

**GRIEVANCE
REDRESSAL
POLICY**



Bapatla Women's Engineering College

(ESTD. 2009)

BAPATLA - 522 101. Guntur (Dist), A.P.

(Sponsored by The Bapatla Education Society)

Approved by AICTE-New Delhi, Affiliated to Acharya Nagarjuna University

GRIEVANCE REDRESSAL POLICY

The Grievance and Redressal Policy develop an organizational framework to resolve grievances of the students and other stakeholders. This policy attends to the grievances and complaints registered by anyone with regard to the activities of the Institution. This Policy ensures effective solution to the grievances, using a fair approach. The grievances shall be redressed depending on the nature of the grievance. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level. The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint.

OBJECTIVES:

- To create an organizational framework for resolving genuine student grievances.
- To provide students with an immediate, hassle-free resource for resolving their grievances.
- To educate students on their duties and responsibilities in order to receive benefits under the policies.
- To create structured interactions with students in order to elicit information about their expectations.
- To make the institution more student-friendly.

PROCEDURE TO HANDLE GRIEVANCES:

- An aggrieved student shall make an application first to the committee Chairperson.
- After verifying the facts and discussed with the head of the concerned department, chairman will place the matter before the committee which shall try to redress the grievance within a reasonable time.
- While dealing with the complaint, the Committee shall observe law of natural justice and hear the complainant and concerned people.
- If the student is not satisfied with the redressal offered by the committee, the committee shall make appropriate recommendations to the registrar of the affiliated university

within a reasonable time, preferably within 15 days. On approval by the registrar, the final decision shall be communicated to the student through the Head of the Institute.

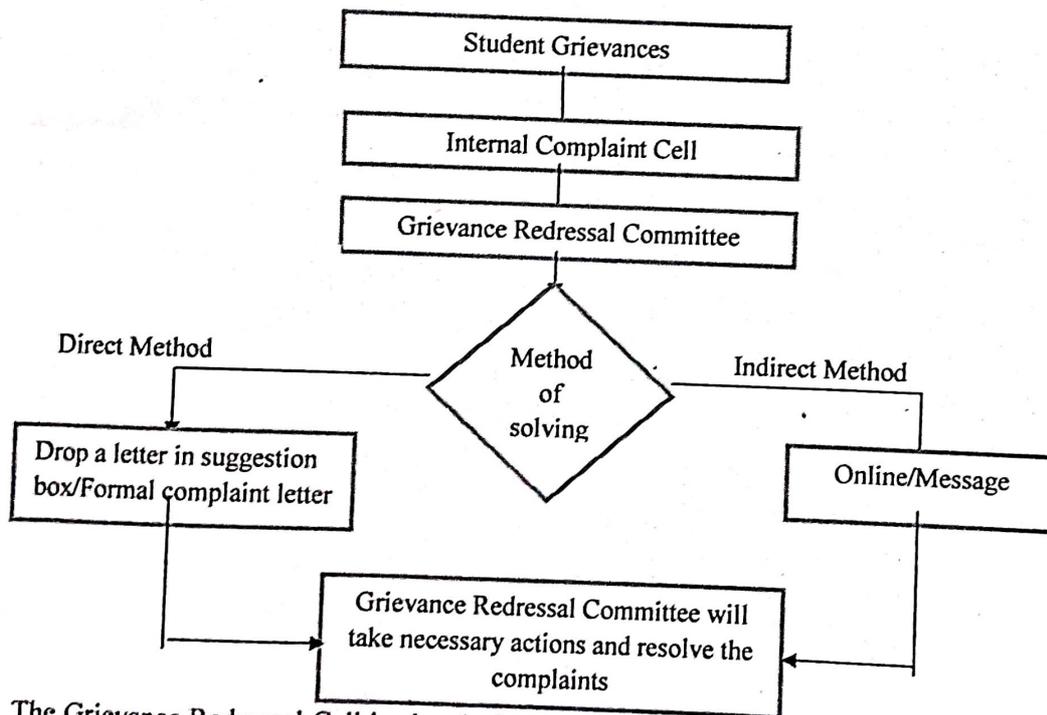
ROLES AND RESPONSIBILITIES:

- To accept written grievances from students and related to the system.
- Redressal of students Grievences to solve their academic and administrative problems.
- To coordinate between students and Departments to redress the grievances.
- To guide ways and means to the students to redress their problems.
- The Grievance committee shall hear and settle grievances ,as far as may be practical.

STUDENT'S GRIEVANCE REDRESSAL COMMITTEE:

Our institution has established a Grievance Redressal Committee to settle genuine grievances of students regarding academic and non-academic matters such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers, and so on, as and when they arise.

