



ADITYA COLLEGE OF ENGINEERING

Approved by AICTE, Permanently Affiliated to JNTUK, Accredited by NBA & NAAC
Recognized by UGC under Sections 2(f) and 12(B) of UGC Act, 1956
Aditya Nagar, ADB Road, Surampalem - 533 437, E.G. Dist., Ph: 99631 76662.

ACOE/GRC/2023-24/SOP of Grievance Redressal Committee

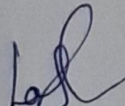
15-06-2023

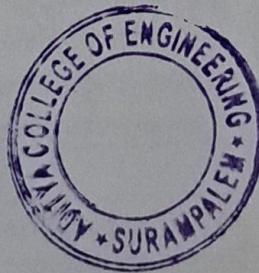
Standard Operating Procedure (SOP) for Grievance Redressal Committee

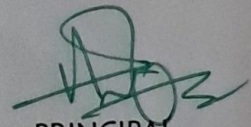
1. **COMMITMENT:** The college administration has decided to maintain Grievance redressal committee with senior faculty members to provide healthy environment and transparency with in the campus.
2. **SCOPE:** Grievance redressal committee which shall be responsible for resolving grievances related to 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 will 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



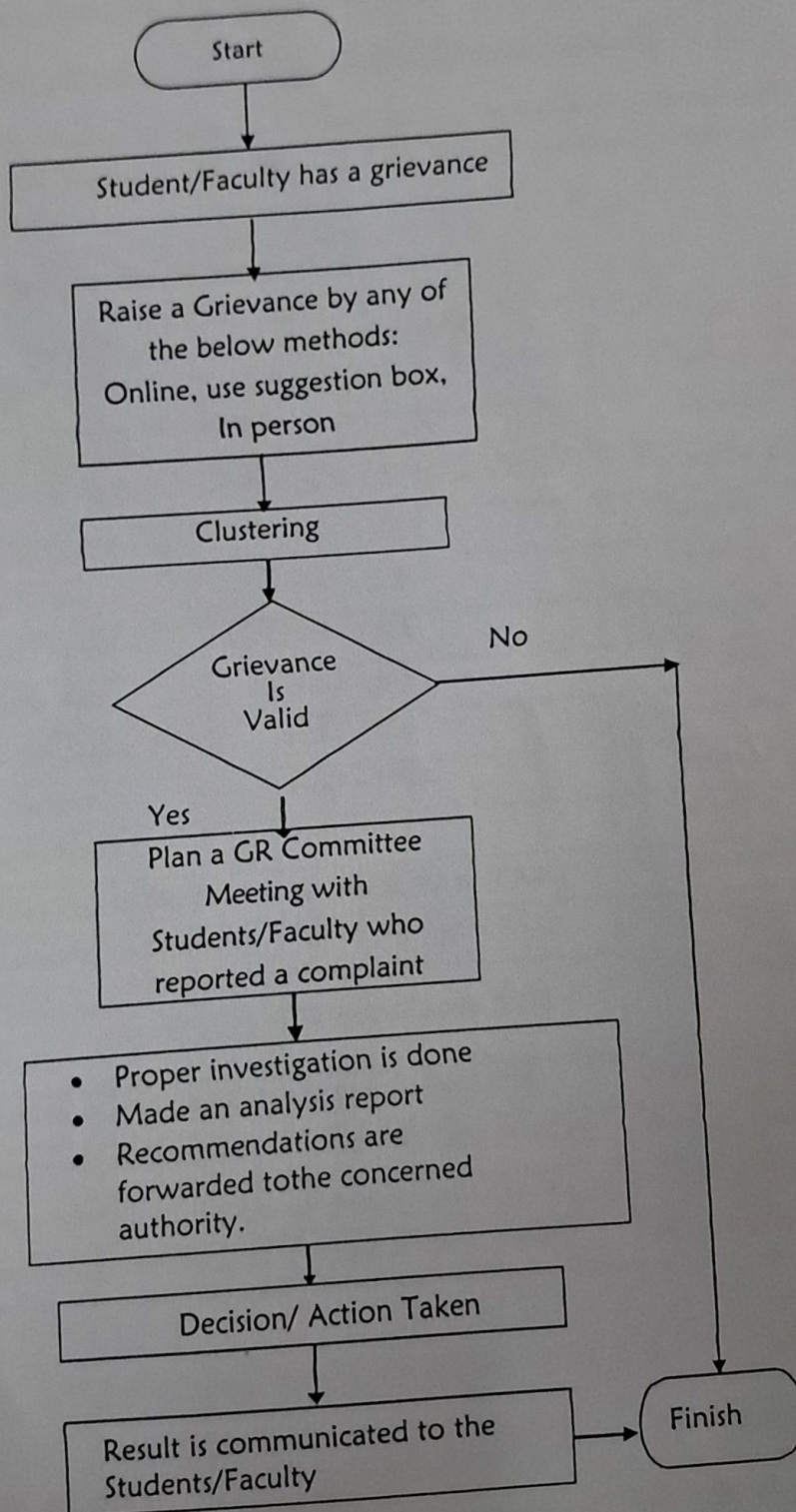

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FLOW CHART OF SOP-GRC





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Ref: ACOE/GRC/2023-24/Constitution of Grievance Redressal Committee

15-06-2023

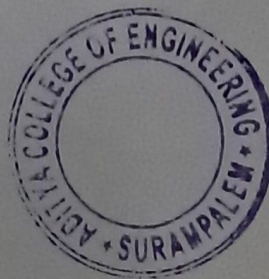
CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

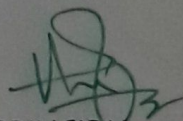
The undersigned is pleased to constitute the Grievance Redressal Committee with the following members for the academic year 2023-2024 to provide healthy environment and transparency within the campus.

