**	**Member**	**9491701813**
07	**S.Supriya**	**Asst. Prof. in CSE**	**Member**	**9390586383**
08	**V.Neelima**	**Asst. Prof. in CSE**	**Member**	**8074703997**
09	**B.Santhosh Kumar**	**Librarian**	**Member**	**9494974464**

PRINCIPAL

Botta Jayasree

Digitally signed by Botta Jayasree
Date: 2025.11.19 06:14:11 -06'00'