

बशर्त कि, इस विनियमों के तहत आयोग द्वारा कोई कार्यवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (शिकायत निवारण) विनियम, 2012 के उपबंधों के तहत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल, की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) संबंधी विनियम, 2019 के अनुरूप की जाएगी।

प्रो. रजनीश जैन, सचिव

[विज्ञापन-III/4/असा./30/19]

UNIVERSITY GRANTS COMMISSION

NOTIFICATION

New Delhi, the 6th May, 2019

F.No. 14-4/2012(CPP-II).—In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- These regulations shall be called as the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.
- They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein.
- They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redress of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
- "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- "Departmental Student Grievance Redressal Committee" (DSGRC) means a committee constituted under these regulations, at the level of a Department, School or Centre of a University.
- "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:



PRINCIPAL
Aditya College of Engineering
SURAMPALEM-533 437

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;
 - iii. refusal to admit in accordance with the declared admission policy of the institution;
 - iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
 - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
 - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
 - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
 - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
 - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided; and
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- (i) "Institution" means, as the context may be, a University or a college, or an institution declared a deemed to be a University under the Act or an institution established within a University for a particular discipline or activity;
- (j) Institutional Student Grievance Redressal Committee" (ISGRC) means a committee constituted under these regulations at the level of the University, for dealing with grievances which do not belong to a department of the University e.g. hostels and common facilities.
- (k) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (l) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;



PRINCIPAL

Aditya College of Engineering
SURAMPALEM-537 007

- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.
- (n) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;
- (p) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (q) "University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
 - the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is



PRINCIPAL
Aditya College of Engineering
SURAMPALEM-533 437

to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution:

- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) Any other information as may be specified by the Commission:

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media:

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

5. **STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):**

A. **Collegiate Student Grievance Redressal Committee (CSGRC)**

- (i) A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:
- Principal of the college – Chairperson;
 - Three senior members of the teaching faculty to be nominated by the Principal – Members;
 - A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members and the special invitee shall be two years.
- (iii) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the CSGRC shall follow principles of natural justice.
- (v) The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

B. **Departmental Student Grievance Redressal Committee (DSGRC)**

- (i) A complaint by an aggrieved student relating to a Department, or School, or Centre of a University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department, School, or Centre, as the case may be, and with the following composition, namely:
- Head of the Department, School, or the Centre, by whatever designation known – Chairperson;
 - Two Professors, from outside the Department/School/Centre to be nominated by the Vice Chancellor – Members;
 - A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson – Member;
 - A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.


PRINCIPAL
 Aditya College of Engineering
 SURAMPALEM-533 437

- (ii) The term of the Chairperson, members of the Committee, and the special invitee shall be of two years.
- (iii) The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the DSGRC shall follow principles of natural justice.
- (v) The DSGRC shall submit its report with recommendations, if any, to the Head of the Institution/ Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

C. Institutional Student Grievance Redressal Committee (ISGRC)

- (i) Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:
 - (a) Pro-Vice Chancellor/Dean/Senior Professor of institution – Chairperson;
 - (b) Dean of students/Dean, Students Welfare – Member;
 - (c) One senior academic, other than the Chairperson – Member;
 - (d) Proctor/Senior academic – Member;
 - (e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (v) The ISGRC shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 workings days from the date of receipt of the grievance.

D. University Student Grievance Redressal Committee (USGRC)

- (i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
 - a) A senior Professor of the University – Chairperson;
 - b) Dean, Student Welfare or equivalent – Member;
 - c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
 - d) One Professor of the University - Member;
 - e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The Chairperson, members and the special invitee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.



PRINCIPAL
Aditya College of Engineering
SURAMPALAM-533 437

- (iv) In considering the grievances before it, the USGRC shall follow principles of natural justice.
- (v) The USGRC shall send its report and recommendations, if any, to the Principal of the College relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

6. **APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**

- (i) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the USGRCs.
Provided that, there shall not be more than one ombudsperson for a State, in respect of all the State universities (Public as well as Private) in that State, who shall be appointed by the State Government;
Provided further that, there shall not be more than one Ombudsperson for a region, in respect of the Central universities and institutions deemed to be universities in that region, who shall be appointed by the Central Government.
- (ii) The Ombudsperson shall be a person of eminence in academics or research, who had been Vice-Chancellor of a University.
- (iii) The Ombudsperson for the State universities in a State, shall not be in any conflict of interest with any University in that State; and the Ombudsperson for the Central universities and institutions deemed to be universities in a region, shall not be in any conflict of interest with any University or institution deemed to be University in that region, either before or after such appointment.
- (iv) A State Government shall appoint the Ombudsperson from a panel of three names recommended by a search committee constituted for that purpose and consisting of the following, namely:
 - (a) A nominee of the Governor or Lt. Governor, as the case may be, who is a person of eminence in the field of higher education— Chairperson;
 - (b) A Vice Chancellor from a State Public University to be nominated by the Governor/LG of the State/UT - Member;
 - (c) A Vice Chancellor from a State Private University to be nominated by the State Government - Member;
 - (d) Chairperson of the State Council of Higher Education or his/her nominee from among the academic members of the Council— Member;
 - (e) Principal Secretary/Secretary to the State Government responsible for Higher Education— Member Secretary.
- (v) The Central Government shall appoint the Ombudsperson for a region from a panel of three names recommended by a search committee to be constituted for that purpose, and consisting of the following, namely:
 - (a) Chairperson, University Grants Commission or his/her nominee - Chairperson
 - (b) A Vice Chancellor of a Central University to be nominated by the Central Government - Member
 - (c) A Vice Chancellor of an institution deemed to be University to be nominated by the Central Government - Member
 - (d) A nominee of the Central Government, not below the rank of the Joint Secretary - Member
 - (e) Secretary, University Grants Commission - Member Secretary



