



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/2021-22/SOP of Grievance Redressal Committee

06-09-2021

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.

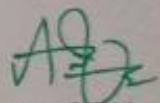
In case of online submission the sender will receive an instant auto generated acknowledgment receipt.
 3. **Clustering:** Grievance redressal committee categorize the grievances like academic related issues, hospitality, general administration, amenities and maintenance, other related issues.
 4. **Call 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 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 meeting of GRC will be conducted in an academic year or when required or when grievance received.


CONVENER-GRC




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SURAMPALEM - 533 437

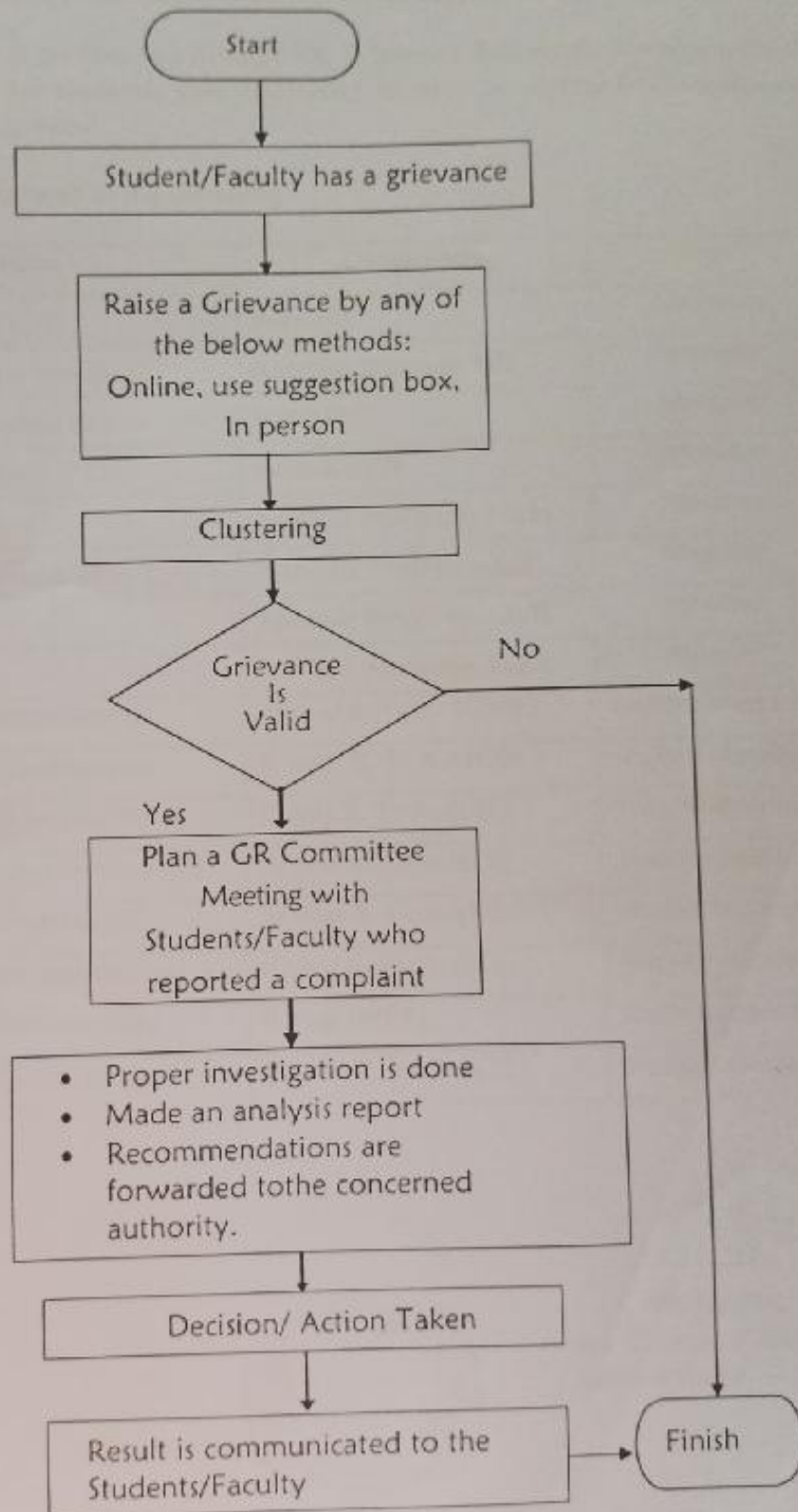


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FLOW CHART OF SOP-GRC





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Ref: ACOE/GRC/2021-22/Constitution of Grievance Redressal Committee

