

Grievance Redressal Policy



Lakireddy Bali Reddy College of Engineering
(Autonomous)
Mylavaram – 521230

1. Preamble

This policy is formulated in accordance with the guidelines of the University Grants Commission and the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019.

LBRCE is committed to providing a fair, transparent, and responsive grievance redressal mechanism for students and staff, ensuring a safe and inclusive academic environment.

2. Objectives:

- To provide a fair, transparent, and accessible grievance redressal system
- To ensure timely resolution of grievances
- To uphold justice, equity, and accountability
- To maintain a harmonious academic environment

3. Scope

This policy applies to:

- Students (UG, PG, Research Scholars)
- Faculty members
- Administrative and supporting staff

4. Types of Grievances Covered

- Academic matters (evaluation, attendance, curriculum)
- Infrastructure and facilities
- Harassment or discrimination
- Examination-related issues
- Administrative decisions
- Financial matters (fees, scholarships)

5. Grievance Redressal Mechanism

Institutional Structure

The institution shall establish:

a) Department-Level Grievance Committee (DLGC)

- Head of Department (Chairperson)
- Senior faculty member
- Student representative

b) College Grievance Redressal Committee (CGRC)

- Head of the institution – Chairperson
- Vice Principal – Convenor
- Dean of Academics -- Convenor
- A senior faculty member, well-versed with the mechanism of grievance redressal to be nominated by the head of the institution– co-ordinator
- Representatives -Staff and students from the departments to be nominated by the HoD-Members

c) Ombudsperson

As per UGC norms, the institution shall appoint an Ombudsperson to address unresolved grievances.

6. Grievance Submission Process

- Grievances may be submitted through:
 - ✓ Online grievance portal (<https://lbrce.ac.in/committees/grc.php#procedure>)
 - ✓ Email (grievances@lbrce.ac.in)
 - ✓ Written application
- The institution may also integrate with the UGC e-Samadhan Portal for centralized grievance handling and AICTE Feedback portal.

7. Procedure for Redressal

- **Receipt & Acknowledgment**
 - ✓ Acknowledgment within **3 working days**
- **Preliminary Scrutiny**
 - ✓ Verification of grievance validity
- **Investigation**
 - ✓ Committee reviews evidence and may call concerned parties
- **Resolution**
 - ✓ Decision within 15 days (DLGC level)
 - ✓ Escalation to CGRC if unresolved
- **Appeal**
 - ✓ Appeal to Ombudsperson within **10 days**

8. Timeline for Resolution

- Department Level: Within 15 days
- Institutional Level: Within 30 days
- Ombudsperson Level: Final decision within 30 days

9. Confidentiality & Protection

- All grievances shall be treated with strict confidentiality
- Protection against victimization or retaliation
- Anonymous complaints may be considered if supported by evidence

10. Exclusions

The following are outside the scope:

- Matters pending before courts
- Decisions of statutory bodies
- Issues already resolved

11. Roles & Responsibilities

Principal

- Ensure effective implementation of the policy

Committee Members

- Conduct fair and unbiased inquiry

Students/Staff

- Submit genuine grievances with supporting documents

12. Record Keeping

- Maintain grievance register (digital/manual)
- Track status and resolution
- Preserve records for audit and accreditation (NAAC/NBA)

13. Awareness & Accessibility

- Policy published on institutional website
- Orientation programs for students and staff
- Display of grievance contact details on campus

The Institute shall continuously review and update the approved policy and is committed to its implementation.

Policy History:

Version	Approved by	Implementation and Monitoring by
V2.0 (Revised)	20 th Meeting of GB held on 31-01-2026	Vice-Principal
V1.0 (Original)	9 th meeting of GB held on 24-11-2018	