PRINCIPAL
Aditya College of Engineering
SURAMPALEM-533 437

- (vi) The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
- (vii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University Grants Commission, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (viii) The State Government, in the case of an Ombudsperson of a State, and the Central Government, in the case of an Ombudsperson of a region, may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior as defined under these regulations.
- (ix) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.


 PRINCIPAL
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 SURAMPALEM-533 437

- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, proceed to take one or more of the following actions, namely:

- withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- withholding any grant allocated to the Institution;
- declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

11. Nothing mentioned hereinabove in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Grievance Redressal) Regulations, 2012; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

Prof. RAJNISH JAIN, Secy.

[ADVT.-III/4/Exty./30/19]


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SURAMPALAM-533 437



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Approved by AICTE, Affiliated to JNTUK & Accredited by NAAC
Recognized by UGC under Section 2(f) of UGC Act, 1956

Aditya Nagar, ADB Road, Surampalem - 533 437, E.G.Dist., Ph: 99631 76662.

Ref: ACOE/GRC/2019-20/Constitution of Grievance Redressal Committee

04-06-2019

CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

The undersigned is pleased to constitute the Grievance Redressal Committee with the following members for the academic year 2019-2020 to provide healthy environment and transparency within the campus.

The committee was constituted as the following:

| S.No. | Name | Designation | Role |
|-------|------------------------|----------------------------|-----------------|
| 1 | Dr.A.Ramesh | Principal | Chairman |
| 2 | Ms.N.Sravani | Assistant Professor-ECE | Convener |
| 3 | Mr.K.Manoj Kumar Reddy | HOD-EEE | Member |
| 4 | Mr.Y.K.Subba Rao | HOD-MECH | Member |
| 5 | Dr.A.Neeraja | Prof-H&BS | Member |
| 6 | Mrs.V.Anantha Lakshmi | Assistant Professor- CSE | Member |
| 7 | Ms.K.Lavanya | Assistant Professor- CIVIL | Member |
| 8 | Mr.S.S.VinayBabu | Assistant Professor- PT | Member |
| 9 | Mrs.P.Sridevi | Assistant Professor- MBA | Member |
| 10 | Ms.S.Sahithi | IV year B. Tech. (CSE) | Student- member |
| 11 | Mr.I.Tejaswarup | III year B. Tech. (CIVIL) | Student- member |
| 12 | Ms.S.Bhagya SriLakshmi | III year B. Tech. (ECE) | Student- member |
| 13 | Mr.K.Sathish | IV year B. Tech.(EEE) | Student- member |
| 14 | Mr.P.Vamsi | III year B. Tech. (MECH) | Student- member |
| 15 | Mr.A.Srinivasareddy | I year B. Tech. (H&BS) | Student- member |
| 16 | Mr.A.Prasad | I year (MBA) | Student- member |
| 17 | Mr.K.Hemanth | III year B. Tech. (PT) | Student- member |


PRINCIPAL

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Aditya Nagar, ADB Road, Surampalem - 533 437, E.G. Dist., Ph: 99631 76662.

Ref: ACOE/GRC/2019-20/SOP of Grievance Redressal Committee

04-06-2019

Standard Operating Procedure (SOP) for Grievance Redressal Committee

1. **COMMITMENT:** The college administration has decided to maintain Grievance redressal committee with senior faculty members to provide healthy environment and transparency with in the campus.
2. **SCOPE:** Grievance redressal committee which shall be responsible for resolving grievances related to academic/non-academic issues received from the students/faculty in a stipulated time period by maintaining necessary confidentiality.
3. **OBJECTIVES:**
 - i. To solve students/faculty grievances regarding academic and administrative problems.
 - ii. To inculcate the students/faculty such that they will be able to submit their complaints through complaint box/suggestion box (or) oral or online.
 - iii. To do a proper investigation and prepare an analysis report regarding the nature and pattern of the grievances in strictly confidential manner.
 - iv. To ensure efficient solution to the students/faculty grievances with a fair and impartial approach.
 - v. To make students/faculty as active members to co-ordinate between the different departments and sections.
4. **GRIEVANCE REDRESSAL PROCEDURE:**
 1. **Grievance Submission:** Any student/faculty with a genuine grievance will submit through any of the following methods:
 - i. Complaint box/ Suggestion box
 - ii. Email at(grievance_cell@acoe.edu.in)
 - iii. In person submit at the grievance redressal cell (or) through HOD
 2. **General information:** Send a notice to the students/faculty that grievances will be collected from the complaint box on 1st&3rd Saturday of every month.

In case of online submission the sender will receive an instant auto generated acknowledgment receipt.
 3. **Clustering:** Grievance redressal committee categorize the grievances like academic related issues, hospitality, general administration, amenities and maintenance, other related issues.
 4. **Call for meeting:** Grievance redressal committee convener shall fix a date for meeting and forward a circular to committee members and students to attend a

meeting without fail.

