



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.

Ref: ACOE/GRC/2020-21/Constitution of Grievance Redressal Committee

04-12-2020

CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

The undersigned is pleased to constitute the Grievance Redressal Committee with the following members for the academic year 2020-2021 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	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Convener
3	Mr.K.Manoj Kumar Reddy	HOD-EEE	Member
4	Dr.Y.K.Subba Rao	HOD-MECH	Member
5	Mrs. Mary Jyothi	Assistant Professor- H&BS	Member
6	Dr. B. Annapurna	Associate Professor- CSE	Member
7	Ms.K.Manasa	Assistant Professor- CIVIL	Member
8	Mrs.P.Sridevi	Assistant Professor- MBA	Member
9	Ms.B. Charishma	III year B. Tech. (ECE)	Student- member
10	Ms.Y.Harika	II year B. Tech. (CIVIL)	Student- member
11	Ms.S.Madhavi	III year B. Tech. (CSE)	Student- member
12	Mr.K.Gangasunny	II year B. Tech.(EEE)	Student- member
13	Mr.P.Vikram	II year B. Tech. (MECH)	Student- member
14	Ms.L. Kavitha	III year B. Tech. (ECE)	Student- member
15	Mr.B.Shravanth	II year (MBA)	Student- member
16	Mr. M. Sandeep	II year B. Tech. (CSE)	Student- member



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SURAMPALAM - 533 437



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Recognized by UGC under Section 2(F)(i) of HEC Act- 1956

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

Ref: ACOE/GRC/2020-21/SOP of Grievance Redressal Committee

04-12-2020

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 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 within 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 meeting of GRC will be conducted in an academic year or when required or when grievance received.


CONVENER-GRC




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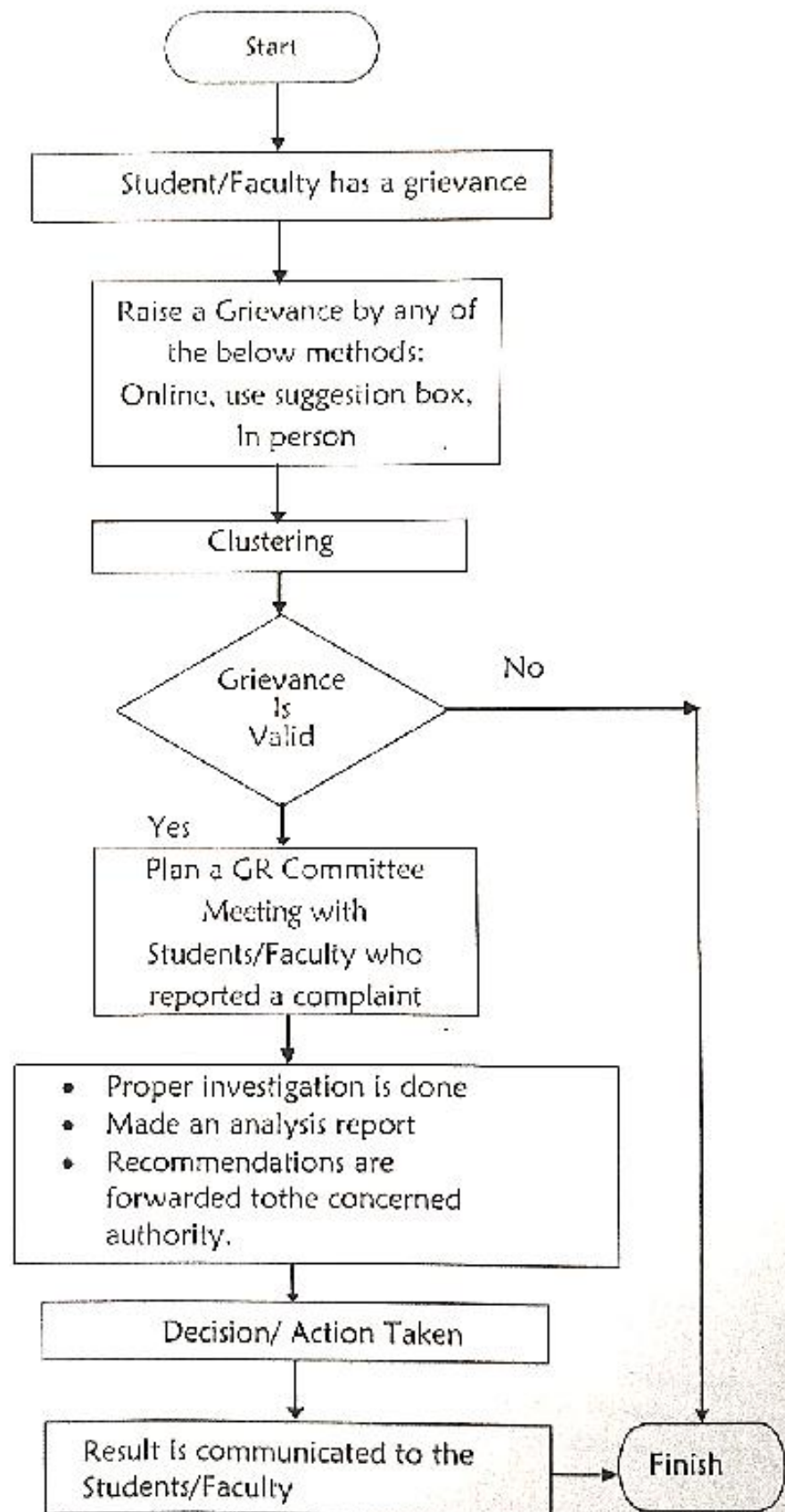


