

Grievance Redressal cell



The institution has a grievance re-dressal cell. It looks into general and academic complaints of the staff and students. It promptly tries to offer solutions for their re-dressal in periodical meetings of the committee. The staff and students are notified to put their complaints about administration, accounts, finance, library, academics and hostels etc., in the suggestion/complaint boxes located in the main building, library, gents and ladies hostels. If the grievances are not within the purview of the committee, then the issues are brought to the notice of the authorities.

Objectives

- To create a platform where staff and students can raise their problems about academic and non-academic matters
- To receive suggestions from the staff and students for improvement
- To ensure effective solution to the staff and students to redress their problems

Functions

- ✓ The cases are attended promptly on the receipt of return grievances from staff and students
- ✓ The cell reviews all cases and acts accordingly as per the policy
- ✓ The cell submits report to the authority regarding the cases attended

Mechanism of the GRC-

- ❖ 1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- ❖ 2. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- ❖ 3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- ❖ 4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- ❖ 5. GRC shall consider redressing of grievances within a reasonable time.
- ❖ 6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Scope :

The students may lodge grievance about any academic and non- academic matters related to -

- ✓ Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- ✓ to dues and payments for various items from the library, hostels and other financial matters.
- ✓ certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

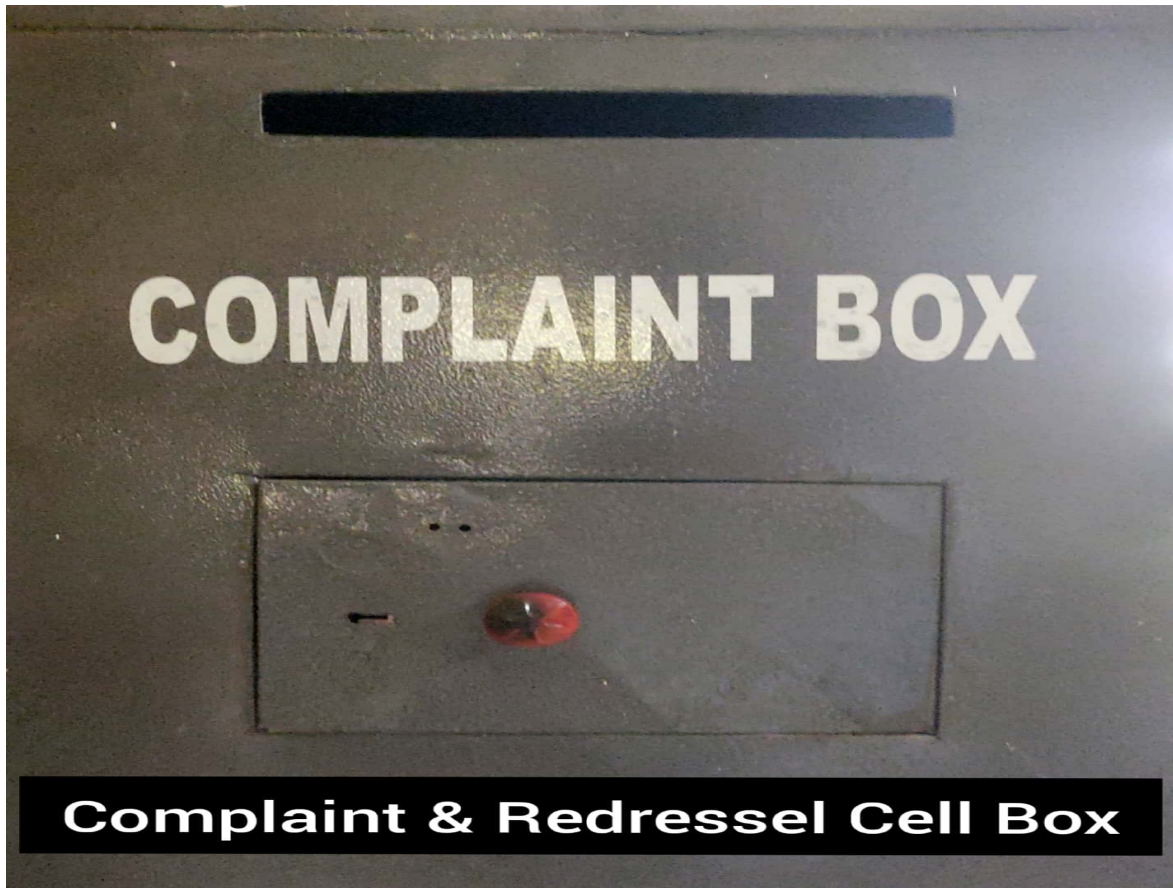
Purpose :

