

**Grievance Redressal
Cell (GRC)**



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi and Affiliated to Jawaharlal Nehru Technological University – Anantapur)

GOLDEN NAGAR, NH5 BYPASS ROAD, NORTH RAJUPALEM, KODAVALURU (V&M), SPSR NELLORE

email: sving9@gmail.com website : www.svcn.ac.in

Grievance Redressal Cell

Academic Year: 2018-19

Date: 12-07-2018

This is to notify that the college management has to decide to constitute the “Grievance Redressal Cell (GRC)” under the chairmanship of principal.

The following are the committee members have been formed for Grievance Redressal Cell in the college for students & staff to approach the grievance committee regarding any problems.

S.No	Name	Designation	Role
1.	Dr S.V. Padmaja Rani	Principal	Chairman
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member
4.	G. Tejaswi	Asst. Professor, ECE	Member
5.	T. Srikanth	Asst. Professor, EEE	Member
6.	I. Shalini	Asst. Professor, CSE	Member
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member
9.	Ch. Likhith	Student ECE Dept	Student Member
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member
11.	B. Sai Sumanth	Student EEE Dept	Student Member
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member
13.	V. Mouli	Student MECH Dept	Student Member

Objectives:

The “Grievance Redressal Cell” will enquire the grievances from the staff, students and suggest the final action to be initiated at the institutional level. Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.

Roles:

- To provide a support system for the students & staff to address their grievances.
- To initiate proactive measures to redress the grievances of the students and staff.
- To analyze the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.

Responsibilities:

Create and implement a mechanism to handle the reported grievances/suggestions.

- Install Grievance / Suggestion boxes at important places in the campus accessible to students / staff.
- Grievance / Suggestion boxes are opened at college hours.

- Accept written grievances from students and staff.
- The name and identity of the person who reported Grievance shall be kept confidential.
- The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- The cell reviews all cases and acts accordingly as per the policy
- The cell submits report to the authority regarding the cases attended.
- To formulate the policy to investigate and review complaints or grievances of students and staff.
- To create awareness of availability of members for students and staff to report grievances.

S. V. Padmaji Rani
PRINCIPAL
SREE VENKATESWARA COLLEGE
OF ENGINEERING
KODAVAI UR. SPSP Nellore Dist



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi & Affiliated to JNTU, Anantapur)

Date: 18.07.2018

CIRCULAR

Ref: SVCN/GRC/2018-19/001

A meeting of Grievance Redressal Cell (GRC) has been organized on 20-07-2018 at principal chamber at 11-00 am. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. Measures to create awareness about the existence of the committee in college.
3. Updating the committee members on functioning of the committee and the role of its members.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	Ch. Likhith	Student ECE Dept	Student Member	CH. LIKHITH
9.	Sd. Halima Tabassum	Student CSE Dept	Student Member	Sd. Halima
10.	B. Sai Sumanth	Student EEE Dept	Student Member	B. Sai Sumanth
11.	T. Prabodh Teja	Student CIVIL Dept	Student Member	T. Prateja
12.	V. Mouli	Student MECH Dept	Student Member	V. Mouli

HOD CIVIL -

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Office(Admin)-

S.V. Padmaja Rani
PRINCIPAL
SREE VENKATESWARA COLLEGE
OF ENGINEERING
KODAVAI UR, SPSP Nellore Dist

Above HODs are informed to circulate among concerned staff members.



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi and Affiliated to Jawaharlal Nehru Technological University – Anantapur)