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Aditya Nagar, ADB Road, Surampalem - 533 437, E.G Dist., Ph: 99831 76662.

FLOW CHART OF SOP-GRC





ADITYA COLLEGE OF ENGINEERING

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

Ref: ACOE/GC/2020-21/I/Circular

19-01-2021

CIRCULAR

All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 20th January 2021 at 11.00AM in the Conference room, Ramanujan Bhavan with the following agenda:

AGENDA

1. Student/Faculty grievances.
2. To discuss the following issues and resolve the same.
 - i. Food quality
 - ii. Wash room cleanliness
 - iii. A/C facility in computer lab
 - iv. Sanitizer bottles & Stand
 - v. Reference books
 - vi. Library hours
 - vii. Dust bins
 - viii. Projector cable
 - ix. Waiting hall maintenance
 - x. Lockers
 - xi. Class room cleanliness
 - xii. Wi-Fi facility
 - xiii. Desk broken


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Cc to: All members of GRC



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Aditya Nagar, AUR Road, Sullampalem - 533 437, C.G Dist., PH: 99631 76662

Ref: ACOE/GRC/2020-21/2/Minutes

20-01-2021

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2020-21

Date of meeting	20 th January 2021	Duration	11.00 AM to 12.00PM
Venue	Conference room, First floor, Ranganujan Bhavan		
Reference	Ref: ACOE/GRC/2020-21/1/Circular dated 19 th January 2021		

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 20th January 2021 with the following agenda:

1. Student/Faculty grievances.
2. To discuss the following issues and resolve the same.
 - i. Food quality
 - ii. Wash room cleanliness
 - iii. Lab Sanitization
 - iv. Reference books
 - v. Library hours
 - vi. Dust bins
 - vii. Projector cable
 - viii. Waiting hall maintenance
 - ix. Lockers
 - x. Class room cleanliness
 - xi. Wi-Fi facility
 - xiv. Sanitizer bottles & Stand

The meeting of Grievance Redressal Committee was commenced with the welcome note by Convener -GRC, Mrs. Y. Sugandhi Naidu to all the members present. The Convener presented the agenda along with recommendations and requested the Chairman to shed 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.