The CSGRC of college functions with following purposes

- To ensure a democratic environment in the campus,
- To acquaint all teacher-trainees about their rights and duties,
- To solve the various personal and educational related grievances of the teacher-trainee,
- To make the institute student friendly, and
- To ensure the qualitative as well as quantitative development of institution through CSGRC.

Committee for Student Grievance Redressal Cell

Sl.No	Name of the faculty	Position
01	P. Ramachandra rao, Principal	Chairman
02	K. Madhu	Convener
03	B. Saritha	member
04	G. Subhashini	member
05	K. Ravi kumar	member





2015-16

Sino	Month/Date	Nature of complaint	Description of Complaint	Action taken	Remarks ¹⁵⁻¹⁶
1.	June - 15	Sanitation KII	Complaint on untidyness at Ladies Toilet	Cleaned by scavenger Complaint redressed	—
2.	July - 2015	Drinking water	No R-D is working	Disussed with Superindent Sir	Arranged the alternative
3.	August - 2015	Nil	No issue	—	—
4.	September	KII	—	—	—
5.	October	Bell ringing	Bell ringing is not clear	Solved	—

6.	November	Nil			
7.	December	Nil			
8.	January	Electricity	No power supply in Room no: 13	with The help of electrician power supply is given	
9.	February	Nil			
10.	March	Nil			
11.	April	Nil			

2016-17

Sl. no	Month / Date	Nature of complaint	Description of complaint	Action taken	Remarks
1	June -16	Sanitation	complaint on untidiness at Ladies Toilet	Cleaned by Scavenger complaint redressed.	-
2	July -16	- Nil -	-	-	-
3	August	Electricity	No power supply in Room NO: 39.	With the help of Electrician power supply is given	-
4	September	- Nil -	-	-	-

Sl. No.	Month / Year	Nature of complaint	Description of complaint	Action taken	Remarks
5	October	Cleaning	Dustbin break outside the Toilet.	Arranged the new dustbin.	-
6	November.	- NIL -	-	-	-
7	December.	- NIL -	-	-	-
8	January	Water	There is no water in the toilet.	Arranged the water facility by repairing Tap	-
9	February	- NIL -	-	-	-
10	March	- NIL -	-	-	-
11	April	NIL	-	-	-

2017-18.

5. NO	MONTH/ DATE	NATURE OF COMPLAINT	DESCRIPTION OF COMPLAINT	ACTION TAKEN	REMARKS.
1	JUNE-17	NIL -	-	-	-
2.	JULY-17	cleanliness	complaint on dirtyness outside the ladies Toilets	cleaned by Scavenger	-
3	AUGUST	NIL -	-	-	-
4	SEPTEMBER	Not working Fan	complaint on not working fan at at 2000	with the help of Electrician power supply is given	-
5	OCTOBER	NIL	-	-	-

NO	MONTH/ DATE	NATURE OF COMPLAINT	DESCRIPTION OF COMPLAINT	ACTION TAKEN	RE MARKS
6	NOVEMBER	Electricity	The tubelight does not working.	Rechanged the new Tubelight	
7	DECEMBER	NIL	-	-	-
8	JANUARY	NIL	-	-	-
9	FEBRUARY	NIL	-	-	-
10	MARCH	NIL	-	-	-
11	APRIL	NIL	-	-	-