Grievance Redressal Cell

MINUTES OF THE MEETING

Date: 20-07-2018

Today on 20th of July 2018 from 11-00 am onwards a meeting of “Grievance Redressal Cell (GRC)” held at the Principal chamber to discuss the following agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairman	<i>S.V. Padmaja Rani</i>
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	<i>V. Gopala Krishna</i>
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	<i>P.V. Narasimha Swamy</i>
4.	G. Tejaswi	Asst. Professor, ECE	Member	<i>G. Tejaswi</i>
5.	T. Srikanth	Asst. Professor, EEE	Member	<i>T. Srikanth</i>
6.	I. Shalini	Asst. Professor, CSE	Member	<i>I. Shalini</i>
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	<i>B. Anil Kumar</i>
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	<i>Dr. Ch. Chandra Sekhar</i>
9.	Ch. Likhith	Student ECE Dept	Student Member	<i>CH LIKHITH</i>
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member	<i>Sd. Halima</i>
11.	B. Sai Sumanth	Student EEE Dept	Student Member	<i>B. Sai Sumanth</i>
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member	<i>T. P. Teja</i>
13.	V. Mouli	Student MECH Dept	Student Member	<i>V. Mouli</i>

1. Principal gave opening remarks to the members and explain the responsibility and functionality of the cell to committee members.
2. Principal told that create awareness to the students and staff about Grievance Redressal Cell.
3. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Need of digital library and soft copies of study materials for students	The committee unanimously accepted the suggestion received to have a digital library facility in the college and forwarded the request to Principal for necessary action and implementation. The committee accepted suggestion received to store the study materials in the digital library and a request has to be sent to concerned department heads for the implementation of same through their staff members at the earliest.
2.	Need of common room for ladies staff	The committee accepted the staff requirements to have a common room facility in the college and forwarded the request to the management through principal for necessary action and implementation.

The meeting was concluded with the vote of thanks by the convener

V. Gopala Krishna
CONVENER

S.V. Padmaja Rani
PRINCIPAL
SREE VENKATESWARA COLLEGE
OF ENGINEERING
KOBAYALUR, SPSP Nellore Dist



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi & Affiliated to JNTU, Anantapur)

Date: 11.09.2018

CIRCULAR

Ref: SVCN/GRC/2018-19/002

A meeting of Grievance Redressal Cell (GRC) has been organized on 13-09-2018 at principal chamber at 2-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	Ch. Likhith	Student ECE Dept	Student Member	
9.	Sd. Halima Tabassum	Student CSE Dept	Student Member	CH.LIKHITH
10.	B. Sai Sumanth	Student EEE Dept	Student Member	Sd. Halima
11.	T. Prabodh Teja	Student CIVIL Dept	Student Member	B. Sai Sumanth
12.	V. Mouli	Student MECH Dept	Student Member	T. P. Teja
				V. Mauli

S.V. Padmaja Rani
PRINCIPAL

PRINCIPAL
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KODAVAI UR. SPSP Nellore Dist.

HOD CIVIL -

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Above HODs are informed to circulate among concerned staff members.



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi and Affiliated to Jawaharlal Nehru Technological University – Anantapur)

Grievance Redressal Cell MINUTES OF THE MEETING

Date: 13-09-2018

Today on 13th of September 2018 from 2-00 pm onwards a meeting of “Grievance Redressal Cell (GRC)” held at the Principal chamber to discuss the following agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairman	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	Ch. Likhith	Student ECE Dept	Student Member	CH-LIKHITH
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member	Sd. Halima
11.	B. Sai Sumanth	Student EEE Dept	Student Member	B. Sai Sumanth
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member	T. P. Teja
13.	V. Mouli	Student MECH Dept	Student Member	V. Mouli

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The grievances were sorted out immediately and forwarded to concerned authorities.
3. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Fan not working in class room No: R-07	Committee accepted the problem and forward the problem to maintenance department for necessary action
2.	Industrial visits for students	Committee requested the principal to initiate the process in co-ordination with branch heads.
3.	College bus timing at pick point	Committee decided to speak to the transport department to resolve the issue.
4.	Inter branch cultural / technical	Committee requested the principal to initiate process in co-ordination with branch heads.

