



# 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/2022-23/SOP of Grievance Redressal Committee

06-07-2022

## 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 1<sup>st</sup>&3<sup>rd</sup> 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.

  
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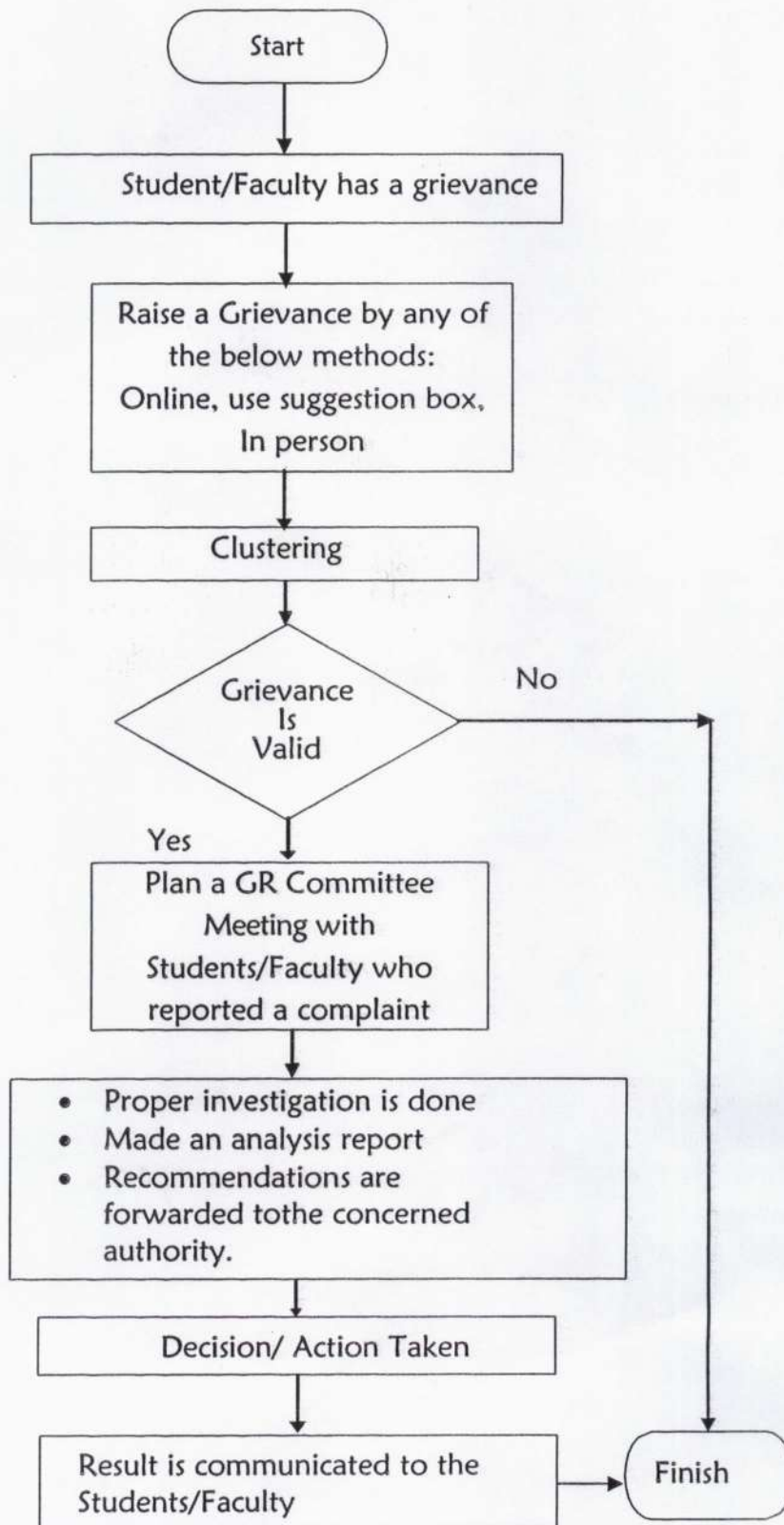
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## FLOW CHART OF SOP-GRC







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Ref: ACOE/GRC/2022-23/Constitution of Grievance Redressal Committee