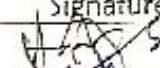
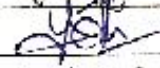
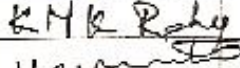
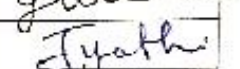
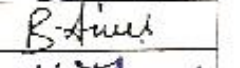
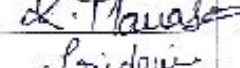
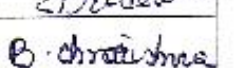
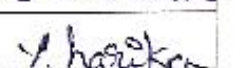
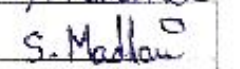
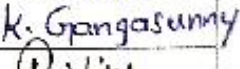
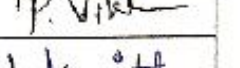
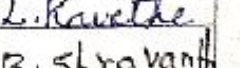
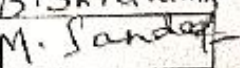
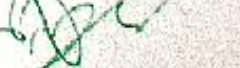
MINUTES AND RESOLUTIONS

1. The grievance redressal committee discussed about list of grievances received and the redressal approach adopted for timely sorting out the issues.
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 20th January 2021

S.No.	Name	Designation	Role	Signature
1	Dr.A.Ramesh	Principal	Chairman	
2	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Convener	
3	Mr.K.Manoj Kumar Reddy	HOD-EEE	Member	
4	Dr.Y.K.Subba Rao	HOD-MECH	Member	
5	Mrs. Mary Jyothi	Assistant Professor- II&BS	Member	
6	Dr. B. Annapurna	Associate Professor- CSE	Member	
7	Ms.K.Manasa	Assistant Professor- CIVIL	Member	
8	Mrs.P.Sridevi	Assistant Professor- MBA	Member	
9	Ms.B. Charishma	III year B. Tech. (ECE)	Student- member	
10	Ms.Y.Harika	II year B. Tech. (CIVIL)	Student- member	
11	Ms.S.Madhavi	III year B. Tech. (CSE)	Student- member	
12	Mr.K.Gangasunny	II year B. Tech.(EEE)	Student- member	
13	Mr.P.Vikram	II year B. Tech. (MECH)	Student- member	
14	Ms.L. Kavitha	III year B. Tech. (ECE)	Student- member	
15	Mr.B.Shraavanth	II year (MBA)	Student- member	
16	Mr. M. Sandeep	II year B. Tech. (CSE)	Student- member	


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Aditya Nagar, APP Road, Surampalem - 533 432, E.G. Dist., Ph: 99631 76602.

Ref: ACOE/GRC/2020-21-1/Circular

18-08-2021

CIRCULAR

All the members of The Grievance Redressal Committee are hereby informed that a meeting will be held on 21 Aug 2021 at 3.00PM in the Conference room, Ramanujan Bhavan with the following agenda:

AGENDA

1. Student/Faculty grievances.
2. To discuss the following issues and resolve the same.
 - i. Class room Sanitization
 - ii. Lab Sanitization
 - iii. Reference books
 - iv. Waiting hall maintenance
 - v. Sanitizer bottles & stands


Convener-GRC

Cc to: All members of GRC




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Aditya Nagar, ADB Road, Sutanupalem - 533 437, E.G Dist., Ph: 99831 76682.

Ref: ACOE/GRC/2020-21/1/Minutes

21-08-2021

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2020-21

Date of meeting	21 st Aug 2021	Duration	3.00 PM to 4.00 PM
Venue	Conference room, First floor, Ramanujan Bhavan		
Reference	Ref: ACOE/GRC/2020-21/1/Circular dated 18 th Aug 2021		

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 21st Aug 2021 with the following agenda:

1. Student/Faculty grievances.
2. To discuss the following issues and resolve the same.
 - vi. Class room Sanitization
 - vii. Lab Sanitization
 - viii. Reference books
 - ix. Waiting hall maintenance
 - x. Sanitizer bottles & Stands

The meeting of Grievance Redressal Committee was commenced with the welcome note by Convener -GRC, Mrs. Y. Sugandhi Naidu 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.