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	Dr. P.S.V.V.S. Ravi Kumar	Dean – A&A	Member
5	Dr. G S N Murthy	HoD – CSE	Member
6	Dr. G. Rama Krishna	HoD – ECE	Member
7	Dr. Y.K. Subba Rao	HoD – ME	Member
8	Prof. K. Manoj Kumar Reddy	HoD – EEE	Member
9	Dr. Ch. Rajasekhar	HoD – H&BS	Member
10	Dr. V. Swamy Nadh	HoD – CE	Member
11	Mr. A. Mohan (20MH1A0102)	IV year B. Tech. (CIVIL)	Student member
12	Mr. S.SaiSantosh(20MH1A0456)	IV year B. Tech. (ECE)	Student member
13	Mr. T. B. Jagadeesh (21MH1A0562)	III year B. Tech. (CSE)	Student member
14	Mr. A. VeeraBabu 21MH1A0205)	III year B. Tech.(EEE)	Student member
15	Mr. B. Ganesh (21MH1A0302)	III year B. Tech. (MECH)	Student member
16	Mr. M.Mahendra(22MH1A0444)	II year B. Tech. (ECE)	Student member
17	Ms. M. Amrutha (22MH1A4232)	II year B. Tech. (AIML)	Student member

CC to all members of GRC committee





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Ref: ACOE/GC/2023-24/1/Circular

26-09-2023

CIRCULAR

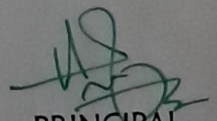
This notice informs all Grievance Redressal Committee members that a meeting with the following agenda will take place on September 29, 2023, at 2:00 PM in the conference room of Ramanujan Bhavan:

AGENDA

1. Student/Faculty grievances.
2. To discuss the following issues and resolve the same.
 - i. Class room maintenance
 - ii. Wash room cleanliness
 - iii. Library hours
 - iv. Dust bins
 - v. Projector cable
 - vi. Waiting hall maintenance
 - vii. Class room cleanliness
 - viii. Wi-Fi facility


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Cc to: All members of GRC



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29-09-2023

Ref: ACOE/GRC/2023-24/2/Minutes

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE

AY 2023-24

Date of meeting	29 th Sept. 2023	Duration	2.00 PM to 4.00PM
Venue	Conference room, First floor, Ramanujan Bhavan		
Reference	Ref: ACOE/GRC/2023-24/1/Circular dated 26 th Sept. 2023		

The meeting of Grievance Redressal Committee of Aditya College of Engineering held on 26th Sept. 2023 with the following agenda:

1. Student/Faculty grievances.
2. To discuss the following issues and resolve the same.
 - i. Class room maintenance
 - ii. Wash room cleanliness
 - iii. Dust bins
 - iv. Projector cable
 - v. Waiting hall maintenance
 - vi. Class room cleanliness
 - vii. Wi-Fi facility

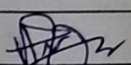
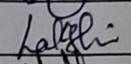
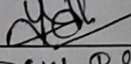
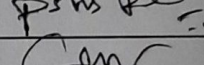
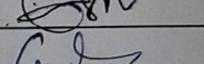
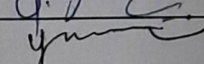
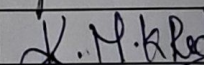
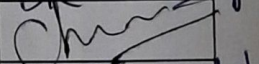
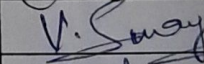
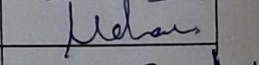
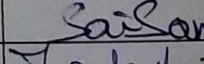
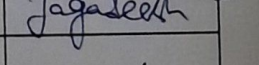
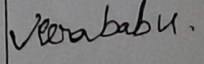
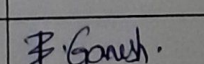
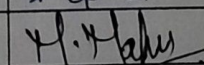
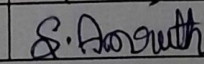

The GRC Chairman, sir, addressed each member with great warmth. The Grievance Redressal Committee meeting began with a welcome note from Dr. U. S. B. K. Maha Lakshmi, the GRC convener, to all of the members present. The Convener asked the Chairman to clarify any concerns and then presented the agenda and recommendations. This started the conversation. Decisions were reached after discussion of the issues on the agenda. Additionally, the chairman discussed and researched the things on the agenda while keeping them in mind.


MINUTES AND RESOLUTIONS

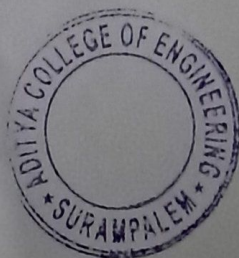
1. The Grievance Redressal committee addressed the grievance list received and the resolution strategy used to quickly resolve the concerns.
2. The grievance redressal committee recommends the convener to prepare a consolidate report on the grievances reported.

The convener was advised by the chairman to keep an activity record. Finally, the Chairman and Convener expressed their gratitude to all of the attendees for their effort and dedication to making the system effective. The meeting was concluded with thanks to the Chair

Members attended the meeting on 29th September 2023

S.N o.	Name	Designation	Role	Signature
1	Dr.A.Ramesh	Principal	Chairman	
2	Dr. U.S.B.K. Maha Lakshmi	Professor- ECE	Convener	
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