The meeting was concluded with the vote of thanks by the convener

CONVENER

PRINCIPAL
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SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi & Affiliated to JNTU, Anantapur)

Date: 19.11.2018

CIRCULAR

Ref: SVCN/GRC/2018-19/003

A meeting of Grievance Redressal Cell (GRC) has been organized on 21-11-2018 at Conference Hall at 2-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.
3. Other suggestions / Actions to improve facilities.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	Ch. Likhith	Student ECE Dept	Student Member	CH LIKHITH
9.	Sd. Halima Tabassum	Student CSE Dept	Student Member	Sd Halima
10.	B. Sai Sumanth	Student EEE Dept	Student Member	B. Sai Sumanth
11.	T. Prabodh Teja	Student CIVIL Dept	Student Member	T. P. Teja
12.	V. Mouli	Student MECH Dept	Student Member	V. Mouli

S.V. Padmajarani
PRINCIPAL

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Above HODs are informed to circulate among concerned staff members.



SREE VENKATESWARA COLLEGE OF ENGINEERING

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Grievance Redressal Cell MINUTES OF THE MEETING

Date: 21-11-2018

Today on 21st of November 2018 from 2-00 pm onwards a meeting of “Grievance Redressal Cell (GRC)” held at the Conference Hall to discuss the following agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairman	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	Ch. Likhith	Student ECE Dept	Student Member	CH.LIKHITH
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member	Sd. Halima
11.	B. Sai Sumanth	Student EEE Dept	Student Member	B. Sai Sumanth
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member	T. P. Teja
13.	V. Mouli	Student MECH Dept	Student Member	V. Mouli

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The electrical and transport grievances were sorted out immediately.
3. Committee also discussed about actions to improve facilities in the college.
4. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Water cooler not working in 4 th floor	Committee accepted the problem and forward the problem to maintenance in-charge for necessary action
2.	Some of the systems in CC-2 lab are not working properly	Committee accepted the grievance and forward this problem to concerned department head and system admin
3.	Sports material is not sufficient	Request is accepted and forwards this request to management to purchase the sports items as per the requirement.
4.	Direction boards for departments	Committee accepted the suggestion (from an visitor) to install direction boards and request sent to AO

The meeting was concluded with the vote of thanks by the convener

CONVENER

S.V. Padmaja Rani
PRINCIPAL
SREE VENKATESWARA COLLEGE
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KODAVAI UR. SPSP Nellore Dist



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi & Affiliated to JNTU, Anantapur)

Date: 22.01.2019

CIRCULAR

Ref: SVCN/GRC/2018-19/004

A meeting of Grievance Redressal Cell (GRC) has been organized on 24-01-2019 at principal chamber at 12-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To consider and approve the compliance report about the action taken on the decisions taken in the previous meeting.
3. To know the review on Grievance Rederrsal Cell working in the college.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	Ch. Likhith	Student ECE Dept	Student Member	
9.	Sd. Halima Tabassum	Student CSE Dept	Student Member	
10.	B. Sai Sumanth	Student EEE Dept	Student Member	
11.	T. Prabodh Teja	Student CIVIL Dept	Student Member	
12.	V. Mouli	Student MECH Dept	Student Member	

S.V. Padma Raj Rani
PRINCIPAL

SREE VENKATESWARA COLLEGE
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HOD CIVIL - - HOD EEE - - HOD MECH - - HOD ECE - - HOD CSE -

I B Tech I/c - - Diploma I/c - - A.O - - TPO -

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Above HODs are informed to circulate among concerned staff members.



Grievance Redressal Cell
MINUTES OF THE MEETING

Date: 24-01-2019

Today on 24th of January 2019 from 12-00 pm onwards a meeting of “Grievance Redressal Cell (GRC)” held at the Principal chamber to discuss the following agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairman	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	Ch. Likhith	Student ECE Dept	Student Member	
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member	
11.	B. Sai Sumanth	Student EEE Dept	Student Member	
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member	
13.	V. Mouli	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The maintenance dept repaired the water cooler and system admin repaired the systems not worked in the CC-2 lab grievances were sorted out immediately.
3. Committee discussed about the working progress of grievance redressal cell in the college to collect feedbacks from the students and staff.
4. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Water problems in girls washroom 3 rd floor	Committee accepted the problem and forward the problem to maintenance in-charge for necessary action
2.	Facing problem with internet connection in our computer labs	Committee accepted the grievance and forward this problem to concerned department head and system admin
3.	DTP & Photocopying facility within the college	The committee unanimously accepted the suggestion received for setting up a photocopying facility and forwarded the request to Principal for necessary action and implementation.