5. Investigation: Grievance redressal committee take necessary steps to conduct an investigation in fair & impartial way to prepare an investigation report.

6. Final decision: After the investigation the committee will review the report and use its best efforts to work out a solution for the issues.

7. Communicating the decision: After completion of proceedings, the Grievance redressal committee forwards the final recommendations to the convener. The convener forwards it to the Principal for authentication.

8. Monitoring: Grievance redressal committee monitors and ensures redressal with in the stipulated time period. Depending up on the seriousness of grievances the committee will follow them up regularly till their final disposal.

9. Feedback: Grievance redressal committee will collect formal feedback from students time to time on account for reviewing and improving the grievance handling and redressal process.

5. FREQUENCY OF MEETINGS: In general, two meetings of GRC will be conducted in an academic year or when required or when grievance received.


CONVENER-GRC


PRINCIPAL

PRINCIPAL
Aditya College of Engineering
SURAMPALAM-533 437



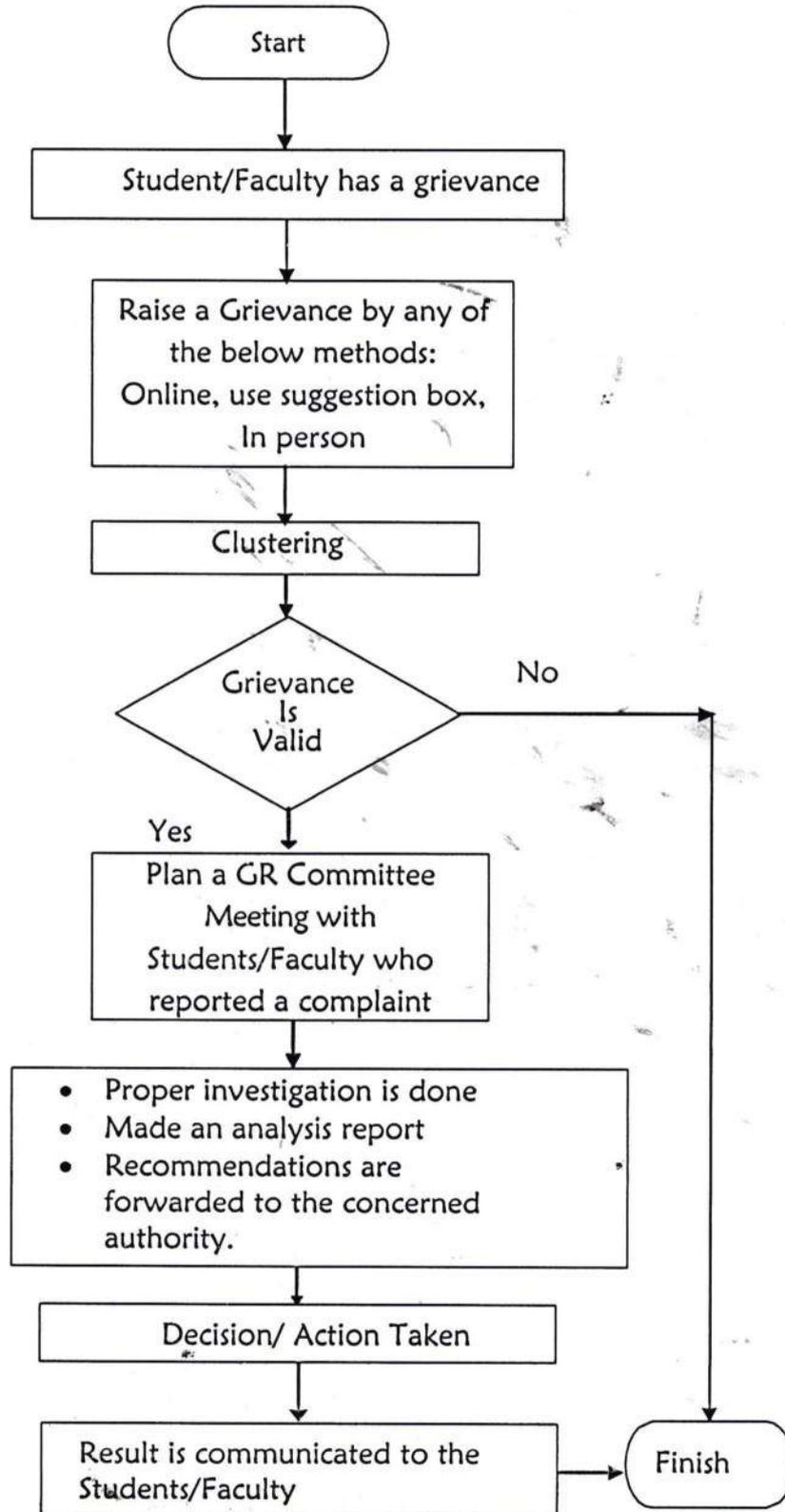


ADITYA COLLEGE OF ENGINEERING

Approved by AICTE, Affiliated to JNTUK & Accredited by NAAC
Recognized by UGC under Section 2(f) of UGC Act, 1956

Aditya Nagar, ADB Road, Surampalem - 533 437, E.G.Dist., Ph: 99631 76662.