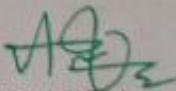
06-09-2021

CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

The undersigned is pleased to constitute the Grievance Redressal Committee with the following members for the academic year 2021-2022 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.Y.Harika (20MH5A0115)	III year B. Tech. (CIVIL)	Student member
10	Ms.A. Kalyani(20MH1A0403)	II year B. Tech. (ECE)	Student member
11	Mr. G. Satish (20MH1A0515)	II year B. Tech. (CSE)	Student member
12	Mr.K.Gangasunny(19MH1A0205)	III year B. Tech.(EEE)	Student member
13	Mr.P.Vikram(20MH5A0337)	III year B. Tech. (MECH)	Student member
14	Mr.S.Sai Santosh(20MH1A0456)	II year B. Tech. (ECE)	Student member
15	Ms. P. Tejasri (20MH1E0028)	II year (MBA)	Student member
16	Mr. M.Sandeep(19MH1A0588)	III year B. Tech. (CSE)	Student member


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Ref: ACOE/GC/2021-22/1/Circular

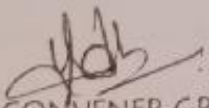
18-11-2021

CIRCULAR

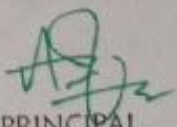
All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 20th November 2021 at 11.00AM in the Conference room, Ramanujan Bhavan with the following agenda:

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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Ref: ACOE/GRC/2021-22/2/Minutes

20-11-2021

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2021-22

Date of meeting	20 th November 2021	Duration	11.00 AM to 12.00PM
Venue	Conference room, First floor, Ramanujan Bhavan		
Reference	Ref: ACOE/GRC/2021-22/1/Circular dated 18 th November 2021		

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

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

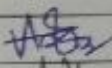
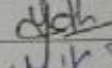
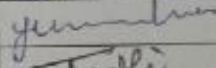
MINUTES AND RESOLUTIONS

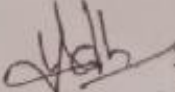
1. The grievance redressal committee discussed about list of grievances received and the redressal approach adopted for timely sorting out the issues.
2. The grievanceredressal committee recommends the convener to prepare a consolidate report on the grievances reported.

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 November 2021

S.N o.	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.M.K Reddy
4	Dr.Y.K.Subba Rao	HOD-MECH	Member	
5	Mrs. Mary Jyothi	Assistant Professor- H&BS	Member	Jyothi
6	Dr. B. Annapurna	Associate Professor- CSE	Member	B. Ann
7	Ms.K.Manasa	Assistant Professor- CIVIL	Member	K. Manasa
8	Mrs.P.Sridevi	Assistant Professor- MBA	Member	P. Sridevi
9	Ms.Y.Harika (20MH5A0115)	III year B. Tech. (CIVIL)	Student member	Y. harika
10	Ms.A. Kalyani(20MH1A0403)	II year B. Tech. (ECE)	Student member	A. Kalyani
11	Mr. G. Satish (20MH1A0515)	II year B. Tech. (CSE)	Student member	G. Satish
12	Mr.K.Gangasunny(19MH1A0205)	III year B. Tech.(EEE)	Student member	K. Gangasunny
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14	Mr.S.Sai Santosh(20MH1A0456)	II year B. Tech. (ECE)	Student member	S.SS
15	Ms. P. Tejasri (20MH1E0028)	II year (MBA)	Student member	P. Teja
16	Mr. M.Sandeep(19MH1A0588)	III year B. Tech. (CSE)	Student member	M. Sandeep


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Ref: ACOE/GRC/2021-22/2/Circular

16-03-2022

CIRCULAR

All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 19th Mar 2022 at 3.00PM in the Conference room, Ramanujan Bhavan with the following agenda:

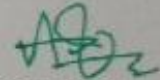
AGENDA

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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Ref: ACOE/GRC/2021-22/2/Minutes

19-03-2022

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2021-22

Date of meeting	19 th Mar 2022	Duration	3.00 PM to 4.00 PM
Venue	Conference room, First floor, Ramanujan Bhavan		
Reference	Ref: ACOE/GRC/2020-21/2/Circular dated 16 th Mar 2022		

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 19th Mar 2022 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.