The meeting was concluded with the vote of thanks by the convener

CONVENER

PRINCIPAL
SREE VENKATESWARA COLLEGE
OF ENGINEERING
KODAVAI UR. SPSP Nellore Dist



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi & Affiliated to JNTU, Anantapur)

Date: 10.03.2019

CIRCULAR

Ref: SVCN/GRC/2018-19/005

A meeting of Grievance Redressal Cell (GRC) has been organized on 12-03-2019 at principal chamber at 2-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.
3. To attend all applications relating to the grievances of the students and staff.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	Ch. Likhith	Student ECE Dept	Student Member	CH-LIKHITH
9.	Sd. Halima Tabassum	Student CSE Dept	Student Member	Sd. Halima
10.	B. Sai Sumanth	Student EEE Dept	Student Member	B. Sai Sumanth
11.	T. Prabodh Teja	Student CIVIL Dept	Student Member	T. P. Teja
12.	V. Mouli	Student MECH Dept	Student Member	V. Mouli

S.V. Peddanna Ravi
PRINCIPAL

SREE VENKATESWARA COLLEGE
OF ENGINEERING
KODAVAI UR, SPSP Nellore Dist

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Above HODs are informed to circulate among concerned staff members.



Grievance Redressal Cell
MINUTES OF THE MEETING

Date: 12-03-2019

Today on 12th of March 2019 from 2-00 pm onwards a meeting of “Grievance Redressal Cell (GRC)” held at the Principal chamber to discuss the following agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairman	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	Ch. Likhith	Student ECE Dept	Student Member	
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member	
11.	B. Sai Sumanth	Student EEE Dept	Student Member	
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member	
13.	V. Mouli	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The grievances were sorted out immediately.
3. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Canteen food quality is not good	The committee decided to visit the canteen to solve the problem.
2.	Request for curtains in the class room	Request sent to administration officer.
3.	Desks are damaged in the class room no:27	Informed maintenance department to get furniture required immediately.
4.	Wash rooms are not clean in the second floor	Informed to maintenance department to keep washrooms neatly.
5.	Gym equipment not working	Committee decided to inspect and act accordingly

The meeting was concluded with the vote of thanks by the convener

CONVENER

S.V. Padmaja Rani
PRINCIPAL
PRINCIPAL
SREE VENKATESWARA COLLEGE
OF ENGINEERING
KODAVAI UR. SPSP Nellore Dist



SREE VENKATESWARA COLLEGE OF ENGINEERING

(Approved by AICTE, New Delhi & Affiliated to JNTU, Anantapur)

Date: 13.05.2019

CIRCULAR

Ref: SVCN/GRC/2018-19/006

A meeting of Grievance Redressal Cell (GRC) has been organized on 15-05-2019 at principal chamber at 11-00 am. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.
3. To discuss overall functionality of the GRC in this academic year.
4. To discuss about any suggestions for improvements in the committee for next Academic Year.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	Ch. Likhith	Student ECE Dept	Student Member	CH. LIKHITH
9.	Sd. Halima Tabassum	Student CSE Dept	Student Member	Sd. Halima
10.	B. Sai Sumanth	Student EEE Dept	Student Member	B. Sai Sumanth
11.	T. Prabodh Teja	Student CIVIL Dept	Student Member	T.P. Teja
12.	V. Mouli	Student MECH Dept	Student Member	V. Mouli

S. V. Padma Lakshmi
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Grievance Redressal Cell MINUTES OF THE MEETING

Date: 15-05-2019

Today on 15th of May 2019 from 11-00 am onwards a meeting of “Grievance Redressal Cell (GRC)” held at the Principal chamber to discuss the following agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairman	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	Ch. Likhith	Student ECE Dept	Student Member	
10.	Sd. Halima Tabassum	Student CSE Dept	Student Member	
11.	B. Sai Sumanth	Student EEE Dept	Student Member	
12.	T. Prabodh Teja	Student CIVIL Dept	Student Member	
13.	V. Mouli	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The grievances were sorted out immediately.
3. Committee discussed about overall functionality of the grievance redressal cell in this academic year and also discussed about to need any improvements in the cell for next academic year.
4. No grievances were reported from the students and staff, the meeting was ended without any resolutions.