FLOW CHART OF SOP-GRC





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Ref: ACOE/GRC/2019-20/1/Circular

16-07-2019

CIRCULAR

All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 18th July 2019 at 3.00PM in the Conference room, Ramanujan Bhavan with the following agenda:

AGENDA

1. Student/Faculty grievances.
2. To discuss the grievances received (S.NO:01-07) and resolve the same.

N. Saravani
Convener-GRC

V. S. S.
PRINCIPAL

Cc to: All members of GRC

PRINCIPAL
Aditya College of Engineering
SURAMPALAM-533 437





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Ref: ACOE/GRC/2019-20/1/Minutes

18-07-2019

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2019-20

| | | | |
|-----------------|---|----------|--------------------|
| Date of meeting | 18 th July 2019 | Duration | 3.00 PM to 4.00 PM |
| Venue | Conference room, First floor, Ramanujan Bhavan | | |
| Reference | Ref: ACOE/GRC/2019-20/1/Circular dated 16 th July 2019 | | |

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 18thJuly 2019 with the following agenda:

1. Student/Faculty grievances.
2. To discuss the grievances received (S.NO:01-07) and resolve the same.

The meeting of Grievance Redressal Committee was commenced with the welcome note by Convener -GRC, Ms.N.Sravani to all the members present. The Convener presented the agenda along with recommendations and requested the Chairman to throw light on the issues and the discussion was started. The points of the agenda were discussed and the resolutions were made.

The Chairman-GRC welcomed all the members to the meeting. Further, Chairman reviewed and discussed about the points of agenda by considering the points of agenda.

MINUTES AND RESOLUTIONS

1. The grievance redressal committee discussed about listed student grievances and suggested necessary actions and the copy of the complaint and resolution is forwarded to concern authority/department.
2. The grievance redressal committee recommends the convener to prepare a consolidate report on the grievances reported.



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Ref: ACOE/GC/2019-20/2/Circular

17-10-2019

CIRCULAR

All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 18th October 2019 at 11.00AM in the Conference room, Ramanujan Bhavan with the following agenda:

AGENDA

1. Student/Faculty grievances.
2. To discuss the grievances received (S.NO:08-27) and resolve the same.


CONVENER-GRC


PRINCIPAL

PRINCIPAL
Aditya College of Engineering
SURAMPALAM-533 437

Cc to: All members of GRC





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Ref: ACOE/GRC/2019-20/2/Minutes

18-10-2019

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2019-20

| | | | |
|-----------------|--|----------|---------------------|
| Date of meeting | 18 th October 2019 | Duration | 11.00 AM to 12.00PM |
| Venue | Conference room, First floor, Ramanujan Bhavan | | |
| Reference | Ref: ACOE/GRC/2019-20/2/Circular dated 17 th October 2019 | | |

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 18th October 2019 with the following agenda:

1. Student/Faculty grievances.
2. To discuss the grievances received (S.NO:08-27) and resolve the same.

The meeting of Grievance Redressal Committee was commenced with the welcome note by Convener -GRC, Ms.N.Sravani to all the members present. The Convener presented the agenda along with recommendations and requested the Chairman to throw light on the issues and the discussion was started. The points of the agenda were discussed and the resolutions were made.

The Chairman-GRC welcomed all the members to the meeting. Further, Chairman reviewed and discussed about the points of agenda by considering the points of agenda.

MINUTES AND RESOLUTIONS

1. The grievance redressal committee discussed about listed student grievances and suggested necessary actions and the copy of the complaint and resolution is forwarded to concern authority/department.
2. The grievance redressal committee recommends the convener to prepare a consolidate report on the grievances reported.

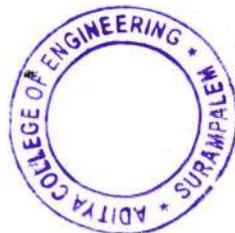
The Chairman suggested the convener to maintain an activity diary and to get the feedback from the students who submitted the grievances. Finally The Chairman and the Convener thanked all the members present for their dedication and commitment in carrying out system successfully.

The meeting was concluded with thanks to the Chair

Members attended the meeting on 18th October 2019

| S.No. | Name | Designation | Role | Signature |
|-------|------------------------|----------------------------|-----------------|-----------------------|
| 1 | Dr.A.Ramesh | Principal | Chairman | <i>[Signature]</i> |
| 2 | Ms.N.Sravani | Assistant Professor-ECE | Convener | <i>N. Sravani</i> |
| 3 | Mr.K.Manoj Kumar Reddy | HOD-EEE | Member | <i>KMK Reddy</i> |
| 4 | Mr.Y.K.Subba Rao | HOD-MECH | Member | <i>[Signature]</i> |
| 5 | Dr.A.Neeraja | Prof-H&BS | Member | <i>A. Neeraja</i> |
| 6 | Mrs.V.Anantha Lakshmi | Assistant Professor- CSE | Member | <i>A</i> |
| 7 | Ms.K.Lavanya | Assistant Professor- CIVIL | Member | <i>K. Lavanya</i> |
| 8 | Mr.S.S.VinayBabu | Assistant Professor- PT | Member | <i>S.S.V. Babu</i> |
| 9 | Mrs.P.Sridevi | Assistant Professor- MBA | Member | <i>Sridevi</i> |
| 10 | Ms.S.Sahithi | IV year B. Tech. (CSE) | Student- member | <i>S. Sahithi</i> |
| 11 | Mr.I.Tejaswarup | III year B. Tech. (CIVIL) | Student- member | <i>I. Tejaswarup</i> |
| 12 | Ms.S.Bhagya SriLakshmi | III year B. Tech. (ECE) | Student- member | <i>S.B. Lakshmi</i> |
| 13 | Mr.K.Sathish | IV year B. Tech.(EEE) | Student- member | <i>K. Sathish</i> |
| 14 | Mr.P.Vamsi | III year B. Tech. (MECH) | Student- member | <i>P. Vamsi</i> |
| 15 | Mr.A.Srinivasareddy | I year B. Tech. (H&BS) | Student- member | <i>B. Swathi</i> |
| 16 | Mr.A.Prasad | I year (MBA) | Student- member | <i>Ch. Rajasankar</i> |
| 17 | Mr.K.Hemanth | III year B. Tech. (PT) | Student- member | <i>K. Hemanth</i> |