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

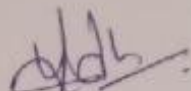
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The Chairman suggested the convener to maintain an activity diary and to get the feedback from the students who submitted the grievances. Finally The Chairman and the Convener thanked all the members present for their dedication and commitment in carrying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

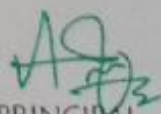
The meeting was concluded with thanks to the Chair.

Members attended the meeting on 19th Mar 2022

S.No	Name	Designation	Role	Signature
1	Dr. A. Ramesh	Principal	Chairman	A.R.
2	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Convener	Y. Sugandhi
3	Mr.K.Manoj Kumar Reddy	HOD-EEE	Member	K. M. K. Reddy
4	Dr. Y. K. Subba Rao	HOD-MECH	Member	Y. K. Subba Rao
5	Mrs. Mary Jyothi	Assistant Professor-H&BS	Member	Jyothi
6	Dr. B. Annapurna	Associate Professor- CSE	Member	B. Ann
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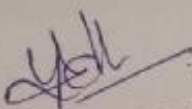
REPORT ON STUDENT GRIEVANCES

ACADEMIC YEAR : 2021-2022

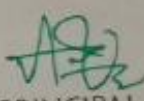
S.No	Ref. No	Complaint Type	Received Date	Resolved Date	Action Taken	Remarks
1	ACOE/GC/2021-22/001	Class room cleanliness	9/10/2021	11/10/2021	Complaint forwarded to building supervisor and instructed to take necessary actions.	Necessary actions are taken for class room cleanliness
2	ACOE/GC/2021-22/002	Medical Kit Maintenance	18/10/2021	22/06/2021	Complaint forwarded to AO and instructed to take necessary actions.	Medicines are provided and the kit is maintained
3	ACOE/GC/2021-22/003	Wi-Fi facility	03/11/2021	06/11/2021	Complaint forwarded to server room in-charge and instructed to take necessary actions.	Wi-Fi facility provided
4	ACOE/GC/2021-22/004	Sanitizer bottles & Stand	09/11/2021	17/11/2021	Complaint forwarded to AO and instructed to take immediate actions.	Immediate actions are taken for providing Sanitizer bottles & Stand
5	ACOE/GC/2021-22/005	Lab Sanitization	15/11/2021	17/11/2021	Complaint forwarded to building supervisor and instructed to take immediate actions.	Necessary actions are taken for system lab sanitization
6	ACOE/GC/2021-22/006	Wash room cleanliness	02/12/2021	06/12/2021	Complaint forwarded to building supervisor and instructed to take necessary actions.	Necessary actions are taken for wash room cleanliness
7	ACOE/GC/2021-22/007	Reference books	10/12/2021	17/12/2021	Complaint forwarded to library in-charge and instructed to provide them.	Books procured

8	ACOE/GC/2021-22/008	Food quality in canteen	14/12/2021	17/12/2021	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities
9	ACOE/GC/2021-22/009	Wash room cleanliness	19/01/2022	24/01/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for wash room cleanliness
10	ACOE/GC/2021-22/010	Wash room cleanliness	21/01/2022	24/01/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for wash room cleanliness
11	ACOE/GC/2021-22/011	Canteen food quality	10/02/2022	14/02/2022	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities
12	ACOE/GC/2021-22/012	Wash room cleanliness	28/02/2022	03/02/2022	Complaint forwarded to building supervisor and instructed to take necessary actions.	Necessary actions are taken for wash room cleanliness
13	ACOE/GC/2021-22/013	Reference books	23/04/2022	27/04/2022	Complaint forwarded to library in-charge and instructed to take necessary actions.	Books procured
14	ACOE/GC/2021-22/014	Dust bins in wash room	24/05/2022	27/05/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Dust bins provided
15	ACOE/GC/2021-22/015	Lockers	24/05/2022	31/05/2022	Complaint forwarded to building supervisor and instructed to take necessary actions.	Lockers provided

