

GRIEVANCES REDRESSEL COMMITTEE

ACADEMIC YEAR 2019-20





SRI SAI RAGHAVENDRA (S.S.R.) DEGREE COLLEGE

(Affiliated to Telangana University L.No.019/UG/Ext. Affil/DAA/2011-2012. Nov.11th 2011)

(Co-Education)

KHALEELWADI, NIZAMABAD DISTRICT-503 001, (T.S), PHONE NO: 08462-220751.

CONSTITUTION OG GRIEVANCE REDRESSAL COMMITTEE

ACADEMIC YEAR 2019-20

SSR/Grievances Redressal/2019-20/001

Date: 01-07-2019

The function of the Grievance Redressal Committee (GRC) is to look into the complaints lodged by any student, employee and judge its merit. The Grievance committee is also empowered to look into matters of harassment in any manner. Anyone with a genuine grievance may approach the committee members in person or contact coordinator of GRC. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box of the Grievance Committee in the Administrative Block.

Objectives of GRC:

The objective of the grievance committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution.

- Upholding the dignity of the institution by ensuring strife free atmosphere in the institution through promoting cordial student-student relationship and student teacher relationship etc.
- Encouraging the students/employees to express their grievances/problems freely and frankly without any fear of being victimized.
- Advising students/employees of the institution to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the staff to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.



The committee for the academic year 2019-20 is constituted with the following members:

S.No	Name of the Members	Designation	Role in the Committee
1	Dr. Akhilesh kumar Singh	Principal	Chairman
2	B Swapna	NSS Officer	Co-Ordinator
3	V Sravani	Asst.Professor	Member
4	Laxmi Prasanna	Asst.Professor	Member
5	B Raju	Asst.Professor	Member
6	B Santosh	Asst.Professor	Member
7	Susheel kumar	Asst.Professor	Member
8	G Yashwanth	Student	Member
9	E Vineela	Student	Member

Functions of GRC:

Key function of GRC is mentioned below:

- The cases will be attended promptly on receipt of written grievances from the students/employees.
- The committee formally will review all cases and will prepare statistical reports about the number of cases received.
- The committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.



Procedure for lodging complaint:

- The students/employees may feel free to put a grievance in writing and drop it in boxes.
- The Grievance Committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the Committee.

This committee will meet at least once in a semester and submit its minutes of meeting to the principal for necessary actions.

Co-ordinator

Chairman
Grievances Redressal Committee

Principal
S.S.R. DEGREE COLLEGE
NIZAMABAD.





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CIRCULAR

SSR/Grievances Redressal/2019-20/002

Date: 03-07-2019

It is hereby informed that all the Grievance Redressal members are requested to meet on **05-07-2019** at 11.00 am today in the Seminar Hall.

AGENDA:

- Discussions on constitution of Grievance Redressal Committee
- Measures to Prevent grievances.
- Complaint received from students about poor water facility in restrooms.

Co-ordinator

**Chairman
Grievances Redressal Committee**

Copy to:

1. All committee members
2. The Chairman
3. File



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KHALEELWADI, NIZAMABAD DISTRICT-503 001, (T.S), PHONE NO: 08462-220751.

Minutes of meeting of grievance redressal committee held on 05-07-2019

Time: 11:00 am
Venue: Seminar Hall

The following members attended the meeting of grievance redressal committee:

S.No	Name of the Members	Designation	Role in the Committee
1	Dr. Akhilesh kumar Singh	Principal	Chairman
2	B Swapna	NSS Officer	Co-Ordinator
3	V Sravani	Asst.Professor	Member
4	Laxmi Prasanna	Asst.Professor	Member
5	B Raju	Asst.Professor	Member
6	B Santosh	Asst.Professor	Member
7	Susheel kumar	Asst.Professor	Member
8	G Yashwanth	student	Member
9	E Vineela	student	Member

Points discussed during meeting:

1. Chairman addressed the meeting initially.
2. Minutes of the last meeting were presented by the Co-ordinator.
3. It was resolved to take action to minimize complaints.
4. Successfully reviewed the persuasions of Grievance Redressal committee.
5. It was resolved to facilitate uninterrupted water facility in restrooms.

Co-ordinator

Chairman
Grievances Redressal Committee



Principal
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CIRCULAR

SSR/Grievances Redressal/2019-20/003

Date: 05-02-2020

This is the circular for the meetingscheduled on **07-02-2020**at 4.00 PM in the seminar hall to discuss the grievances in our college.

AGENDA:

- Planning to create awareness about Grievance Redressal Committee among students.
- A glance over constitution of Grievance Redressal.
- A complaint received about poor working condition of fans.

Co-ordinator

Chairman
Grievances Redressal Committee

Principal
S.S.R. DEGREE COLLEGE
NIZAMABAD.

Copy to:

1. All committee member
2. The Chairman
3. File





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KHALEELWADI, NIZAMABAD DISTRICT-503 001, (T.S), PHONE NO: 08462-220751.

Minutes of meeting of grievance redressal committee held on 07-02-2020

Time: 04:00 PM to 04:30 PM

Venue: Seminar Hall

The following members attended by the meeting of Grievance Redressal Committee:

S.No	Name of the Members	Designation	Role in the Committee
1	Dr. Akhilesh kumar Singh	Principal	Chairman
2	B Swapna	NSS Officer	Co-Ordinator
3	V Sravani	Asst.Professor	Member
4	Laxmi Prasanna	Asst.Professor	Member
5	B Raju	Asst.Professor	Member
6	B Santosh	Asst.Professor	Member
7	Susheel kumar	Asst.Professor	Member
8	G Yashwanth	Student	Member
9	E Vineela	Student	Member

Points discussed and the resolutions made in the meeting are prescribed below:

1. Address of the meeting by Chairman.
2. Glance on minutes of previous meeting.
3. It was resolved to check the fans in class rooms and repair the poor ones.
4. It was agreed to follow the same mechanism as it was followed in the previous academic year to receive and resolve any grievances from any of the stakeholders.

Co-ordinator

Chairman
Grievances Redressal Committee



Principal
SRI SAI RAGHAVENDRA DEGREE COLLEGE
NIZAMABAD