



# Dr. YSR ARCHITECTURE AND FINE ARTS UNIVERSITY

{ Established Under Sub Section (2) of the section(1) of the Jawaharlal Nehru Architecture and Fine Arts University A(Amendment) Act,2019 of A.P. Legislature Act No. 15 of 2020. }

Kadapa, YSR Dist., Andhra Pradesh .

## GRIEVANCE CELL

**Dr.YSRAFAU University** is committed to provide a safe, fair and harmonious learning and working environment. Grievance Redressal Cell is set up at Dr.YSR Architecture and Fine Arts University in accordance with the University Grants Commission regulations for handling day-to-day grievances related to students, parents and staff members. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance). The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letter box/ suggestion box of the Grievance Cell, or send an e-mail: [grievance@ysrafu.ac.in](mailto:grievance@ysrafu.ac.in)

### **Vision:**

A Grievance Cell is constituted for the redressal of the problems reported by the Students of the University with the following objectives: Upholding the dignity of the University by ensuring strife free atmosphere in the University through promoting cordial Student-Student relationship and Student-teacher relationship etc.

### **Mission**

The Grievance Redressal Cell will enquire the grievances and suggest the final action to be initiated at the institutional level for the redressal of the same. Any student/staff may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.

### **Objectives**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the university.

A Grievance Cell is constituted for the redressal of the problems reported by the Students of the University with the following objectives:

1. Upholding the dignity of the University by ensuring strife free atmosphere in the University through promoting cordial Student-Student relationship and Student-teacher relationship etc.
2. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
4. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
6. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

**Functions:**

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any which require direction and guidance from the higher authorities.

**Procedure for lodging complaint:**

- The students may feel free to put up a grievance in writing.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated timelimit provided by the cell.

**Roles & Responsibilities of Grievance Cell:**

The cell will deal with Grievances received in writing from the students about any of the following matters:

- Academic Matters: Related to timely issue of the duplicate mark-sheets, Transfer Certificates, Conduct Certificates, or other examination related matters.
- Financial Matters: Related to dues and payments for various items from the library, hostels, etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers, etc.

**Members of Grievance Cell:**

Sl. NO	Name	Designation	Position	Contact	Email
01	Prof. EC. Surendranatha Reddy	Dr YSRAFAU Registrar	Chairperson	9703898882	registrar@ysrafu.ac.in
02	Dr. A. V. Suneela Rani	Mathematics Academic Consultant	Coordinator	9966215455	udaykomma@gmail.com
03	C. Sree Lakshmi	DTDP Academic Consultant	Member	9533078799	Sla.adarsh07@gmail.com
04	S. Dinesh Kumar	Animation Academic Consultant	Member	9985393542	dinesh.ysrafu@gmail.com

A.V.Suneela Rani  
Coordinator

  
Chairperson  
Registrar  
Dr. YSRAFAU



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**Kadapa, YSR Dist. Andhra Pradesh**

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## **Grievance Redressal Cell**

### **Introduction**

Dr. YSR Architecture and Fine Arts University (YSRAFAU), located in Kadapa, Andhra Pradesh, is committed to providing a safe, fair, and harmonious learning and working environment. In alignment with the University Grants Commission (UGC) regulations, the university has established a Grievance Redressal Cell to address day-to-day grievances related to students, parents, and staff members.

### **Objectives**

The Grievance Redressal Cell aims to:

- Uphold the dignity of the university by ensuring a strife-free atmosphere through promoting cordial relationships among students and between students and teachers.
- Encourage students to express their grievances/problems freely and frankly without fear of being victimized.
- Advise students to respect the rights and dignity of one another and to exercise restraint and patience in case of conflicts.
- Advise all staff to be affectionate to students and not behave in a vindictive manner towards any of them for any reason.

### **Functions**

- Receive and register complaints from students, parents, and staff members.
- Examine and investigate the nature of complaints, gathering facts and conducting fair investigations.
- Facilitate the resolution of grievances in a fair and impartial manner, involving the respective department concerned with the grievance.
- Maintain confidentiality and protect the identity of complainants when needed.
- Monitor and follow up on the implementation of recommended actions to ensure timely resolution.

### **Procedure for Lodging a Complaint**

Complaints can be submitted through the following methods:

- Complaints can be submitted in writing and dropped in the suggestion/complaint box installed in front of the Administrative Block.
- Complaints can also be sent via email to: [grievance@ysrafu.ac.in](mailto:grievance@ysrafu.ac.in).

- The Grievance Cell will act upon cases forwarded along with the necessary documents.
- The cell assures that grievances will be properly resolved within a stipulated time limit.

### **Members of the Grievance Cell**

The following are the key members of the Grievance Redressal Cell:

<b>S.No</b>	<b>GRIEVANCE CELL COMMITTEE</b>	
1	Dr. A. V. Suneela Rani, Academic Consultant in Mathematics, Dr.YSRAFAU.	Coordinator
2	A.Jayachandra Rao, Academic Consultant, Applied Arts Department, Dr.YSRAFAU.	Member
3	S. Dinesh Kumar, Academic Consultant, Animation Department, Dr.YSRAFAU.	Member

### **University Address**

Dr. YSR Architecture and Fine Arts University  
 Satellite City, Chinnamachupalli, Chenur Road to Global College,  
 Rayalapanthulapalle,  
 Kadapa, Andhra Pradesh - 516162