16	ACOE/GC/2021-22/016	Library hours	30/05/2022	03/06/2022	Request letter forwarded to governing body members for including library hours in time table.	Complaint taken to the notice of Higher authorities
17	ACOE/GC/2021-22/017	Reference books	06/06/2022	10/06/2022	Complaint forwarded to library in-charge and instructed to take necessary actions.	Books procured
18	ACOE/GC/2021-22/018	Wi-Fi facility	06/06/2022	10/06/2022	Complaint forwarded to server room in-charge and instructed to take necessary actions.	Wi-Fi facility provided


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SURAMPALEM - 533 437

ACOE/GC/2021-22/001

09/10/2021
Surampalem

To,
The Convenor,
Grievance Cell,
Aditya College of Engineering
Surampalem.

Subject : Complaint regarding classroom cleanliness - Reg

Respected Sir,

I D. Ganesh, ~~studying~~ student of Aditya College of engineering. The maintainance of the class rooms is not good in college and the classrooms doesn't have dust bins. please improve the above mentioned by taking proper action as soon as possible

Thanking you sir

Yours faithfully

D. Ganesh

20MH1A0214

ACOE/GC/2021-22/002

18/10/2021,
Surampalem.

To
The Convenor,
The Grievance Cell
Aditya College of Engineering
Surampalem.

Sub:- Medical Kit Maintenance

I, L. Sai Santosh, student of ACOE wanted to inform you that the medicines & medical kit maintainence quality in our college is not at all good. so, I request you to provide proper medical kit for each floor in the campus.

Thanking you sir,

Yours faithfully,
L. Sai Santosh
20MH1A04A0.

ACOE/GC/2021-22/003

3-11-2021,
Surampalem.

To,
The Convenor,
The Grievance cell,
Aditya College Of Engineering,
Surampalem.

Sub :- WI-FI Facility is poor.

I want to bring to your notice
that our wi-fi Facility is poor in
the campus. so please immediately to get
the WI-FI Connection to be better at
good signal strength.

yours faithfully,

K. BHARGAV,
20MH1A0588.

9-11-2021

Surrampalem

To

The Convenor

The Grievance Cell,

Aditya College of Engg,

Subject :- Complain Regarding about Providing Sanitizer
Bottle in Stands at the Coridors.

Respected Sir,

I am belongs To ECE IVth year in
our College. as it is Pandemic Please provide
Sanitizer bottles at Coridors.

Thanking Sir,

Yours faithfully

19MH1A04B1

D. MANIKANTA

To

The Convenor

The Grievance cell,

Aditya college of engg,

Susrampalem.

Reg:- Requirement of sanititation in labs.

Respected convenor,

I am L. siva prasad from ece. In our college AS It is pondemic situation please provide lab sanititation in labs..

Thanking You,

Yours sincerely

L. siva prasad

19MH1A0303

21/12/2021,
Surampalem.

To

The Convener,

The Grievance Cell,

ACOE - Aditya College of Engg.
Surampalem.

Subject :- To Maintain cleanliness in Washrooms

Respected Sir/Madam,

I'am M. Karthik from ECE. Our
block Washrooms are not clean. and they are
stinking. so please clean the Washrooms
daily.

Thanking You,

Yours Sincerely,

M. Karthik.

18MH1A0477.

ACOE/GC/2015-16/007

10/12/21
Surampalem

To
The convenor,
Grievance cell,
Aditya college of Engineering,
Surampalem

Respected Sir.

Subject : Complaint regarding Reference books

I am A. Rajshekhar Reddy studying IV
year ECE we don't have Reference books in our college
for some subjects. So, please provide Reference books as
early as possible

Thanking you Sir

Yours faithfully
A. Rajshekhar Reddy
18MH1A0558

ACOE (E.C.) 2021-22/008

14-12-21
Surampalem,

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

Sub: Canteen food quality is poor

I am the student of CSE wanted to inform you that the food quality in our canteen is not all good. So I requested you to provide a proper food at the canteen.

Thanking you sir,

Yours faithfully

Y. Harika

19MH1A0560.

