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 |

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| Sito | montol, | Nature of | Description of Complaint | Action-taken | Remarks |
| (). | -18 | Sanitation | Complaint on untidyness at Ladies Toilet | Clearmed by Scaverfer Compaint reduces and | |
| 2. | Eury C | Drinking | NO R-D 95 | Disuessed with | Arranged the |
| الم | -2015 | water | working | superindent Sir | albernatine |
| 3. | Augus 12 - 2015 | C10-01-01 | The rower south | with the help of electrician powers sanity is jiven | |
| 4. | September | KUI | | 2 | |
| 5. | october | Bell Minging | Bell ringing is not clear | Solved | |
| | | Transfer de | | • | A company of the control of the cont |

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| 6. | November | THE WILL THE | Property of the | 4 20 | |
| 7. | December | Mil | | | |
| 8. | January | Edebsicity | No power supply in Room No:13 | Clastrician Dollar | |
| 7. | February | | 1018701 | 145.0000 1 2000 11 | 15-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1- |
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| | — | 1 (201) | | | |
| 81. | Month / | Nature of complaint | Descouption of complaint | Detion taken | Remarks |
| 5 | June-16 | | complaint on centidyness at Ladics Toilet | Cleaned by Scavenger complaint redussed. | |
| <u>,</u> | July = 16 | - Nil - | | | |
| 3 | August | Electricity | No power Supply in Room No: 319. | With the help of Electrician power supply is given | |
| 4 21 | September | - NIL - | Coston on the | | |

| (1) 11001 16/ Nature object Description of Detion taken Re. | |
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| | monks. |
| 5 october Cleaning. Outside the Toilet Bustbin. | _ |
| 6. November NIL - | |
| J. Becember NIL - | 3 |
| 8. January Water There is no water Donaranged the water find the water facility by repairing In the toilet. Tap | |
| a February -NIL- | |
| | 3 12 - 1 |
| 10 Monch - NIL - | |
| II April NIL . | |

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|------------|---------------|-------------|---|--|--|
| 5. | MONTH | NATURE OF | DESCRIPTION | ACTION TAKEN | REMARKS. |
| NO | DATE | COMPLAINT | OF COMPLAINT | | |
| 1 | JUNE-17 | 3 0 | | | _ |
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| a . | 7() - 17 | 4 7 // 1 | complaint on | cleaned by Scavenger | |
| , j. | 20r7-17 | cleanliness | Complaint on dantyness outside The ladies Toilets | | |
| | J . | | THE LUIGIES TOTIONS | | |
| 3 | AUGUST | MIL - | ~ | · — | |
| -/ - | 1号:019.42器 | | | | |
| 4 | SEPTEMBER. | Not working | not wasking taget | With the help of Electrician power supply: | \$ |
| - | +75. TET T' F | Fan | 1210 160 1 1) 1001 | 1301011111111111 1110 | |
| 5 | OCTOBER. | COUNTLY | OPATH (#1). | - <u>-</u> , | |
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| rio oir | PEBRUARY DULE | COMPLAINT | DE COMPLAINT | | 33300 |
| 10 | MINONIH! | HATURE OF | DESCRIPTION | ACTION TIAKEN | REMARKS. |
| | APRIL. | MIL- | | | |

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| 5.00 | month) Date | Nature of Complaint | Description of Complaint | Action taken | Remarks |
| į. | J'une 1 | Sanitalian | Complaint on untidijness at !! Ladies Toilet | Cleaned by scavenger complaint redressed. | - |
| 2. | Tuly -2018 | Doinking water | NO R-D is working | Discussed with Superindent Six | Assanged the alternature. |
| 3- | August | Similar Com | Bell singing 8 | ·70/4: / | |
| H. | September | A.M. Jan. G. Complainte | Pestination of | | |
| | | and the second s | | • • | |

| 5.00 | Month Date | Nature of Complaint | Description of Complaint | -Action taken | Remarks. |
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| 5 | Octobes | Bell singing | Bell singing is not clear | Solved | 7 |
| 6 | November | اتم | - | nie wie een ze | SALE TO THE STATE OF THE STATE |
| 7 | Decembes | Japan Sanga. | Sackes eilet: | I charces are | - |
| 8 | January | Electricity | No power scupply | with the help of Electrician power | |
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| S.no- | Month | Nature of complaint. | Description of complaint. | Action Taken. | Remarks |
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| 2. | July-19. | Cleanliness. | A 2 1 1 1 1 1 000 - 01 A | Cleaned by Scavenger- | |
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| Sno. Month Nature of complaint | Description of complaint | Action Taken | Remanks. |
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| 3. Aug-19. Not wolking for | complaint on not walking | Electorición power supply is given | |
| 4. Sep-19. For New Toilets. | complaint on- allotment of new toilets for good students | With the help of Principle six alloted the new tostets for girlstudents. | |
| 6. oct-19 NIL. | _ | - | _ |
| 6 Nov-19 NIL | karaxv);)- | - | _ |
| 7 Dec-19 WIL () | Sucha im ,) | _ | |
| 8 Jan-20 Biometric. K. | Complaint on not wolking. Thumb madnine properly. | Powvided Some mole machines. | |

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