The meeting was concluded with the vote of thanks by the convener

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GOLDEN NAGAR, NH5 BYPASS ROAD, NORTH RAJUPALEM, KODAVALURU (V&M), SPSR NELLORE

email: sving9@gmail.com website : www.svcn.ac.in

Grievance Redressal Cell

Academic Year: 2019-20

Date: 23-07-2019

This is to notify that the college management has to decide to constitute the “Grievance Redressal Cell (GRC)” under the chairmanship of principal.

The following are the committee members have been formed for Grievance Redressal Cell in the college for students, staff to approach the grievance committee regarding any problems.

S.No	Name	Designation	Role
1.	Dr S.V. Padmaja Rani	Principal	Chairperson
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member
4.	G. Tejaswi	Asst. Professor, ECE	Member
5.	T. Srikanth	Asst. Professor, EEE	Member
6.	I. Shalini	Asst. Professor, CSE	Member
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member
9.	D. Swarna Silpa	Student ECE Dept	Student Member
10.	CH. Siva Kumar	Student CSE Dept	Student Member
11.	P.S.V.S.H. Dheeraj Kumar	Student EEE Dept	Student Member
12.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member
13.	Sk. Mastan	Student MECH Dept	Student Member

Objectives:

The “Grievance Redressal Cell” will enquire the grievances from the staff, students and suggest the final action to be initiated at the institutional level. Any student may approach the committee members, if he/she has any grievance regarding academic and non-academic matters and the committee will take up necessary action.

Roles:

- To provide a support system for the students & staff to address their grievances.
- To initiate proactive measures to redress the grievances of the students and staff.
- To analyze the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.

Responsibilities:

Create and implement a mechanism to handle the reported grievances/suggestions.

- Install Grievance / Suggestion boxes at important places in the campus accessible to students / staff.
- Grievance / Suggestion boxes are opened at college hours.

- Accept written grievances from students and staff.
- The name and identity of the person who reported Grievance shall be kept confidential.
- The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- The cell reviews all cases and acts accordingly as per the policy
- The cell submits report to the authority regarding the cases attended.
- To formulate the policy to investigate and review complaints or grievances of students and staff.
- To create awareness of availability of members for students and staff to report grievances.

S.V. Padma Raj Rami

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SREE VENKATESWARA COLLEGE OF ENGINEERING

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Date: 27.07.2019

CIRCULAR

Ref: SVCN/GRC/2019-20/001

A meeting of Grievance Redressal Cell (GRC) has been organized on 30-07-2019 at principal chamber at 2-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. Measures to create awareness about the existence of the committee in college.
3. Updating the committee members on functioning of the committee and the role of its members.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	D. Swarna Silpa	Student ECE Dept	Student Member	
9.	CH. Siva Kumar	Student CSE Dept	Student Member	
10.	P.S.V.S.H.Dheeraj Kumar	Student EEE Dept	Student Member	
11.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
12.	Sk. Mastan	Student MECH Dept	Student Member	

S.V. Padmanaj Kumar
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Grievance Redressal Cell MINUTES OF THE MEETING