GRIEVANCE RESOLVING METHODOLOGY:



The Grievance Redressal Cell is also deals with issues relating to sexual harassment of students in the campus. If any student has given complaint on discrimination or sexual harassment by the third party which should be addressed by the Chairperson of the committee. It should be solved as per the Guidelines of honorable Supreme Court of India and this process makes it more transparent and unbiased.

**MINUTES OF
GRIEVANCE
REDRESSAL
COMMITTEE**



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Date:02.02.2023

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievance Redressal Cell are here by requested to attend a meeting on 09.02.2023 to discuss about Grievance(s).

Timing: 03.00PM

Venue: Conference Hall-New Block

Agenda:

- Students requested for membership enrolments to enhance their knowledge.
- Faculty requested for high configuration systems to handle Advanced Technologies labs for students as per revised curriculum.
- Students and T&P Cell requested to increase internet speed to attend campus placement drives.
- Any other points with the permission of chairperson.

S.No.	Name of the Member	Position	Signature
1	Dr.G. SrinivasaRao, Principal, BWEC	Chairman	
2	Mrs.O.Sreedevi, HoD, S&H Dept.	Member/ Coordinator	
3	Mrs.I.Haritha, Vice Principal	Member/Associate Coordinator	
4	Mrs.G.venkateswari, HoD, CSE Dept.	Member	
5	Mrs.B.MahaLakshmi, HoD, ECE Dept.	Member	
6	Mrs.B.Haritha, Asst.Prof, CSE Dept.	Member	
7	Mrs.G.DivyaAsst.Prof, ECE Dept.	Member	
8	Mrs.G.Bhagyasree, Asst.Prof, S&H Dept.	Member	

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25 Grievance Redressal committee meeting

Date: 09/02/2023 Time: 3-00 PM Venue: conference hall - New Block

Agenda:-

- ① To discuss about previous meeting's minutes
- ② students requested for membership enrolments to enhance their knowledge.
- ③ faculty requested for high configuration systems to handle Advanced Technologies labs for students as per revised curriculum.
- ④ students and T&P cell requested to increase internet speed to attend campus placement drives
- ⑤ Any other points with the permission of chairperson

Minutes of Meeting:-

- Meeting was opened by chairman
- Discussion regarding the enrolment of membership in the professional bodies.
- Discussed on high configuration systems and Advanced Technologies Labs for student as per revised curriculum
- Discussion regarding to increase internet speed to attend the campus placements drives for students & T&P cell.
- Members accepted the discussed points.
- Brief summary of the Agenda points.
- Meeting ended with vote of Thanks to chairman.

The following members were attended in the meeting.

Dr. G. Srinivasarao, principal - 

Mrs. G. Sreedevi, HOD, S&H Dept - G. Sreedevi

Mrs. J. Haritha, vice principal - J. Haritha

Mrs. G. Venkateswari, HOD ECE Dept - G. Venkateswari

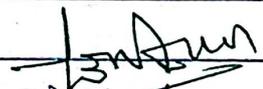
Mrs. B. Mahalakshmi, HOD, ECE Dept - 

Mrs. B. Haritha, AMT prof, CSE Dept - 

Mrs. G. Divya, AMT prof, ECE Dept - G. Divya

Ms. G. Bhagya sree, AMT prof, S&H Dept - G. Bhagyasree

G. Sreedevi
co-ordinator


principal.



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Date: 12.09.2022

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 20.09.2022 to discuss about formation of new Grievance Redressal committee.

Timing:01.00 PM

Venue: Conference Hall-New Block

Agenda:

- Discussion regarding formation of new committee members for Grievance Redressal Cell.
- Any other points with the permission of chairman.


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Grievance Redressal committee Meeting

Date: 20/09/2022 Time: 1:00 PM Venue: conference hall - new block.

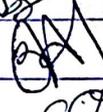
Agenda :-

- ① To formation of new committee members for Grievance Redressal cell.
- ② Any other points with the permission of chairman.

Minutes of Meeting :-

- chairman welcomed the all new committee members of Grievance Redressal cell.
- discussed on roles and responsibilities of Grievance Redressal committee.
- recalled the policy and functions of the committee.
- no complaints received.
- Meeting ended with vote of thanks to chairman.