06-07-2022

## CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

The undersigned is pleased to constitute the Grievance Redressal Committee with the following members for the academic year 2022-2023 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	Dr. U.S.B.K.Maha Lakshmi	Professor- ECE	Convener
3	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Co-ordinator
4	Mr.K.Manoj Kumar Reddy	HOD-EEE	Member
5	Dr.Y.K.Subba Rao	HOD-MECH	Member
6	Mrs. Mary Jyothi	Assistant Professor- H&BS	Member
7	Dr. B. Annapurna	Associate Professor- CSE	Member
8	Ms.K.Manasa	Assistant Professor- CIVIL	Member
9	Ms.Y.Harika (20MH5A0115)	VI year B. Tech. (CIVIL)	Student member
10	Ms.A. Kalyani(20MH1A0403)	III year B. Tech. (ECE)	Student member
11	Mr. G. Satish (20MH1A0515)	III year B. Tech. (CSE)	Student member
12	Mr. Sai Lakshman (20MH1A0217)	III year B. Tech.(EEE)	Student member
13	Mr. N. Ashok (20MH1A0320)	III year B. Tech. (MECH)	Student member
14	Mr. S.Sai Santosh(20MH1A0456)	III year B. Tech. (ECE)	Student member
15	Mr. K. N. Pavan (20MH1A4232)	III year B. Tech. (AIML)	Student member



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Ref: ACOE/GC/2022-23/1/Circular

20-09-2022

## CIRCULAR

All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 22<sup>nd</sup> Sept. 2022 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. Library hours
  - vi. Dust bins
  - vii. Projector cable
  - viii. Waiting hall maintenance
  - ix. Lockers
  - x. Class room cleanliness
  - xi. Wi-Fi facility
  - xii. Desk broken

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Cc to: All members of GRC





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Ref: ACOE/GRC/2022-23/2/Minutes

22-09-2022

## MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

### AY 2022-23

Date of meeting	22 <sup>nd</sup> Sept. 2022	Duration	11.00 AM to 12.00PM
Venue	Conference room, First floor, Ramanujan Bhavan		
Reference	Ref: ACOE/GRC/2022-23/1/Circular dated 20 <sup>th</sup> Sept. 2022		

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 22<sup>nd</sup> Sept. 2022 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

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.


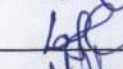

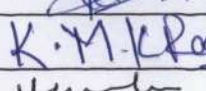
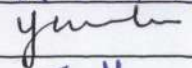
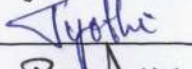
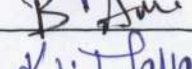
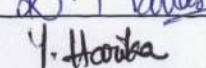
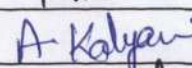
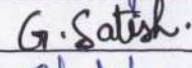
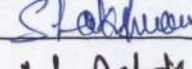
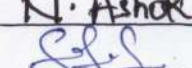
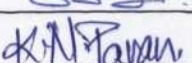
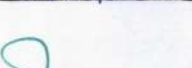

## MINUTES AND RESOLUTIONS

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 20<sup>th</sup> November 2021

S.N o.	Name	Designation	Role	Signature
1	Dr. A. Ramesh	Principal	Chairman	
2	Dr. U.S.B.K.Maha Lakshmi	Professor- ECE	Convener	
3	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Co-ordinator	
4	Mr.K.Manoj Kumar Reddy	HOD-EEE	Member	
5	Dr.Y.K.Subba Rao	HOD-MECH	Member	
6	Mrs. Mary Jyothi	Assistant Professor- H&BS	Member	
7	Dr. B. Annapurna	Associate Professor- CSE	Member	
8	Ms.K.Manasa	Assistant Professor- CIVIL	Member	
9	Ms.Y.Harika (20MH5A0115)	VI year B. Tech. (CIVIL)	Student member	
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Ref: ACOE/GRC/2022-23/2/Circular

21-02-2023

## CIRCULAR

All the members of the Grievance Redressal Committee are hereby informed that a meeting will be held on 24<sup>th</sup> Feb. 2023 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

  
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Cc to: All members of GRC



  
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Ref: ACOE/GRC/2022-23/2/Minutes