Date: 30-07-2019

Today on 30th of July 2019 from 2-00 pm onwards a meeting of Grievance Redressal Cell (GRC) held at the Principal chamber to discuss the meeting agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairperson	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	D. Swarna Silpa	Student ECE Dept	Student Member	
10.	CH. Siva Kumar	Student CSE Dept	Student Member	
11.	P.S.V.S.H. Dheeraj Kumar	Student EEE Dept	Student Member	
12.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
13.	Sk. Mastan	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members and explain the responsibility and functionality of the cell to committee members. Discussed about new improvements added in the cell.
2. Principal told that create awareness to the students and staff about Grievance Redressal Cell.
3. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Black board is not visible as lighting reflects on the board in class room 21	Committee informed to maintenance department to cover lighting area with curtains
2.	Drinking water not sufficient in the second floor	Committee accepted the problem and forward the problem to maintenance in-charge for immediate action
3.	Seats are not sufficient in college bus	As number of students commuting in the college bus in a specific route has increased, the committee requested the principal to arrange additional bus for transport

The meeting was concluded with the vote of thanks by the convener

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SREE VENKATESWARA COLLEGE OF ENGINEERING

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Date: 17.09.2019

CIRCULAR

Ref: SVCN/GRC/2019-20/002

A meeting of Grievance Redressal Cell (GRC) has been organized on 19-09-2019 at principal chamber at 12-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.
3. To invite suggestion from members to improve the existing system.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	D. Swarna Silpa	Student ECE Dept	Student Member	
9.	CH. Siva Kumar	Student CSE Dept	Student Member	
10.	P.S.V.S.H.Dheeraj Kumar	Student EEE Dept	Student Member	
11.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
12.	Sk. Mastan	Student MECH Dept	Student Member	

S.V. Padmaja Rani
PRINCIPAL

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Grievance Redressal Cell MINUTES OF THE MEETING

Date: 19-09-2019

Today on 19th of September 2019 from 12-00 pm onwards a meeting of Grievance Redressal Cell (GRC) held at the Principal chamber to discuss the meeting agenda in presence of the following members.


S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairperson	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	D. Swarna Silpa	Student ECE Dept	Student Member	
10.	CH. Siva Kumar	Student CSE Dept	Student Member	
11.	P.S.V.S.H. Dheeraj Kumar	Student EEE Dept	Student Member	
12.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
13.	Sk. Mastan	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The grievances were sorted out immediately.
3. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Wash rooms and class room not cleaned	Discussed with sweepers to clean the class room and wash rooms daily.
2.	Additional lab hours required for practice (3 rd CSE students)	GRC decided to inform the concerned dept head for necessary action
3.	Lab records are not sufficient in the library	Library in-charge is instructed to keep lab record stock as necessary
4.	Request for coding and C, Java topics in placement training	As told by committee members, these things are already included in the placement training, however the committee decided to send the request to placement officer about students request.

The meeting was concluded with the vote of thanks by the convener


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Date: 26.11.2019

CIRCULAR

Ref: SVCN/GRC/2019-20/003

A meeting of Grievance Redressal Cell (GRC) has been organized on 28-11-2019 at principal chamber at 2-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Asst. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
8.	D. Swarna Silpa	Student ECE Dept	Student Member	D. Silpa
9.	CH. Siva Kumar	Student CSE Dept	Student Member	Ch. Siva Kumar
10.	P.S.V.S.H.Dheeraj Kumar	Student EEE Dept	Student Member	Dheeraj Kumar
11.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	Sk. Basha
12.	Sk. Mastan	Student MECH Dept	Student Member	Sk. Mastan

S.V. Padma Raj Ravi

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Grievance Redressal Cell
MINUTES OF THE MEETING

Date: 28-11-2019

Today on 28th of November 2019 from 2-00 pm onwards a meeting of Grievance Redressal Cell (GRC) held at the Principal chamber to discuss the meeting agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairperson	
2.	V. Gopala Krishna	Asst. Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Asst. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Asst. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Asst. Professor, H&S	Member	
9.	D. Swarna Silpa	Student ECE Dept	Student Member	
10.	CH. Siva Kumar	Student CSE Dept	Student Member	
11.	P.S.V.S.H. Dheeraj Kumar	Student EEE Dept	Student Member	
12.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
13.	Sk. Mastan	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members.
2. Action taken on grievances / suggestions discussed in previous meeting. The grievances were sorted out immediately.
3. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Request for facilities up gradation in common rooms	Request sent to administrative officer
2.	Canteen food quality is not good	The committee decided to visit the canteen to solve the problem.
3.	Toilet doors problem in 3 rd floor washrooms	Committee informed to maintenance department to take necessary action.
4.	Need of fire extinguishers	Fire extinguishers are already placed, however their numbers to be increased. Committee decided to send request to AO