N. Sravani
CONVENER-GRC



[Signature]
PRINCIPAL

PRINCIPAL
Aditya College of Engineering
SURAMPALM-533 437

STUDENTS GRIEVANCES.

ACADEMIC YEAR

2019 - 2020.

| S.No | Received date of grievances | Reference Number | complaint - type | Action - Taken | Sign of concern | Date solved | Result | Signature of principal |
|------|-----------------------------|--------------------|------------------------------|--|-----------------|-------------|---|------------------------|
| 1. | 19-06-2019 | AOE/GC/2019-20/001 | projector facility | Complaint forwarded to AO and instructed to take necessary actions | ✓ | 24-06-2019 | projector provided | [Signature] |
| 2. | 20-06-2019 | AOE/GC/2019-20/002 | projector facility | Complaint forwarded to AO and instructed to take necessary actions | ✓ | 24-06-2019 | projector provided | [Signature] |
| 3. | 25-06-2019 | AOE/GC/2019-20/003 | classroom cleanliness | Complaint forwarded to building supervisor and instructed to take necessary actions. | ✓ | 26-06-2019 | Necessary action was taken at classroom cleanliness | [Signature] |
| 4. | 28-06-2019 | AOE/GC/2019-20/004 | System lab maintenance | Complaint forwarded to building supervisor and instructed to take necessary action | ✓ | 01-07-2019 | Necessary action was taken at lab maintenance | [Signature] |
| 5. | 03-07-2019 | AOE/GC/2019-20/005 | Requisition of lab equipment | Complaint forwarded to principal | ✓ | 05-07-2019 | Equipment provided | [Signature] |

| S.No | Date of Occurrences | Reference Number | Complaint - Type | Action - Taken | Sign of completion | Date solved | Result | Signature of principal |
|------|---------------------|--------------------|----------------------------|---|--------------------|-------------|--|------------------------|
| 6. | 02-02-2019 | AOE/GC/2019-20/006 | class room wastage | Complaint forwarded to building supervisor and instructed to take necessary action | ✓ | 06-02-2019 | Necessary actions are taken for class room cleaning | ✓ |
| 7. | 18-02-2019 | AOE/GC/2019-20/007 | CP Lab Systems maintenance | Complaint forwarded to CP Lab Incharge and instructed to take necessary action | ✓ | 15-02-2019 | Necessary actions are taken for systems maintenance | ✓ |
| 8. | 26-07-2019 | AOE/GC/2019-20/008 | Food quality in canteen | Complaint forwarded to food inspection committee and instructed to take necessary actions | ✓ | 29-07-2019 | Necessary actions are taken | } ✓ |
| 9. | 26-07-2019 | AOE/GC/2019-20/009 | Food quality in canteen | Complaint forwarded to food inspection committee and instructed to take necessary actions | ✓ | 29-07-2019 | Necessary actions are taken | |
| 10. | 20-08-2019 | AOE/GC/2019-20/010 | wash-room cleanliness | Complaint forwarded to building supervisor and instructed to take necessary actions | ✓ | 22-08-2019 | Necessary actions are taken for washroom cleanliness | ✓ |

| S.No | Date of Grievances | Reference Number | Complaint - Type | Action - Taken | Sign of Officer | Date solved | Result | Signature of principal |
|------|--------------------|----------------------|------------------------------|---|-----------------|-------------|--|---|
| 11 | 28-08-2019 | ACOE/GIC/2019-20/011 | washroom cleanliness | complaint forwarded to building supervisor and instructed to take necessary actions | ✓ | 29-08-2019 | Necessary actions are taken for washroom cleanliness |  |
| 12 | 28-08-2019 | ACOE/GIC/2019-20/012 | canteen food quality | complaint forwarded to food inspection committee and instructed to take necessary actions | ✓ | 30-08-2019 | complaint taken Necessary actions taken |  |
| 13 | 09-09-2019 | ACOE/GIC/2019-20/013 | Systems maintenance | complaint forwarded to building supervisor and instructed to take necessary actions | ✓ | 13-09-2019 | Necessary actions taken for systems maintenance |  |
| 14 | 12-09-2019 | ACOE/GIC/2019-20/014 | Food quality in canteen | complaint forwarded to food inspection committee and instructed to take necessary actions | ✓ | 16-09-2019 | Necessary actions taken |  |
| 15 | 20/9-2019 | ACOE/GIC/2019-20/015 | Books requirement in library | complaint forwarded to library in-charge and instructed to take necessary actions | ✓ | 23-09-2019 | Books provided |  |