The following members were attended in the meeting

DR. G. Srinivasarao, principal — 
 Mrs. O. Sreedevi, HOD, S&H Dept. — O. Sreedevi
 Mrs. J. Hagutha, vice principal — J. Hagutha
 Mrs. G. Venkateswara, HOD, CSE Dept. — G. Venkatesh
 Mrs. B. Mahalakshmi, HOD, ECE Dept. — 
 Mrs. B. Hagutha, Asst prof, CSE Dept. — 
 Mrs. G. Divya, Asst prof, ECE Dept. — G. Divya
 Ms. G. Bhagya Sree, Asst prof, S&H Dept. — G. Bhagya Sree

O. Sreedevi
co-ordinator


principal

ORDERS

Sub: BWEC – Academic – Constitution of Committee for Institutional Student

Grievance Redressal Committee (CSGRC) – Reg.

Ref: Approval of Chairperson dated on 20-09-2022.

The following members for Institutional Student Grievance Redressal Committee are as follows:

S.No.	Name of the Member	Designation	Department	Role
1	Dr.G. SrinivasaRao	Principal & Professor	ECE	Chairman
2	Mrs.O.Sreedevi	Asst.Professor&HoD	S&H	Member/ Coordinator
3	Mrs.I.Haritha	Vice Principal	EEE	Member/ Associate Coordinator
4	Mrs.G.venkateswari	Asst.Professor&HoD	CSE	Member
5	Mrs.B.Mahalakshmi	Asst.Professor&HoD	ECE	Member
6	Mrs.B.Haritha	Asst.Professor	CSE	Member
7	Mrs.G.Divya	Asst.Professor	ECE	Member
8	Ms.G.Bhagya sree	Asst.Professor	S&H	Member

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ANNUAL REPORT FOR STUDENT GRIEVANCES

The Student's Grievance Redressal Committee (GRC) meeting for the academic year 2022-23 was held on 20.09.2022 at 01.00 PM & 09.02.2023 at 3.00 PM . The agenda of meeting was discussed about the grievances/suggestions received by students and discussed about the ways to resolve the Grievances and also discussed about the Grievances resolutions.

The following are the Grievances resolved by GRC listed below.

S.No	Nature Of Complaint	Complaint Received Date	Method of receiving	Status
1	IETE Memberships	09.02.2023	Direct Method	Resolved
2	High configuration systems	09.02.2023	Direct Method	Resolved
3	Internet speed	09.02.2023	Direct Method	Resolved

Academic Year	Total grievances received	Total Grievances redressed	Average No. of days taken to redress
2022-2023	03	03	10-20 days


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DATE:17.03.2022

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 21.03.2022 to discuss about Grievance(S).

Timing:4.00pm

Venue:Conference Hall- New Block

Agenda:

- Discussion regarding Grievance(S).
- Any other points with the permission of chairperson

S.No	Name of the Member	Position	Signature
1	Dr.G.Vijaya, Principal, BWEC	Chairperson	
2	Mrs.I.Haritha, Vice Principal	Member/ Coordinator	
3	Mrs.O.Sridevi, Asst.Prof,S&H,Dept.	Member/Associate Coordinator	
4	Mrs.N.Kavitha, HoD, CSE, Dept.	Member	
5	Mrs.Mahalakshmi, HoD, ECE, Dept.	Member	
6	Mrs.B.Haritha, Asst.Prof, CSE, Dept.	Member	
7	Mrs.P.Naga lakshmi Asst.Prof, EEE, Dept.	Member	

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Grievance Redressal committee meeting

Date : 21/03/2022 Time : 4.00 PM Venue : conference hall - New Block

Agenda :

- ① TO recall previous meeting's minutes.
- ② TO discuss about any grievances.
- ③ Any other points with the permission of chair person.

Minutes of meeting :

① chairperson welcomed the all attendees

→ Discussion regarding the previous grievance on establishment of Dept. library for CSE & ECE departments has been resolved principal instructed to the HoD's regarding the establishment of new library in the departments.

→ And also policy and functions and responsibility of the grievance redressal committee.

→ Meeting ended with vote of thanks to chair person.

The following members were attended in the meeting.

- DO - G. Vijaya principal — ~~Present~~
 MOS - T. Haritha, vice principal — ~~Present~~
 MOS - O. Sreedevi, HOD, SEH Dept. — O. Sreedevi,
 MOS - N. Kavitha, HOD, CSE Dept. — ~~Present~~
 MOS - B. Mahalaxmi, HOD, ECE Dept. — ~~Present~~
 MOS - B. Haritha, Asst prof, CSE Dept. — ~~Present~~
 MOS - P. Nagalakshmi, Asst. prof, EE Dept. — ~~Present~~

O. Sreedevi
co-ordinator

~~Present~~
principal



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Date: 04.09.2021

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 11.09.2021 to discuss about Grievance(s).