The meeting was concluded with the vote of thanks by the convener

CONVENER

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SREE VENKATESWARA COLLEGE OF ENGINEERING

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Date: 20.01.2020

CIRCULAR

Ref: SVCN/GRC/2019-20/004

A meeting of Grievance Redressal Cell (GRC) has been organized on 22-01-2020 at principal chamber at 12-00 pm. All the committee members are here by informed to attend the meeting without fail.

Agenda:

1. To discuss the grievance / suggestions received.
2. To review the progress of work done by the committee during the period of time from the last meeting till the present date.

S.No	Name	Designation	Role	Signature
1.	V. Gopala Krishna	Professor, HOD(MECH)	Convener	
2.	P.V. Narasimha Swamy	Assoc. Professor, ECE	Member	
3.	G. Tejaswi	Asst. Professor, ECE	Member	
4.	T. Srikanth	Assoc. Professor, EEE	Member	
5.	I. Shalini	Asst. Professor, CSE	Member	
6.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
7.	Dr. Ch. Chandra Sekhar	Professor, H&S	Member	
8.	D. Swarna Silpa	Student ECE Dept	Student Member	
9.	CH. Siva Kumar	Student CSE Dept	Student Member	
10.	P.S.V.S.H.Dheeraj Kumar	Student EEE Dept	Student Member	
11.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
12.	Sk. Mastan	Student MECH Dept	Student Member	

S.V. Padmanj Rani
PRINCIPAL

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Grievance Redressal Cell MINUTES OF THE MEETING

Date: 22-01-2020

Today on 22nd of January 2020 from 12-00 pm onwards a meeting of Grievance Redressal Cell (GRC) held at the Principal chamber to discuss the meeting agenda in presence of the following members.

S.No	Name	Designation	Role	Signature
1.	Dr S.V. Padmaja Rani	Principal	Chairperson	
2.	V. Gopala Krishna	Professor, HOD(MECH)	Convener	
3.	P.V. Narasimha Swamy	Assoc. Professor, ECE	Member	
4.	G. Tejaswi	Asst. Professor, ECE	Member	
5.	T. Srikanth	Assoc. Professor, EEE	Member	
6.	I. Shalini	Asst. Professor, CSE	Member	
7.	B. Anil Kumar	Asst. Professor, CIVIL	Member	
8.	Dr. Ch. Chandra Sekhar	Professor, H&S	Member	
9.	D. Swarna Silpa	Student ECE Dept	Student Member	
10.	CH. Siva Kumar	Student CSE Dept	Student Member	
11.	P.S.V.S.H. Dheeraj Kumar	Student EEE Dept	Student Member	
12.	Sk. Shahazad Basha	Student CIVIL Dept	Student Member	
13.	Sk. Mastan	Student MECH Dept	Student Member	

1. Principal gave opening remarks to the members.
2. The committee discussed the grievances / suggestions received and way to resolve/implement them. The summary of the discussion is given below.

S.No	Grievances/Suggestions	Remarks
1.	Provide dustbins in washrooms in fourth floor	Maintenance department is in formed to maintain dustbins in the washrooms
2.	Allowing students to class room after 9.40am	As students are getting late due to traffic jams in the morning hours, with the permission of principal, the committee decided to allow the students up to 10.00 am for the first hour class and communicate the same to department heads for immediate implementation.
3.	Request for cultural clubs in the department	Committee accepted the suggestion and decided to send the request to head of the Depts. for necessary action

The meeting was concluded with the vote of thanks by the convener

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