



GRIEVANCE REDRESSAL CELL

(A.Y 2021-22)

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SNO	GRIEVANCES ON TOPIC	DATE
1.	REGARDING UNHYGEINIC CONDITIONS IN CANTEEN	22/07/22
2.	FACULTY TRANSPORT PROBLEMS AND SEATING ARRANGEMENT PROBLEMS	22/07/22
3.	REGARDING UNAVAILABILITY OF FEW SPECIFIED AUTHOR BOOKS IN LIBRARY	26/08/22
4.	REGARDING CLEANLINES OF FLOORS AND WATER REFREGIRATORS, IMPROPER WORKING CONDITION OF FANS AND LIGHTS	03/10/22
5.	EMERGENCY TRANSPORT FACILITY REQUEST BY STUDENTS.	29/11/22
6.	COMPLAINT FROM STUDENTS REGARDING INSUFFICIENT NUMBER OF SPORTS EQUIPMENTS.	20/01/23
7.	REGARDING SEPARATE FRUIT JUICE SECTION IN CANTEEN	16/02/23

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Mandlaipatnam (M), R.R. Dist., T.S.



GRIEVANCE CELL COMPLAINTS SUMMARY

S.No	Date of complaint	Person details	Description of complaint	Action taken
1	15-07-2022	FACULTY:P.PRAVEEN REDDY Dept:CSE	Faculty requested to maintain hygienic conditions in canteen like providing hand washes , cleanliness at hand washing section.	We brought to the notice of higher authorities about the facilities provided by the canteen and have taken proper measurements to improve hygienic condition in canteen like hand washes arrangement .Cleanliness at hand washing section, cooking section and canteen surroundings .
2	16-07-2022	FACULTY:Mrs .PRAVEENA Dept:MECH	Faculty requested to arrange separate bus from BN.Reddy route as there are lack of seats in the bus.	Discussed about transportation facilities provided by college with principal sir and transport incharge and some route adjustments as per requested by staff was adjusted and the problem was resolved.
3.	20/07/22	FACULTY: J.MOHAN Dept: CSE(allied)	Received Complaint regarding unavailability of some specified authors text books in the library.	We discussed the problem with principal sir and forwarded to library Incharge regarding required books .She responded and addressed in the form of specified books and the problem was resolved.
4.	10-09-2022	STUDENT NAME:B.SOMYA DEPT:CSE-ALLIED,II YR ROLL NUM:215U1A0232	Students have grievance regarding floor cleaning, toilets maintenance and drinking water facility (water storage refrigerators cleaning) and working condition of fans and lights.	We brought to the notice of higher authorities(A.O),electrical maintenances regarding the working condition of ceiling fans and lights in class rooms, and the required measurements have been taken and problem was resolved

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S.N o	Date of complaint	Person details	Description of complaint	Action taken
5	11/11/2022	Student Name: A.Sathwika, Dept: II Yr CSE(DS),Roll num: 215U1A6703 Student Name: K.Poojitha Dept: II Yr CSE(DS),Roll num: 215U1A6725	Received complaints in the form of request from students regarding emergency transport facility in case of emergency as RTC buses are very limited.	The principal and committee members resolved this problem, by arranging third party vehicle in the college premises in case of emergency and the problem is resolved.
	07/01/23	Student Name: Yugendhar,P .Arun Dept: IIIYr Civil,	Received complaints from students regarding insufficient number of sports equipments like cricket bats,basket balls and volley balls.	Resolved the problem by forwarding to principal sir and he responded positively and released funds to purchase sufficient equipments .
	01/02/23	Request From many students and Faculty	Received suggestion from many students and faculty to provide separate fruit juice section as the temperatures are raised.	The committee members discussed with principal and talked with canteen maintenance persons regarding the identified problem and they arranged the necessary arrangements to resolve the problem.

P. N. S. Rao
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CONVENOR

P. J. Rani
P. JHANSI RANI,
Asst. professor,
CSE-Allied

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Grievance Redressal Committee

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 11.11.2017 to redress the grievances and complaints of the students.

Objectives of Grievance Redressal Committee:

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promotion of cordial Student-Student relationship and Student-teacher relationship etc
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the college undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials of the College responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

Functions of Grievance Redressal Committee

- The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.
- Anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge.
- In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through mail to the principal@avniet.ac.in or officer in-charge of Students' Grievance Cell.
- The cases will be attended promptly on receipt of written grievances from the students. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell

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The cell formally will review all cases and will prepare statistical reports about the number of cases received. The cell 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.