19-01-2022

Surampalem

To
The Convenor,
Grievance cell,
Aditya College of Engineering,
Surampalem

Subject: Complaint regarding washroom cleanliness

I am the student of CSE 3rd year wanted to inform you that the washrooms in our college are not being cleaned daily. So I am requested you to provide cleanliness in washroom

Thanking you Sir,

Yours Faithfully

20MHIA0540

N. Jyothi

ALOE/GC/2021-22/10

21-1-2022
Surampalem.

To
The Convenor,
Grievance cell,
Aditya college of engineering,
Surampalem.

Respected Convenor,

Subject: Complaint regarding washroom cleanliness

I am the student of ECE, wanted to inform you that the washrooms in our college are not being cleaned daily. So I am requesting you to provide a cleanliness in washroom.

Thanking you, Sir,

Yours faithfully,
T. Sai Lakshmi
20MH1A0461,

ACOG/GC/2021-22/011

10-2-2022
Suvempalem,

TO

The convenor.

Grievance cell,

Aditya college of Engineering,
Suvempalem.

Respected convenor

Subject :- complaint Food quality is poor in canteen.

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

Thanking you sir,

Yours faithfully.

K. Kumar.

20MHIA0427.

ACOE/GC/2021-22/012

28-02-22,

Surampalem.

To,
The convenor,
Grievance cell,
Aditya college of Engineering,
Surampalem.

Subject: complaint regarding washroom cleanliness.

Respected Sir,

I am J. Dharani of civil-IIIrd year. This is to inform you that our washrooms are not getting cleaned properly. So, I request you to arrange all the cleaning facilities and make sure they are properly cleaned as our health comes first.

Thanking you,

Yours faithfully,

J. Dharani,

20MH1AD107.

23/04/2022,
Surampalem.

To,
The Convener,
Grievance Cell,
Aditya College of Engineering,
Surampalem.

Subject: Requirement of Reference books in library.

Respected Convener,

I G. Irfana of II yr IOT-AMI request you to provide reference books in library. As the number of student increasing, the books are insufficient for the students. So, I plead you to provide more reference books in "Reference books category."

Thanking you,

yours faithfully,

G. Irfana

20MH1A4213

ALDE/GC/2021-22/0124

24-05-22,
Surampalem.

To,
The convener,
The grievance cell,
Aditya college of Engineering,
Surampalem.

Sub:- Dustbins in washrooms

I, T. Sai pravallika, student of Aditya college of Engineering, that I wanted to inform you that the dustbins are not available in washrooms. so, I request you to provide proper dustbins in washrooms.

Thanking you Sir,

yours faithfully

T. Sai pravallika
19MH1A0554.

24-05-2022,

Surampalem.

To

The convenor,

The grievance cell,

Addya College of Engineering

Surampalem.

Sub: Availability of Lockers

I, T. Neelima, student of Addya College of Engineering wanted to inform you that the availability of lockers in our campus to keep the necessary things, so I request you to provide the proper lockers in the campus.

Thanking you Sir,

yours faithfully,

T. Neelima

18MH1A0204,

ACOE/GC/204-12/016

Surampalem.

30/05/2022.

To,

the Convenor,

The Grievance cell,

Aditya college of Engineering.

Surampalem.

Subject:- Insufficient library hours.

Respected Sir,

I am J-Renuka, studying 2nd year ECE, I request you to provide sufficient and separate library hour for study. Please consider this request and provide as soon as possible.

Thanking you Sir.

yours faithfully,

J-Renuka,

20MH1A0522

To
The Convenor
The Grievance cell
Aditya College Of Engineering,
Surampalem.

Subject: Complaint Regarding about there are no
Reference books

Respected Sir,
I am belongs to MECH department. As
it is a pandemic Year, the students are expecting
more Reference books. Due to the better understanding
So, please make the availability of Reference books.

Thanking You.

Your faithfully
20MHA0323
P. Ravi Surya

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

Subject :- complain regarding to wi-fi
facility.

Respected Sir,

I belongs to CSE final year of
Aditya college of Engg. doing projects. so I want
to bring to your notice that our wi-fi
facility is poor in campus. so please
immediately to get good signal wi-fi connection

Yours Faithfully,
I AMHIAO559
M. Loua. Akety ci.