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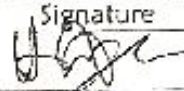
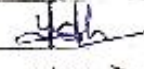
MINUTES AND RESOLUTIONS

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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 21st Aug 2021

S.No.	Name	Designation	Role	Signature
1	Dr. A. Ramesh	Principal	Chairman	
2	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Convener	
3	Mr. K. Manoj Kumar Reddy	HOD-EEE	Member	K. MK Reddy
4	Dr. Y. K. Subba Rao	HOD-MECH	Member	y.k.subbarao
5	Mrs. Mary Jyothi	Assistant Professor- H&BS	Member	Jyothi
6	Dr. B. Annapurna	Associate Professor- CSE	Member	B. Anur
7	Ms. K. Manasa	Assistant Professor- CIVIL	Member	K. Manasa
8	Mrs. P. Sridevi	Assistant Professor- MBA	Member	Sridevi
9	Ms. B. Charishma	III year B. Tech. (ECE)	Student- member	B. Charishma
10	Ms. Y. Harika	II year B. Tech. (CIVIL)	Student- member	Y. Harika
11	Ms. S. Madhavi	III year B. Tech. (CSE)	Student- member	S. Madhavi
12	Mr. K. GangaSunny	II year B. Tech. (EEE)	Student- member	K. Ganga Sunny
13	Mr. P. Vikram	II year B. Tech. (MECH)	Student- member	P. Vikram
14	Ms. L. Kavitha	III year B. Tech. (ECE)	Student- member	L. Kavitha
15	Mr. B. Shreavanth	II year (MBA)	Student- member	B. Shreavanth
16	Mr. M. Sandeep	II year B. Tech. (CSE)	Student- member	M. Sandeep


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REPORT ON STUDENT GRIEVANCES

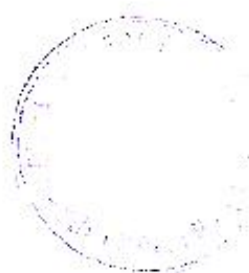
ACADEMIC YEAR : 2020-2021

S.No	Ref. No	Complaint Type	Received Date	Resolved Date	Action Taken	Remarks
1	ACOE/GC/2020-21/001	Projector Cable	02/01/2021	08/01/2021	Complaint forwarded to AO and instructed to take necessary actions.	Projector cable facility provided
2	ACOE/GC/2020-21/002	Class room cleanliness	22/01/2021	25/01/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for class room cleanliness
3	ACOE/GC/2020-21/003	Sanitizer bottles & Stand	07/02/2021	10/02/2021	Complaint forwarded to AO and instructed to take immediate actions.	Immediate actions are taken for providing Sanitizer bottles & Stand
4	ACOE/GC/2020-21/004	Lab Sanitization	08/02/2021	10/02/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Necessary actions are taken for system lab sanitization
5	ACOE/GC/2020-21/005	Class room Sanitization	06/03/2021	09/03/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for system class room sanitization
6	ACOE/GC/2020-21/006	Reference books	18/03/2021	20/03/2021	Complaint forwarded to library in-charge and instructed to provide them.	Books procured
7	ACOE/GC/2020-21/007	Food quality in canteen	20/03/2021	22/03/2021	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities

8	ACOE/GC/2020-21/008	Wash room cleanliness	23/03/2021	24/03/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for wash room cleanliness
9	ACOE/GC/2020-21/009	Canteen food quality	09/08/2021	13/08/2021	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities
10	ACOE/GC/2020-21/010	Sanitizer bottles & Stand	11/08/2021	13/08/2021	Complaint forwarded to AO and instructed to take immediate actions.	Immediate actions are taken for providing Sanitizer bottles & Stand
11	ACOE/GC/2020-21/011	Food quality in canteen	12/08/2021	13/08/2021	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities
12	ACOE/GC/2020-21/012	Reference books	23/08/2021	27/08/2021	Complaint forwarded to library in-charge and instructed to take necessary actions.	Books procured
13	ACOE/GC/2020-21/013	Library hours	24/08/2021	27/08/2021	Request letter forwarded to governing body members for including library hours in time table.	Complaint taken to the notice of Higher authorities
14	ACOE/GC/2020-21/014	Dust bins in wash room	24/08/2021	27/08/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Dust bins provided
15	ACOE/GC/2020-21/015	Lockers	02/09/2021	06/09/2021	Complaint forwarded to building supervisor and instructed to take necessary actions.	Lockers provided