| S. NO | Date of Complaint | Reference Number | Complaint - type | Action - Taken | Sgn of Convent | Date solved | Result | Signature of principal |
|-------|-------------------|---------------------|------------------------------|---|----------------|-------------|------------------------|------------------------|
| 16 | 20-09-2019 | ACOE/GC/2019-20/016 | Books requirement in library | Complaint forwarded to library in-charge and instructed to take necessary action | ✓ | 23-09-2019 | Books procured | ✓ |
| 17 | 28-09-2019 | ACOE/GC/2019-20/017 | Library period | Request letter forwarded to principal sir | ✓ | 03-10-2019 | Necessary action taken | } |
| 18 | 30-09-2019 | ACOE/GC/2019-20/018 | Dust bins in canteen | Complaint forwarded to building supervisor and instructed to take necessary actions | ✓ | 03-10-2019 | Dust bins provided | |
| 19 | 30-09-2019 | ACOE/GC/2019-20/019 | Required project cable | Complaint forwarded to building supervisor and instructed to take necessary action | ✓ | 03-10-2019 | project cable provided | |
| 20 | 03-10-2019 | ACOE/GC/2019-20/020 | Project cable required | Complaint forwarded to building supervisor and instructed to take necessary actions | ✓ | 19-10-2019 | Project cable provided | ✓ |

| S.NO | DATE OF COMPLAINT | REFERENCE NUMBER | COMPLAINT - TYPE | ACTION - TAKEN | SIGN OF COORDINATOR | DATE SOLVED | RESULT | STATUS OF COMPLAINT |
|------|-------------------|----------------------|-----------------------------|---|---------------------|-------------|---|---------------------|
| 21. | 13-10-2019 | ACOE/GC/2019-20/021 | waiting hall Maintenance | complaint forwarded to building supervisor and instructed to take necessary actions | ✓ | 21-10-2019 | Necessary actions taken for waiting hall cleanliness | } |
| 22. | 14-10-2019 | ACOE/GC/2019-20/022 | Lockers | complaint forwarded to building supervisor and instructed to take necessary action | ✓ | 21-10-2019 | Lockers provided | |
| 23 | 14-10-2019 | ACOE/GC/2019-20/023 | class room cleanliness | complaint forwarded to building supervisor and instructed to take necessary action | ✓ | 21-10-2019 | Necessary action was taken for class room cleanliness | |
| 24. | 15-10-2019 | ACOE/OCL/2019-20/024 | wi-fi facility | complaint forwarded to server room incharge to check the problem | ✓ | 23-10-2019 | wi-fi facility provided | |
| 25. | 15-10-2019 | ACOE/GC/2019-20/025 | Desk broken | complaint forwarded to building supervisor to take necessary actions | ✓ | 23-10-2019 | New desk provided | |

| S.NO. | Date of Grievances | Reference Number | Complaint type | Action - Tasks | Sign of concern | Date solved | Result | Signature of principal |
|-------|--------------------|--------------------|--------------------|--|---|-------------|---|---|
| 26. | 18-10-2019 | ACF/GC/2019-20/026 | wash room cleaning | Complaint forwarded to building supervisor and instructed to take necessary action |  | 23-10-2019 | Necessary action taken for washroom cleanliness |  |
| 27. | 18-10-2019 | ACF/GC/2019-20/027 | Library hours | Complaint forwarded to principal |  | 23-10-2019 | Necessary action taken |  |

AIOE / GC / 2019-20 / 001

19/6/19
Surampalem.

To,
The Convenor,
Grievance Cell,
Aditya College of engg,
Surampalem

Respected sir

Subject : complaint regarding Projectors

I am S. Hajee baba studying

III year ECE . we don't have Projectors

in our class room . so please provide

Projectors as early as possible

Thanking you sir

your's faithfully

S. Hajee baba

18MHS1A0120

ACOE/GS/2019-~~20~~/002

20/6/19

Surampalem.

To
the convenor,
Grievance Cell,
Aditya college of engineering
Surampalem

Subject : Complaint regarding projectors

I am belong to 3rd year

ECE-C CH. Purushotham bearing roll number:- 18MHS40417

in our class room projector facility is not available. It is difficult to understand

PPT's. So please provide projector as soon as possible

Thanking you Sir

Yours sincerely
CH. Purushotham
18MHS40417

Date ÷ 25/06/19,
Suzampalem,

ACOE/GC/2019-20/003

To

The Convenor,

The Grievance cell,
Aditya College of Eng,
Suzampalem.

Subject ÷ Complain regarding about class-
room cleanliness.

Sir,

I am belongs to EEE 3rd year of
Aditya College of engineering. The class
rooms are being uncleaned and dirty.
We request you to make them cleaned
atleast once a day

Thanking you,

Yours faithfully,
17MH5A0254,
G.Veerandra.

ACOE/GIC/2019-20/004

date:- 28/06/19

Surampalem

To
The Convenor,
Grievance Cell,
aditya College of engineering,
Surampalem.

Subject: Complain regarding System lab
Sir.