2018-19

S.NO	Month/Date	Nature of Complaint	Description of Complaint	Action taken	Remarks
1.	June -18	Sanitation	Complaint on untidyness at Ladies Toilet	Cleaned by scavenger Complaint redressed.	-
2.	July -2018	Drinking water	NO R-D is working	Discussed with Superintendent Sir	Arranged the alternative.
3.	August	Nil			-
4.	September	Nil			-

S.No	Month/Date	Nature of Complaint	Description of Complaint	Action taken	Remarks.
5	October	Bell ringing	Bell ringing is not clear	Solved	-
6	November	Nil	-	-	-
7	December	Nil	-	-	-
8	January	Electricity	No power supply in Room No. 13	With the help of Electrician power supply is given	-
9	February	Nil	-	-	-

10	March	Nil	-	-	-
11	April	Nil	-	-	-

1. K. Raj (K. Rajyadaxmi Lecturer in Political science)

32

2019-20.

S.no	Month	Nature of complaint.	Description of complaint.	Action taken.	Remarks
1	June-19.	NIL	-	-	-
2.	July-19.	Cleanliness.	Complaint on dirtyness outside the ladies toilets.	cleaned by Scavenger - complaint redressed.	-

S.no.	Month	Nature of complaint	Description of complaint	Action Taken	Remarks
3.	Aug-19	Not working fan.	complaint on not working fan at room no: 11.	with the help of electrician power supply is given.	-
4.	Sep-19	For New Toilets.	complaint on- allotment of new toilets for girl students.	with the help of Principle sir. allotted the new toilets for girl students.	-
5.	Oct-19	NIL.	-	-	-
6.	Nov-19	NIL	-	-	-
7.	Dec-19	NIL	-	-	-
8.	Jan-20	Biometric.	Complaint on not working Thumb machine properly.	Provided some more machines.	-

S.no	Month	Nature of complaint	Description of complaint	Action taken	Remarks
10.	March	Crowd at midday-meel.	Complaint on - crowd at midday-meel when taking lunch.	Separate the girl students and arrange midday meel.	-

1. K. Raj (K. RAJYALAXMI)
2. Smita (B. SARITHA)
3. Shashini (G. Subhashini)
4. Gita (G. Vijaya Lakshmi)

2020-21

S.no	month	Nature of complaint	Description of complaint	Action taken	Remarks
1	June-20	ONLINE MODE	-	-	-
2	July 20	ONLINE MODE	-	-	-
2	July-20	ONLINE MODE	-	-	-
2	July-20	NATURE OF COMPLAINT	DESCRIPTION OF COMPLAINT	ACTION TAKEN	REMARKS

S.No	Month	Nature of complaint	Description of complaint	Action Taken	Remark
3.	Aug-20	ONLINE MODE			
4	sep-20	ONLINE MODE			
5	oct-20	ONLINE MODE			
6	Nov-20	ONLINE MODE			
7	Dec-20	ONLINE MODE			
8	Jan-21	ONLINE MODE			
9	Feb-21	Cleanliness	Complaint on dirtyness	Cleaned by	
10.	20/2/21		outside the ladies	Scavenger - Complaint	
20	14/02/21		toilets	Redressed.	

S.no	month	nature of complaint	Description of complaint
10	march	Electricity	the tubelight does not working Room no 25
J	sep		
2		PROFESSIVE WORK	
1		K. madhu - ASST. PRO. of Hindi	- <u>Dr. Prabhakar</u>
2		B. Savitha Lect. in Mathematics	- <u>Dr. Prabhakar</u>
3		G. Subhashini	- cont. Lec. in Economics
4		Kam Kumar	- Lec in 2011 - <u>Dr. Prabhakar</u>