Timing: 3.30PM

Venue: Conference Hall- New Block

Agenda:

- To recall previous meeting's minutes.
- To discuss about Department library.
- Any other points with the permission of chairperson.

S.No	Name of the Member	Position	Signature
1	Dr.K.Gowri, Principal, BWEC	Chairperson	
2	Mrs.O.Sridevi, Asst.Prof,S&H,Dept.	Member/ Coordinator	
3	Mrs.I.Haritha, HoD,EEE,Dept.	Member	
4	Mrs.N.Kavitha, HoD, CSE, Dept.	Member	
5	Mrs.B.Haritha, Asst.Prof, CSE, Dept.	Member	
6	Smt.P.Naga lakshmi Asst.Prof EEE. Dept.	Member	
7	Smt. Mahalakshmi, Asst.Prof ECE, Dept.	Member	

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Grievance Redressal Committee Meeting

Date: 11/9/2021

Time: 3:30 pm

Venue: Conference Hall - New Block

Agenda:

- ① To recall the previous meetings minutes
- ② To discuss about Department library.
- ③ Any other points with the permission of chairperson.

Minutes of Meeting

- Meeting was chaired by the chairperson
- Discussion regarding previous grievance attendance issue.
- Discussed about the grievance on establishment of Department library.
- Members agreed for the establishment of Department library.
- Brief summary of meeting points
- Meeting ended with vote of thanks to the chairperson

The following members were attended in the meeting

Dr. K. Gowri, Principal

MRS. O. Sreedevi, HOD, SEH Dept. - O. Sreedevi

MRS. N. Kavitha, HOD, CSE, Dept. Kavitha

MRS. J. Haritha, Vice principal J. Haritha

MRS. B. Haritha, Asst. Prof, CSE, Dept. B. Haritha

MRS. P. Nagalakshmi, Asst. Prof, EEE, Dept. P. Nagalakshmi

MRS. B. Mahalakshmi, Asst. Prof, ECE, Dept. B. Mahalakshmi

O. Sreedevi
Coordinator

K. Gowri
Principal



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ANNUAL REPORT FOR STUDENT GRIEVANCES

The STUDENT'S Grievance Redressal Committee(GRC) meeting for the academic year 2021-22 was held on 11.09.2021 at 3.30 PM, 21.03.2022 at 4.00 PM . The agenda of meeting was to discuss about the grievances/suggestions received by students and to discuss about the ways to resolve the Grievances and also to discuss about the Grievances resolutions.

The following are the Grievances resolved by GRC listed below.

S.No	Nature Of Complaint	Complaint Received Date	Method of receiving	Status
1	Department Library	11.09.2021	Direct Method	Resolved

Academic Year	Total grievances received	Total Grievances redressed	Average No. of days taken to redress
2020-2021	01	01	10-15 days

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Date: 01.03.2021

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 10.03.2021 to discuss about Grievance(s).

Timing: 2.00PM

Venue: Conference hall-New Block

Agenda:

- To recall previous meeting's minutes.
- To discuss about Student's attendance issue in classes.
- Any other points with the permission of chairman.

S.No	Name of the Member	Position	Signature
1	Dr. Depak Ranjan Jana, Principal, BWEC	Chairman	
2	Mrs. O. Sreedevi, Asst. Prof, S&H, Dept.	Member/ Coordinator	
3	Dr. K. Gowri, HoD, ECE, Dept.	Member/ Associate Coordinator	
4	Mrs. I. Haritha, HoD, EEE, Dept.	Member	
5	Mrs. N. Kavitha, HoD, CSE, Dept.	Member	
6	Mrs. B. Haritha, Asst. Prof, CSE Dep	Member	
7	Mrs. P. Naga lakshmi Asst. Prof, EEE, Dept.	Member	
8	Mrs. B. Mahalakshmi, Asst. Prof, ECE, Dept.	Member	

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Grievance Redressal Committee Meeting

Date: 10/3/2021

Time: 2:00 pm

venue: conference Hall New Block

Agenda:

- ① To recall previous meeting's minutes
- ② To discuss about student's attendance issue in classes.
- ③ Any other points with the permission of chairman

Minutes of Meeting

④ Meeting was opened by chairman

→ Discussion regarding previous meeting's minutes

→ Discussion regarding the grievance on student's attendance issue

→ Discussed on how to resolve the grievances received.