I belongs to Cse 3rd year of
aditya college of engineering. The Systems
in labs are not working properly for lab
experiment. we are requesting for new System
for lab.

Thanking you Sir

Yours faithfully.

17MH1A0549

S. Charan

ACOE/GIC/2019-20/065

date:- 03/07/19
Surrampalem

To
The Convenor,
Grievance Cell,
ACOE,
Surrampalem.

Subject: Complain regarding about lab equipment.

Respected Sir,

I am belongs to EEE 3rd year
of ACOE. The lab equipment are not working
properly. So please provide the maintenance
to the lab equipment.

Thanking you Sir.

Yours faithfully,

K. Suresh

17MH1A0278

ACOE/GIC/2019-20/006

3-7-19,
Sivampalem.

To,
The Convenor,
Grievance - cell,
ACOE.

Sub: Regarding class room cleanliness.

To,
respected sir,

I am belongs to

EEE department, name B. Venkama, In our
class III - EEE-C benches are not clear.
please maintain class room neatness. take
necessary actions.

Thanking you,

yours obediently,

B. Venkama,
III - EEE-C.

AOE/GIC/2019-20/007.

12/07/2019.

Socampalem.

to,

The grievances Redressal Committee,
Aditya college of Engg.

Sub: Regarding system lab maintenance.

Respected madam,

I. S. Madhavi, CSE. bearing

Roll NO: 18MH1A0548. In our CP lab systems are
not maintained properly. So please take necessary
actions regarding systems maintenance in labs.

Thanking you.

Yours obediently,

S. Madhavi.

ACOE/GIC/2019-20/008

26-07-19

Surampalem;

To
The convener,
grievance cell,
Aditya college of engg,
surampalem

Respected sir

sub: suffering with food quality

I am D. Bhagya pursuing IIIrd year
ECE. I am suffering with the food quality in the
canteen as it was not good. I request you to provide
good and proper food for us.

Thanking you sir

Yours faithfully

D. Bhagya,

17MH1A04E7

ALOE/GIC/2019-20/009

26-07-19

Surampalem.

To
The convenor,
Grievance cell,
Aditya college of Engg;
Surampalem.

Respected sir,

sub: Problem with the food

I am M. Hema sree from cse. The food quality at the canteen was not good. arrange better food for us. I request to arrange the better food. This is my humble request

Thanking you sir;

Yours faithfully

M. Hema Sri,

17MH1A0534.

ACOE/GC/2019-20/00 20-08-19,
Sujampalem.

To
The convenor,
Student Grievance cell,
ACOE.

Respected Madam,

I sneha MBA II year want
to get to you notice that wash room's in
our department are not maintained properly.
Please consider our request and take necessary
action.

Thanking you,

Yours sincerely,
sneha.

AOE/GC/2019-20/011

28-08-19,
Sujampalem,

TO
The Grievance cell,
Aditya college of Engineering,
sub:- Regarding washrooms cleanliness.

I D. Mahalakshmi 19MH1A0409 1st year

We are facing problem with washroom cleanliness,
they are very dirty & unhygienic. So, request
you to take necessary actions, & maintain wash
room properly.

Thanking you.

Yours sincerely,
D. Mahalakshmi.

ACOE/GC/2019-20/012

28/8/2019,
Surampalem.

TO
The convener,
Grievance cell,
Aditya college of Engineering,

sub:- Problem regarding Food Problem at
canteen.

Respected sir,

I am K. padhma studying MBA

I want to bring to your
notice that food is not good at canteen.
We are suffering from health problems. so,
Please consider my request & take action on
it.

Thanking you,

Yours sincerely,
K. padhma.

ACOE / GRC / 2019-20 / 013

09-09-2019
Sivampalem.

To,

The GRC,
ACOE,
Sivampalem.

Reg: Maintenance of systems in labs.

Respected committee members,

I am K. Harish from III EEE the

systems in labs are very dusty. So I request
you to take necessary actions for maintenance of
systems in labs.

Thank you sir,

Yours obediently,

K. Harish.

18NHSA0226.

ALOE/GIC/2019-20/014

12/9/2019
Surampalem

TO,

grievance cell,

Aditya college of engg,

Surampalem.

Respected sir,

I am final year student
of a Aditya college of engg. The food
quality at canteen is not good. The
test of food is worst. please, take
proper action.

Thanking you,

Yours obediently,
Student.

ACOE/GC/2019-20/015

20-09-2019
Srirampalem.

TO,

GRC - Convenor ;

Aditya college of Engineering,

Srirampalem.

Reg: Requirement of text books in library

Respected Convenor,

I. P. Gurija studying MBA in your college. In our college. the books regarding business skills & entrepreneurship are very less in count. so, I request you to provide new text books in our college library.

Thank you sir,

yours faithfully,
P. Gurija

ACOE/GC/2019-20/016

20/9/19.
Surampalem.

TO,

Grievance cell

ACOE

Respected sir,

Reg: Reference books

I Suman Yadav studying 3rd year
civil bearing Roll No: 19MH1A0112. In our
library the count of ref. books related
our branch is less. please, increase the
volume of reference books.

Thanking you,

Yours faithfully,
Suman Yadav

28/9/19
ACOE/GC [2019-20] 01A Surampalem.

To
The Convener
Student grievance cell
ACOE.