16	ACOE/GC/2020-21/016	Class room cleanliness	03/09/2021	06/09/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for class room cleanliness
17	ACOE/GC/2020-21/017	Wi-Fi facility	10/09/2021	14/09/2021	Complaint forwarded to server room in - charge and instructed to take necessary actions.	Wi-Fi facility provided


CONVENER-GRC




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Salem - 533 437

ACCE/GC/2020-21/001

2/01/2021

Sixam Palam

To
The Campus
Governance Cell,
Aditya College of Engineering,
Sixam Palam

Respected sir

Subject : Complaint regarding projector cable.

I am G. Hajee baba studying 4 year

ECE we don't have projector cables in our
class room. So please provide projector cables
as early as possible

Thanking you sir

Yours faithfully.

G. Hajee baba

18MH5A0420

APCC/CC/2020-21/002

22-1-21
Sawapalli,

To
The Convenor
Goverance cell,
Aditya College of Engg,
Sawapalli.

Respected Convenor,

Sub:- Regarding Class room cleanliness.

I want you to bring to your notice that
our class rooms are not being cleaned daily. ~~so~~
B-40 class room. So please immediately get the class
room cleaned it is very dirty.

Thanking You,

Yours faithfully,

T-swathi,

19MHPA0583.

ACOE/GC/2020-21/003

07/2/21.
Srinipalem.

To

The Convener,

The Grievance Cell,

ACOE - Aditya College of Engg.
Srinipalem.

Subject:- Provide sanitizer bottles & stands

Respected Madam,

I'm M. Srinu from Mech.

As it is pandemic situation please provide
sanitizer bottles and stands in corridors.

Thanking You;

Yours Sincerely

M. Srinu

18MH5AD327

ACEE/GC/2020-21/004.

8-8-21,
Bumampalam.

To,
The Convenor,
Grievance Cell,
Aditya College of Engg.,
Bumampalam.

Respected Sir.

I K. Satish of ECE Dept.

request you to please sanitize the labs
as it is pandemic situation. I request to
sanitize the lab where we are doing the experiment.

Thanking You Sir

Yours Sincerely,

K. Satish.

19KH1A0414.

6/03/2021,

Sudampalem.

To

The Convener,

The Grievance cell,

Aditya College of Engg

Sudampalem

Subject: complain regarding about class room
sanitization

Sir,

I am belongs to 666 3rd year of Aditya
College of Engineering. The class are not sanitization
as it's pandemic situation. so please sanitization
every day

-Thanking you,

Yours faithfully,

U GURU PRASAD,

18MH/A0205

ACCE/GC/2020-21/006

18/3/2021,
Sudampalem.

To
The convent,
The Grievance cell,
Aditya college of Engg
Sudampalem

Reg: Requirement of textbooks in
library.

Respected convent,

I B. Jayasree studying EEE in
your college. In our college the books are
not sufficient for all the students.
So please provide more books in reference
books category.

Thank you sir,

Yours faithfully
B. Jayasree
17MH1A0201

ACC / GC / 2020-21 / 004

20/03/2021,
Sodampalem.

To

The Convenor.

The Guesthouse cell

Aditya College of Engg

Sodampalem.

Sub:- Canteen food quality is poor

I the student of CSE 3rd year wanted to inform you that the food quality in our Canteen is not at all good. So I request you to provide a proper food at the Canteen.

Thanking you sir,

Yours faithfully

K. SUREKA.

18MH1A0533.

23.03-21,
Srirampalem.

To

The convenor,
Greenwood cde,
Aditya college of Engg,
Srirampalem.

Respected Convenor,

Sub: Regarding washroom cleanliness.

I want to bring to your notice that our washroom is not being cleaned daily. So please immediately get the washroom cleaned it is very dirty.