Composition of Grievance Redressal Committee

- The principal shall determine the composition and tenures of the Grievance Redressal Committee is for two years.
- The committee in AVNIET College may constitute members from teaching section and nonteaching section.
- All grievances referred to the Grievance Redressal committee /Principal/ Director shall be entered in a register to be maintained for the purpose by the Secretary of Grievance Redressal Committee. The number of grievances, settled or pending will be reported to the Principal every month.

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CIRCULAR
GRIEVANCE REDRESSAL COMMITTEE

(for AY: 2022-23)

As per the AICTE notification No.PG/07/(01)/2012 & Establishment of Mechanism or Grievance Redressal (Regulations, 2012,F.No. 37-3/ Legal/2012,dated 25.05.2012), the Grievance Redressal Committee is constituted in the college for the purpose of addressing the grievances of Students, Parents and Faculty members.

NAME OF THE COMMITTEE	NAME OF THE COMMITTEE MEMBER	DESIGNATION	ROLL IN THE COMMITTEE
GRIEVANCE REDRESSAL CELL	Dr. P.NAGESHWARA REDDY	PROFESSOR	CHAIRMAN
	P.JHANSI RANI(CSE-ALLIED)	ASST.PROFESSOR	CONVENOR
	D.NIKHILA REDDY(CSE-ALLIED)	ASST.PROFESSOR	SECRETARY
	PRAVEENA(MECHANICAL)	ASST.PROFESSOR	MEMBERS
	SRIDHAR REDDY(ECE)	ASST.PROFESSOR	MEMBERS
	G.ANITHA(H&S)	ASST.PROFESSOR	MEMBERS
	V.BHASHA(CSE)	ASST.PROFESSOR	MEMBERS
	UPENDAR(CIVIL)	ASST.PROFESSOR	MEMBERS
	S.NIHARIKA REDDY(ECE)	STUDENT(IV YEAR)	MEMBERS
	BHAVIKA(CSE)	STUDENT(IV YEAR)	MEMBERS
	AVINASH(MECH)	STUDENT(IV YEAR)	MEMBERS
	MOUNIKA(ALLIED-CS)	STUDENT(II YEAR)	MEMBERS

This is to inform you to all the HODs,staff members and students that the committee "GRIEVANCES REDRESSAL CELL" is restructured with the above mentioned members today itself. We here by request you all to take our committee members notice ,if there are any grievances from students, parent and faculty members . They can approach the REDRESSAL CELL and convey the problems through complaint form in the written format.

[Handwritten Signature]

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Ibrahimpatnam (M), R.F. Dist., T.S.

- Copy to:**
A.O
All HODs
Students
Committee Members, notice boards

[Handwritten Signature]

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AVN/2022-23/GRC/CIR /13

Date:27-09-2022

GRIEVANCES REDRESSAL CELL

MINUTES OF MEETING

Grievances Redressal committee meeting is held on 25-09-2022 at 2.30 p.m in the department of CSE(Allied) HOD cabin C-Block.

The following members are attended for the meeting.

- 1. Mrs.P.Jhansi Rani(CSE-Allied)
- 1.Mrs.D.Nikhila Reddy(CSE Allied)
- 2.Mr.V.Bhasha(CSE)
- 3.Mrs.G.Anitha(H&S)
- 4.Mr.upendar(Civil)
- 3.Ms.Mounika(CSE-Allied) student

P. Jhansi
D. Nikhila Reddy
V. Bhasha
G. Anitha
U. Upendar
Mounika

AGENDA 1:

Received complaints from students regarding insufficient number of sports equipments like cricket bats, balls,basket balls and volley balls.

RESOLUTION:

Resolved the problem by forwarding to principal sir and he responded positively and released funds to purchase sufficient equipments .

AGENDA 2:

Discussed about received requests from students and faculty regarding to provide separate fruit juice section as the temperatures are raised.

PLAN OF ACTION:

As many of the faculty and students are requested for the separate juice section ,the principal sir also responded properly and we discussed with canteen persons to arrange separate juice section.

CONVENOR
P.Jhansi Rani
Asst.professor
CSE-ALLIED

P. Jhansi

Copy to:
HODs
Committee Members
AO

P. N. J. P.
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[Signature]

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