Sub: Extending of library hours

Sir, I am CH.S.S. TEJA from III EEE. We need extension of library hours in the evening. If it is possible please extend the timings sir

Thanking you Sir,

Yours Truly,
CH.S.S. TEJA
18NH5A0221

ACOE/GC/2019-20/018

30/9/2019
Secrampalem.

To
The convenor,
Grievance cell.

ACOE

Sub:- complaint regarding washrooms

Respected Sir,

I am J. Neelima studying B.tech 11th year
ECE 18MH1A0417 I want to bring to your notice
that the washrooms does not have dustbins
in it due to that we don't have anything
to throw dust and waste. Because of lack of
dustbins girls are facing different problems.
So please consider my request and take
the action immediately on it.

Thanking you Sir,

Yours sincerely,
J. Neelima.

ACOE/GC/2019-20/019

30/9/2019
Becampalein

To,
The convenor,
Grievance cell,
ACOE

Sub:- complaint regarding projector cable.

Respected Sir,

I am C.G. Mahesh studying B.tech ^{IV}th year ECE-B

I want to bring to your notice that the projector cable does not have a connector in our

class because of that we are facing problems in understanding the typical structure by drawing them on boards.

So please consider my request and take the action immediately on it

Thanking you,

Yours sincerely,
C.G. Mahesh

ACOE/GIC/2019-20/020

3/10/19
Bwampalew

TO,
The Convener,
Guidance cell,
ACOE.

Sub :- Complaint regarding projector cable.

Respected Sir,

I am CH.S. JOEL studying B.Tech IVth year ECE.

I want to bring to your notice that the projector cable does not have a connector in our class because of that we are facing problems in understanding the typical structures and diagrams by drawing them on boards. So please consider my request and take the action immediately on it.

Thanking you,

Yours sincerely,
Ch.S. Joel

ACOE / GC / 2019-20/021

13/10/19,
Srirangapatna.

To

The convent.

Grievance cell.

ACOE.

Sub:- complaint regarding the washrooms

Respected Sir,

I am B. Sravani studying btech II year ECE-B I want to bring to your notice that in girls restrooms workers are not changing the bedsheets they are not washing them properly. we are also requesting you to provide curtains to the windows in restrooms workers are not keeping them cleanly. many students are facing this problem so please consider my request and take the action immediately

Thanking you Sir

Yours Sincerely,
B. Sravani.

ACOE/GC/2019-20/022

14/10/2019
S. Sahay

To
the convener,
grievance cell.

From

Sub: complaint regarding the lockers
respected Sir.

I am S. Sahay studying 'btech IV year' ECE-B I want
to bring to your notice that in girls waiting halls
the lockers are limited and lot's of girls are facing
problem's as they do not have locker facility.
Because of lack of required number of lockers we are
carrying all our things daily. So please increase the
number of lockers for girls.
Please consider my request and take the action
immediately on it.

Thanking you Sir.

Yours Sincerely,
S. Sahay

ACOE/GC/2019-20/023

14-10-19
Suzampalem

To,
The convenor,
Grievance cell,
ACOE .

Sub :- Complaint regarding class room cleanliness.

Respected Sir,

I am G. Anjum studying B.Tech IIIrd year civil .

I want to bring to your notice that the workers are not cleaning the classrooms properly and because of that we are facing a lot of problems like allergies. And many students are facing this problem.

So please consider my request and take the action immediately on it .

Thanking you ,

Your's sincerely,
G. Anjum

15/10/2019
Sivampalem.

ACOE/GC/2019-20/024

TO,
The Convenor,
Grievance cell,
ACOE

Sub:- Complaint regarding wifi .

Respected Sir,

I am P.lakshman studying B.tech IV year PT .

I want to bring to your notice that the
wifi is not connecting properly and the
net connection is not strong. because of
that we are facing problems in browsing
the internet for our research .

So please consider my request and take
the action immediately on it .

Thanking you,

your's sincerely,
P.laksh

ACOE/GIC/2019-20/025

11/10/19
Surampalem.

To
The Convener

Student guidance cell
ACOE

Sub: Desk is broken in III EEE classroom
Srv I am A. Karthik. From EEE IIIrd Srv In our
class our desk is broken and I request you
to replace it with the new desk Srv.

Thanking you Srv.

Yours obediently
A. Karthik
18HUSA0222

ACOE/GC | 2019-20/020

15/10/19,
Swampaleem.

TO,
The convenor,
Grievance cell,
AOE.

sub:- Complant regarding washrooms.

Respected sir,

I am A. Sujana studying B.Tech IV year
CSE, ISMHIASOT. I want to bring to your notice that
the washrooms are not cleaning well. and bad smell
will occured. And many students are facing this
problem.

So please consider my request and take
the action immidiately on it

Thanking you,

Yours sincerely,
A. Sujana.

ACOE/GAC/2019-20/027 15/10/19
Sivampalem.

TO

The Convenor,
Grievance cell,
ACOE.

sub:- problem regarding Library hours

Respected sir,

I am G.G. kumar studying B.Tech IV year
PET, . I want to bring this letter your
notice that we want library hours in regular
class as well as. if we go the library in classtime
or after college we miss the regular subjects and
we miss the bus.

so, please consider my request and take
the action on it

Thanking you,

yours sincerely,
kumar