→ Brief summary of meeting

→ Meeting ended with vote of thanks to chairman

The following members were attended in the meeting

Dr. Depak Ranjan Jana, Principal, BWEC ~~Pr~~
 Mrs. O. Sreedevi, HOD, S&H, Dept. - O. Sreedevi
 Dr. K. Gowri, HOD, ECE, Dept. ~~Pr~~
 Mrs. I. Haritha, HOD, EEE, Dept. ~~Pr~~
 Mrs. N. Kavitha, HOD, CSE, Dept. ~~Pr~~
 Mrs. B. Haritha, Asst. Prof, CSE, Dept. ~~Pr~~
 Mrs. P. Nagalakshmi, Asst. Prof, EEE, Dept. ~~Pr~~
 Mrs. B. Mahalakshmi, Asst. Prof, ECE, Dept. ~~Pr~~

O. Sreedevi
 Coordinator

~~Pr~~
 Principal



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Date: 01.12.2020

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 09.12.2020 to discuss about new committee members for Grievance Redressal Cell.

Timing: 4.00PM

Venue: Conference hall-New Block

Agenda:

- To discuss about new committee members for Grievance Redressal Cell.
- Any other points with the permission of chairman.

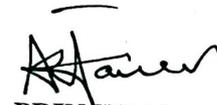
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Grievance Redressal Committee Meeting

Date : 9/12/2020

Time : 4:00 PM

Venue : Conference hall - New block

Agenda :-

- ① To discuss about new committee members for Grievance Redressal cell.
- ② Any other points with the permission of chairman.

Minutes of Meeting :

- chairman welcomed all new members of grievance Redressal cell.
- coordinator explained the policy of grievance
- Discussion regarding functions, roles and responsibilities of the members for grievance redressal cell.
- No grievances received
- Meeting ended with vote of thanks to chairman.

The following members were attended in the meeting

Dr. Deepak Parjari Jana, Principal ~~Dr~~
 Mrs. O. Sreedevi, HOD, S&H Dept. - O. Sreedevi
 Dr. K. Gowri, HOD, ECE, Dept.
 Mrs. I. Haritha, HOD, EEE Dept. I Haritha
 Mrs. N. Karitha, HOD, LSE Dept. Karitha
 Mrs. B. Haritha, Asst-Prof, LSE Dept. BHA
 Mrs. B. Mahalakshmi, Asst-Prof, ECE Dept. BMS
 Mrs. P. Naga Lakshmi, Asst-Prof, EEE Dept. PA

O. Sreedevi,
Co-ordinator

Dr. Parjari
Principal

ORDERS

**Sub: BWEC – Academic – Constitution of Committee for Institutional Student
Grievance Redressal Committee (CSGRC) – Reg.**

Ref: Approval of Chairperson dated 09-12-2020.

The following members for Institutional Student Grievance Redressal Committee are as follows:

S.No.	Name	Designation	Department	Role
1	Dr.Depak Ranjan Jana	Principal & Professor	ECE	Chairman
2	Mrs.O.Sreedevi	Asst.Professor & HoD	S&H	Member/ Coordinator
3	Dr.K.Gowri	Associate.Professor & HoD	ECE	Member/ Associate Coordinator
4	Mrs.I.Haritha	Asst.Professor & HoD	EEE	Member
5	Mrs.N.Kavitha	Asst.Professor & HoD	CSE	Member
6	Mrs.B.Haritha	Asst.Professor	CSE	Member
7	Smt.P.Naga lakshmi	Asst.Professor	CSE	Member
8	Smt. B.Mahalakshmi	Asst.Professor	ECE	Member

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ANNUAL REPORT FOR STUDENT GRIEVANCES

The Student Grievance Redressal Committee(GRC) meeting for the academic year 2020-21 was held on 09.12.2020 at 4.00 PM, and 10.03.2021 at 2.00 PM. The agenda of meeting was to discuss about the grievances/suggestions received by students and to discuss about the ways to resolve the Grievances and also to discuss about the Grievances resolutions.

The following are the Grievances resolved by GRC listed below.

S.No	Nature Of Complaint	Complaint Received Date	Method of receiving	Status
1	Attendance issue	10/3/2021	Direct Method	Resolved

Academic Year	Total grievances received	Total Grievances redressed	Average No. of days taken to redress
2020-2021	01	01	10-15 days

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Date: 18.02.2020

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby with requested to attend a meeting on 25.02.2020 to discuss about Grievance(S).

Timing:02.00PM.

Venue: Conference hall-New Block.

Agenda:

- To recall previous meeting's minutes.
- To Discuss about different multi-disciplinary books in library for students
- Any other points with the permission of chairman.