Yours faithfully

A. Praveen

20MHSA0302

NCCE/GC/2020-21/007

12/08/2021

Surampalem.

TO,

The Convent,

Gravance Hill,

Aditya College of Engg.,

Surampalem.

Subj:- Complaint regarding food quality in Canteen - Reg.

Respected Sir,

I, G. Sai Neeraj, Studying III Year ECE,

The quality of food is not good in recent days in our Canteen and the premises are not hygienic. Please inform the ~~the~~ above mentioned, by taking proper action as soon as possible.

Thanking you Sir.

yours faithfully,

G. Sai Neeraj

18MH1AD4B8.

NICE / 4C / 2020-21 / 010

11/8/2021,
Suzampalern.

To

The concerned

The grievance cell,

Aditya college of Engg,

Suzampalern

Subject: complain regarding about providing
sanitizer bottle in stands at the corridors.

Respected sir,

I am belongs to ECE ~~IV~~^{III} years
in our college. as it is pandemic please provide
sanitizer bottles at corridors.

Thanking sir,

Yours faithfully
B. Ganesh h
18MHSA0409

ACC/CL/2020-21/011

12/08/2021
Surampalem

To
The Convenor,
The Grievance cell,
Adithya College of Engg
Surampalem,

Sub:- Canteen food quality is poor

I am the student of ECE 2nd year wanted to inform you that the food quality in our canteen is not all good. So I request you to provide a proper food at the canteen.

Thanking you sir,

your faithfully
M. Sireesha
19MHIAD4H5

not / 10 / 2020-21 / 02

23/08/2021,
Surampalem.

To
The Convenor
The Experience Cell,
Aditya College of Engg,
Surampalem.

Reg: Requirement of textbooks in library
Respected Convenor,

I am studying Mechanical 4th year in
your College. In our College the books are
not sufficient for all the students.

So please provide more books in reference
books category.

Thanking you Sir,

Yours faithfully,
M. Grinu,
18MH5AD327.

ACC/AC/2020-21/013

24-08-2021

Surampalem.

To,

The Principal,

Guidance cell,

Aditya College of Engg.

Surampalem.

Sub:- Extra library hours in tag.

Respected Sir,

I, K. Chittibabu, studying IV year in ECE dept. we need extra library hours to be included in time table. So, I request you, to provide library hours in our time table.

Thanking you Sir.

Yours faithfully
K. Chittibabu.

18MH1A0471

ACOE/GCE 2020-21/014

24/8/21,
Sudampalem.

To

The convenor,
The Governing Body,
Aditya college of Engg
Sudampalem.

Subject: complain regarding about
dust bin in washrooms.

Respected Sir,

I am belongs to EEE 3rd year
ECE of Aditya college of Engg. In the
washrooms dust bins are not provided.
So please provide dust bin cleanliness.

Thanking Sir,

Yours faithfully
G. Anusha
18MH/A0464

TO,

the Controller,

Grievance Cell,

ACOE,

Surampalem.

Sub:- Locker provision - Reg.

Respected Sir,

I, Y. Rupa Satish, studying II Year EEE.

I request you to provide lockers to keep our personal things like books, mobiles; when ever is required. please consider this request and provide as soon as possible.

Thanking you Sir.

Yours faithfully,

Y. Rupa Satish

19MH/A0208.

30/8/2020-21/016

03/09/2021
Surampalem,

To
The Convenor,
Grievance Cell,
Adithya College of Engg.,
Surampalem.

Respected Convenor,
Sub:- Regarding Class room cleanliness

I want to bring to your notice that
our class rooms are not being cleaned daily
in yr classroom. So please immediately get the
class room cleaned it is very dirty.

Thanking you sir

yours faithfully,
G. Devi
18MH1A0528.

The Convenor,

Le Greiner Coll.

Aditya Collg of Engineering
Saranpalam

Respected madam,

Sub:- L. B. Ganesh bearing the Roll No
18MH5A0409. In the campus the wifi signal
is very poor. So, please provide a good
WIFI facility.

Thanking You madam,

Yours faithfully
B-Ganesh L.