24-02-2023

## MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

### AY 2022-23

Date of meeting	24 <sup>th</sup> Feb. 2023	Duration	3.00 PM to 4.00 PM
Venue	Conference room, First floor, Ramanujan Bhavan		
Reference	Ref: ACOE/GRC/2022-23/2/Circular dated 24 <sup>th</sup> Feb. 2023		

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 24<sup>th</sup> Feb 2023 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

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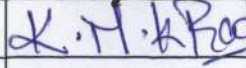
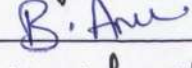
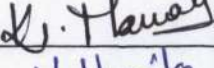
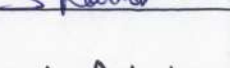
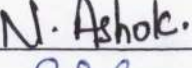
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The meeting was concluded with thanks to the Chair.

Members attended the meeting on 24<sup>th</sup> Feb 2023

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2	Dr. U.S.B.K. Maha Lakshmi	Professor- ECE	Convener	
3	Mrs. Y. Sugandhi Naidu	Assistant Professor-ECE	Co-ordinator	
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### REPORT ON STUDENT GRIEVANCES

ACADEMIC YEAR : 2022-2023

S.No	Ref. No	Complaint Type	Received Date	Resolved Date	Action Taken	Remarks
1	ACOE/GC/2022-23/001	Class room cleanliness	19/07/2022	20/07/2022	Complaint forwarded to building supervisor and instructed to take necessary actions.	Necessary actions are taken for class room cleanliness
2	ACOE/GC/2022-23/002	Medical Kit Maintenance	28/07/2022	30/07/2022	Complaint forwarded to AO and instructed to take necessary actions.	Medicines are provided and the kit is maintained
3	ACOE/GC/2022-23/003	Wi-Fi facility	19/08/2022	22/08/2022	Complaint forwarded to server room in -charge and instructed to take necessary actions.	Wi-Fi facility provided
4	ACOE/GC/2022-23/004	Dust bins in wash room	29/08/2022	30/08/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Dust bins provided
5	ACOE/GC/2022-23/005	Lab Sanitization	2/09/2022	5/09/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Necessary actions are taken for system lab sanitization
6	ACOE/GC/2022-23/006	Wash room cleanliness	10/09/2022	12/09/2022	Complaint forwarded to building supervisor and instructed to take necessary actions.	Necessary actions are taken for wash room cleanliness
7	ACOE/GC/2022-23/007	Reference books	19/09/2022	29/11/2022	Complaint forwarded to library in-charge and instructed to provide them.	Books procured



8	ACOE/GC/2022-23/008	Food quality in canteen	29/09/2022	10/10/2022	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities
9	ACOE/GC/2023-23/009	Wash room cleanliness	12/10/2022	13/10/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for wash room cleanliness
10	ACOE/GC/2022-23/010	Wash room cleanliness	02/11/2022	3/11/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Immediate actions are taken for wash room cleanliness
11	ACOE/GC/2022-23/011	Canteen food quality	14/11/2022	18/11/2022	Complaint forwarded to food inspection committee and instructed to take necessary actions.	Complaint taken to the notice of Higher authorities
12	ACOE/GC/2022-23/012	Wash room cleanliness	21/11/2022	23/11/2022	Complaint forwarded to building supervisor and instructed to take necessary actions.	Necessary actions are taken for wash room cleanliness
13	ACOE/GC/2022-23/013	Dust bins in wash room	15/12/2022	17/12/2022	Complaint forwarded to building supervisor and instructed to take immediate actions.	Dust bins provided
14	ACOE/GC/2022-23/014	Lockers	9/01/2023	21/01/2023	Complaint forwarded to building supervisor and instructed to take necessary actions.	Lockers provided
15	ACOE/GC/2022-23/015	Library hours	30/01/2023	4/02/2023	Request letter forwarded to governing body members for including library hours in time table.	Complaint taken to the notice of Higher authorities



16	ACOE/GC/2022-23/016	Reference books	13/02/2023	31/03/2023	Complaint forwarded to library in-charge and instructed to take necessary actions.	Books procured
17	ACOE/GC/2022-23/017	Wi-Fi facility	5/04/2023	8/04/2023	Complaint forwarded to server room in-charge and instructed to take necessary actions.	Wi-Fi facility provided

  
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