S.No	Name of the Member	Position	Signature
1	Dr.Dipak Ranjan Jana, Principal BWEC	Chairman	
2	Mrs.N.Kavitha, HoD, CSE Dept.	Member/ Coordinator	
3	Mrs.G.Divya, HoD, ECE Dept.	Member/ Associate Coordinator	
4	Mrs.I.Haritha, HoD, EEE Dept.	Member	
5	Mrs.O.Sreedevi, HoD, S&H Dept.	Member	
6	Ms. sunitha Krishna Asst.Prof, ECE Dept.	Member	
7	Ms.V.L.Tirumala, Asst.Prof, S&H Dept.	Member	

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Grievance Redressal Committee Meeting

Date : 25/2/2020

Time : 2:00 PM

Venue : Conference hall - New Block

Agenda :-

- ① To recall previous meeting's minute.
- ② To discuss about different multi-disciplinary books in library for staff & students
- ③ Any other points with the permission of chairman.

Minutes of meeting :

- chairman welcomed the all committee members.
- Discussed about previous minutes of meeting.
- Discussion regarding the grievance on availability of multi-disciplinary books in library for staff & students.
- Members are agreed to take different books in library for staff & students.
- Brief summary of the agenda points.
- Meeting ended with vote of thanks to chairman.

The following members were attended for the meeting

Dr. Dipak Rangoni Jara, Principal

Mrs. O. Sreedevi, HOD, S & ETI Dept.

Mrs. G. Divya, HOD, ECE Dept.

Mrs. J. Haritha, HOD, EEE Dept.

Mrs. N. Karitha, HOD, CSE Dept.

MS. K. Sunitha Krishna, Asst. Prof, ECE Dept

MS. V. L. Tirumala, Asst. Prof, S & ETI Dept.

~~O. Sreedevi~~
O. Sreedevi

G. Divya
J. Haritha
N. Karitha

Sunitha

V. L. Tirumala

O. Sreedevi
co-ordinator

~~Dr. Dipak~~
Principal



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Date: 20.08.2019

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 26.08.2019 to discuss about Grievance(S).

Timing: 11.00AM

Venue: Conference hall-New Block

Agenda:

- To recall previous meeting's minutes.
- To discuss about Wi-Fi Facility in Departments to attend for Online Placements during college hours requested by students.
- Any other points with the permission of chairperson.

S.No	Name of the Member	Position	Signature
1	Dr.Dipak Ranjan Jana, Principal BWEC	Chairperson	
2	Mrs.O.Sreedevi, HoD, S&H Dept.	Member/ Coordinator	
3	Mrs.G.Krishnaveni, HoD, ECE Dept.	Member/ Associate Coordinator	
4	Mrs.I.Haritha, HoD, EEE Dept.	Member	
5	Mrs.N.Kavitha, HoD, CSE Dept.	Member	
6	Ms.K.Sunitha Krishna Asst.Prof, ECE Dept.	Member	
7	Ms.V.L.Tirumala, Asst.Prof, S&H Dept.	Member	

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10

Grievance Redressal committee Meeting

Date: 26/08/2019

Time: 11:00 AM

Venue: Conference Hall - New Block.

Agenda:-

- ① TO Recall previous meeting's minutes.
- ② TO discuss about wifi facility in departments
- ③ Any other points with the permission of chairman.

Minutes of Meeting:-

- Meeting was opened by the chairman.
- Discussed on previous grievance ~~with~~ library hours and meditation classes.
- Discussion regarding new grievance on wifi facility in departments to attend for online placements.
- Discussion regarding how to resolve the grievance received.
- Brief summary of discussed points.
- Meeting ended with vote of thanks to chairman.

The following members are attended in the meeting

DR. Dipak Trajan Jena, principal — ~~DR~~
 Mrs. O. Sreedevi, HOD, S&H Dept. — O. Sreedevi
 Mrs. G. Krishna Veni, HOD, ECE Dept. — ~~CR~~
 Mrs. J. Haritha, HOD, EEE Dept. — G. Haritha
 Mrs. N. Kavitha, HOD, CSE Dept. — ~~Kav~~
 Ms. K. Sumitha Krishna, Asst. prof, ECE Dept. — Seneetha.
 Ms. V. L. Tirumala, Asst. prof, S&H Dept. — V. L. Tirumala

O. Sreedevi
 co-ordinator

Dr. Dipak Trajan Jena
 principal



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ANNUAL REPORT FOR STUDENT GRIEVANCES

The STUDENT'S Grievance Redressal Committee (GRC) meeting for the academic year 2019-20 was held on 26.08.2019 at 11.00 AM and 25.02.2020 at 02.00 PM. The agenda of meeting was to discuss about the grievances/suggestions received by students and to discuss about the ways to resolve the Grievances and also to discuss about the Grievances resolutions.

