



Villa Marie Degree College for Women

(AFFILIATED TO OSMANIA UNIVERSITY)

6-3-1089, Rajbhavan Road, Somajiguda Hyderabad-500082, Tel: +91-40-23391966, 2330 6302

E-mail: villamarieedu@gmail.com www.villamariecollege.com

An ISO 9001:2015 Certified Institution

Student welfare and Grievance Redressal Committee

Objectives

- Provide and review the conditions that contribute to the academic success, personal development and well-being of students.
- Provide an avenue for the aggrieved students to redress their individual grievances in order to have a healthy atmosphere among students, staff and management in the Institute.

Functions

- Enhance the overall personality development of students in all spheres of life.
- Identify the hidden talents of students by providing ample opportunities for the welfare of students.
- Motivate students for participation in various activities, competitions both inter and intra college.
- Inculcate self-reliance and boost the confidence among students for their all-round development.
- Provide various schemes for the development and betterment of students.
 - Committee members meet once a month to discuss and resolve the grievances, if any received in writing or by mail from the concerned students.
 - To maintain the minutes of the meetings and submit the copy of the same to Principal.
 - To convey the decision of the committee to the aggrieved students in writing by the Chairman of the Committee
 - Proper maintenance of documentation of the committee.

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Grievance Redressal Committee - Policy

✚ Procedure For Lodging a Complaint:

- The students may feel free to put up a grievance
 - In writing and drop in the Grievance Box
 - Hand it over to the Convenor of the Committee
 - Mail it to the college Id.

✚ Standard Operating Procedure (SOP):

- The Grievance committee will meet once in a fortnight
- Grievances received from various sources will be sorted and a consolidated list will be prepared by the committee.
- The consolidated list will be submitted to Principal.
- Follow up and monitoring is done by Grievance Redressal Committee
- Members will ensure all the grievances are addressed within stipulated time.



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