The following are the Grievances resolved by GRC listed below.

S.No	Nature Of Complaint	Complaint Received Date	Method of receiving	Status
1	Wi-Fi Facility	26/8/2019	Direct Method	Resolved
2	More books in library	25/2/2020	Direct Method	Resolved

Academic Year	Total grievances received	Total Grievances redressed	Average No. of days taken to redress
2019-2020	02	02	10-15 days

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Date: 25.02.2019

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are here by requested to attend a meeting on 04.03.2019 at 2.30PM at Conference hall to discuss about Grievance(s).

Timings:2.30P.M

Venue:Conferece hall-New Block.

Agenda:

- To recall previous meeting's minutes.
- To discuss about library and Meditation classes in college timings requested by students.
- Any other points with the permission of chairperson.

S.No	Name of the Member	Position	Signature
1	Dr.Ch Maruthi Devi, Principal BWEC	Chairperson	Ch. M. Devi
2	Mrs.O.Sreedevi, HoD, S&H Dept.	Member/ Coordinator	O. Sreedevi
3	Mrs.G.Krishnaveni, HoD, ECE Dept.	Member/ Associate Coordinator	G. Krishnaveni
4	Mrs.I.Haritha, HoD, EEE Dept.	Member	I. Haritha
5	Mrs.N.Kavitha, HoD, CSE Dept.	Member	N. Kavitha
6	Ms.K.Sunitha Krishna Asst.Prof, ECE Dept.	Member	K. Sunitha
7	Ms.V.L.Tirumala, Asst.Prof, S&H Dept.	Member	V.L. Tirumala

Ch. M. Devi
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Grievance Redressal Committee Meeting

Date: 04/03/2019 Time: 2-30 PM Venue: conference Hall

Agenda:-

- ① TO discuss about previous Meeting's Minutes.
- ② TO discuss about library and meditation classes in college timings requested by students.
- ③ Any other points with the permission of chair person.

Minutes of Meeting:-

→ Meeting was chaired by the chair person.

→ Discussion regarding previous minutes on incorporate sports hours in the Academic time table.

→ Discussed the grievance on library hours and meditation classes in college timings.

→ committee members agreed for the library hours and meditation classes in the college timings.

→ Brief summary on discussed Meeting points.

→ Meeting ended with vote of thanks to chair person.

The following members were attended to the meeting.

DR. ch. Maruthi Devi, principal — ch. M. Devi
 MDS. O. Sreedevi, HOD, S&H Dept. — O. Sreedevi
 MDS. G. Krishnaveni, HOD, ECE Dept. — G. J. J.
 MDS. I. Hagitha, HOD, EEE Dept. — G. Hesthe
 MS. N. Kavitha, HOD, CSE Dept. — G. Sreedevi
 MS. K. Sumitha Krishna ASst. prof, ECE Dept. — Sreedevi
 Ms. V. L. Tirumala, ASst. prof, S&H Dept. — V. L. Tirumala

O. Sreedevi
CO ORDINATOR

ch. M. Devi
principal

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Date: 23.08.2018

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are here by requested to attend a meeting on 30.08.2018 at Conference hall to discuss about Grievance(s).

Timings:3.00PM

Venue:Conferece hall-New Block.

Agenda:

- To recall previous meeting's minutes.
- To discuss about incorporate sports hours in the academic time table.
- Any other points with the permission of chairperson.

S.No	Name of the Member	Position	Signature
1	Dr.Ch Maruthi Devi, Principal BWEC	Chairperson	Ch. M. Devi
2	Mrs.O.Sreedevi, HoD, S&H Dept.	Member/ Coordinator	O. Sreedevi
3	Mrs.G.Krishnaveni, HoD, ECE Dept.	Member/ Associate Coordinator	G. Krishnaveni
4	Mrs.I.Haritha, HoD, EEE Dept.	Member	I. Haritha
5	Mrs.N.Kavitha, HoD, CSE Dept.	Member	N. Kavitha
6	Ms.K.Sunitha Krishna Asst.Prof, ECE Dept.	Member	K. Sunitha
7	Ms.V.L.Tirumala, Asst.Prof, S&H Dept.	Member	V. L. Tirumala

Ch. M. Devi

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Grievance Redressal Committee meeting

Date: 30-08-2018 Time: 3:00pm Venue: Conference Hall

Agenda:

1. To recall Previous Meetings minutes.
2. To Discuss about incorporate sports hours in the academic time table.
3. Any other points with the permission of chairperson.

Minutes of meeting:

- Chairperson warm welcomed all the committee members.
- Discussion regarding incorporate sports hours in the academic time table.
- Discussed on functions of grievance Redressal Committee.
- Meeting ended with vote of thanks to the chairperson.

The following members were attended in the meeting

1. Dr. Ch. Maruthi Devi, Principal Bwec ch. M. Reddy
2. Mrs. O. Sreedevi, HOD, S&H Dept. - O. Sreedevi
3. Mrs. G. Krishna Veni, HOD, ECE Dept. - G. Krishna Veni
4. Mrs. I. Haritha, HOD, EEE Dept. - I. Haritha
5. Mrs. N. Kavitha, HOD, CSE Dept. - N. Kavitha
6. MS. K. Sunitha Krishna Asst. Prof, ECE Dept. - K. Sunitha Krishna
7. MS. V. L. Tirumala, Asst. Prof, S&H Dept. - V. L. Tirumala

O. Sreedevi
Coordinator

Ch. M. Reddy
Principal

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Date: 18.07.2018

GRIEVANCE REDRESSAL COMMITTEE

CIRCULAR

All the members of Grievances Redressal Cell are hereby requested to attend a meeting on 24.07.2018 to discuss about formation of new Grievance Redressal committee.

Timings:3.00P.M

Venue:Conferece hall-New Block.

Agenda:

- To review new committee members for Grievance Redressal Cell.
- Any other points with the permission of chairperson.

Ch. M. Devi

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Grievance Redressal Committee meeting

Date:- 24-07-2018 Time:- 3:00pm Venue: conference Hall

Agenda:

1. To review new committee members for Grievance Redressal cell.
2. Any other points with the permission of chairperson.

Minutes of meeting:

- chairperson welcomed the all new committee members.
- Co-ordinator explained the roles and responsibilities of Grievance Redressal Committee.
- Co-ordinator recall the policy and Functions of the committee.
- No complaints received
- Meeting ended with vote of thanks to the chairperson.

The following members were attended to the meeting.

1. Dr. Ch. Masuthi Devi, Principal BWEC Ch. M. Devi
2. Mrs. O. Sreedevi, HOD, S&H Dept. - O. Sreedevi
3. Mrs. G. Krishnaveni, HOD, ECE Dept. - G. Krishnaveni
4. Mrs. J. Haritha, HOD, EEE Dept. - J. Haritha
5. Mrs. N. Kavitha, HOD, CSE Dept. - N. Kavitha
6. Ms. K. Sunitha Krishna, Asst. Prof, ECE Dept. - K. Sunitha Krishna
7. Ms. V.L. Tirumala, Asst. Prof, S&H Dept. - V.L. Tirumala

O. Sreedevi
Coordinator

Ch. M. Devi
Principal

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ORDERS

Sub: BWEC – Academic – Constitution of Committee for Institutional Student
Grievance Redressal Committee (CSGRC) – Reg.

*** Mrs.N.Kavitha

Ref: Approval of Chairperson dated 24-07-2018.

The following members for Institutional Student Grievance Redressal Committee are as follows:

Sl.No.	Name	Designation	Department	Role
1	Dr.Ch Maruthi Devi	Principal & Professor	ECE	Chairperson
3	Mrs.O.Sreedevi	Asst.Professor & HOD	S&H	Member/ Coordinator
4	Mrs.G.Krishnaveni	Asst.Professor & HOD	ECE	Member/ Associate Coordinator
5	Mrs.I.Haritha	Asst.Professor & HOD	EEE	Member
6	Mrs.O.Sridevi	Asst.Professor & HOD	CSE	Member
7	Ms.K. Sunitha Krishna	Asst.Professor	ECE	Member
8	Ms.V.L.Tirumala	Asst.Professor	S&H	Member

Ch. M. Devi
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ANNUAL REPORT FOR STUDENT GRIEVANCES

The Students's Grievance Redressal Committee (GRC) meeting for the academic year 2018-19 was held on 24.07.2018 at 3.00PM and 30.08.2018 at 3.00 PM, 04.03.2019 at 2.30 PM. The agenda of meeting was to discuss about the grievances/suggestions received by students and to discuss about the ways to resolve the Grievances and also to discuss about the Grievances resolutions.

The following are the Grievances resolved by GRC listed below.

S.No	Nature Of Complaint	Complaint Received Date	Method of receiving	Status
1	Sports classes for students	30.08.2018	Direct Method	Resolved
2	Library and meditation classes	04.03.2019	Direct Method	Resolved

Academic Year	Total grievances received	Total Grievances redressed	Average No. of days taken to redress
2018-2019	02	02	7-10days

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