

STUDENTS GRIEVANCES REDRESSAL COMMITTEE-2024-25

Purpose

To provide a transparent, responsive, and student-friendly mechanism for addressing academic, administrative, and personal grievances in a timely and fair manner.

Functions

- Receive and review grievances submitted by students, faculty, or staff
- Investigate complaints and ensure impartial resolution
- Maintain confidentiality and sensitivity in handling cases
- Coordinate with relevant departments for corrective action
- Monitor resolution timelines and ensure compliance
- Promote awareness of grievance procedures and rights
- Submit periodic reports to the Principal and regulatory bodies

Objectives

- **Timely Resolution**
Ensure that all grievances are addressed within a defined timeframe.
- **Fairness & Transparency**
Uphold impartiality and clarity in the redressal process.
- **Student Empowerment**
Encourage students to voice concerns without fear or hesitation.
- **Institutional Accountability**
Strengthen trust between administration and stakeholders.
- **Preventive Action**
Identify recurring issues and recommend systemic improvements.

Committee Composition

S. No.	Name	Designation	Role in Committee
1.	Dr. Ch. Mallikarjun	Principal	Chairman
2.	Mrs. P.V. Padmavathi	Administrative Officer	Member
3.	Mr. P S K Ganesh Kumar	HOD – ECE	Member
4.	Mr. M.Anand Kumar	HOD – CSE	Member
5.	Dr.K.Krishna Reddy	HOD – EEE	Member
6.	Mr. Vijay Kumar	HOD – MECH	Member
7.	Dr.M.E.Prasad	HOD – CYBER	Coordinator
8.	Dr. G. Bhaskar Reddy	HOD – H&S	Member
9.	Mr. Ch. Chinna Babu	HOD – AG	Member
10.	Mrs.T.Deepthi	Student Affairs Coordinator	Member
11.	Ms. I.Iswarya	Student – Third Year CE	Student Representative
12.	Mr. N. Nandan	Student – Final Year ECE	Student Representative

Meeting Frequency

- **Biannual Meetings:** One at the beginning and one mid-year
- **Emergency Meetings:** Convened immediately upon serious complaints

Reporting & Documentation

- **Minutes of Meeting (MoM):** Recorded for every meeting with attendance, agenda, and resolutions
- **Grievance Logs:** Documented complaints, actions taken, and resolution timelines
- **Resolution Reports:** Submitted to Principal and regulatory bodies
- **Awareness Records:** Sessions conducted to educate students on grievance procedures



PRINCIPAL
A.M. REDDY MEMORIAL COLLEGE OF
ENGINEERING & TECHNOLOGY
(AUTONOMOUS)
PETLURIVARIPALEM,
NARASARAOPET (MD), PALNADU (DT) - 522604

Office of the Principal

Ref: AMR/GRC/2024-25/01

Date: 01-07-2024

CIRCULAR

All members of the **Grievances Redressal Committee** are hereby informed that the first meeting for the academic year **2024–25** will be held as per the details below:

- **Date:** 05-07-2024
- **Time:** 11:00 AM
- **Venue:** Principal's Conference Hall

Agenda:

1. Review of previous year's grievance statistics
2. Planning awareness programs for grievance procedures
3. Updating grievance submission and tracking system
4. Assigning departmental grievance coordinators
5. Discussion on complaints resolved within 3 days
6. Any other grievance-related matters


Dr. Ch. Mallikarjun

Principal

A.M REDDY MEMORIAL COLLEGE OF
ENGINEERING & TECHNOLOGY
PETLURIVARI PALEM
Narasaraopet (Mdl), Guntur Dt

Copy to:

- All HODs
- Dean – Academics
- Administrative Officer
- Student Affairs Cell
- College Office

MINUTES OF THE MEETING

Date: 05-07-2024

Venue: Principal's Conference Hall

Chairperson: Dr. Ch. Mallikarjun

Discussion Summary

- Reviewed last year's grievance trends and resolution rates
- Awareness session scheduled for 10-07-2024
- Departmental coordinators assigned for faster response
- Highlighted complaints resolved within 3 days

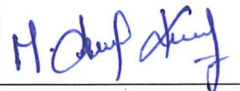
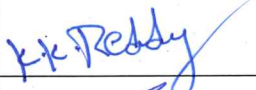
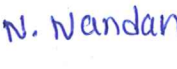
Resolutions Passed

1. Grievance awareness session to be held on 10-07-2024
2. Portal update to include tracking feature by 15-07-2024
3. Departmental grievance coordinators to be notified by 08-07-2024
4. Monthly grievance summary to be submitted to Principal.

Complaints Resolved Within 3 Days

1. **Complaint:** Fans not working in Room 204 of ECE Block
Raised by: III Year ECE student
Resolved by: Maintenance team within **2 days** after electrical check and replacement
2. **Complaint:** Whiteboard markers not available in classroom
Raised by: II Year CSE student
Resolved by: Admin Office within **1 day** by restocking supplies
3. **Complaint:** Delay in issuing lab coat for Chemistry Lab
Raised by: I Year H&S student
Resolved by: Lab Assistant within **3 days** after coordinating with store

Members Present

S. No.	Name	Designation	Role in Committee	Signature
1.	Dr. Ch. Mallikarjun	Principal	Chairman	
2.	Mrs. P.V. Padmavathi	Administrative Officer	Member	
3.	Mr. P S K Ganesh	HOD – ECE	Member	
4.	Mr. M.Anand Kumar	HOD – CSE	Member	
5.	Dr.K.Krishna Reddy	HOD – EEE	Member	
6.	Mr. Vijay Kumar	HOD – MECH	Member	
7.	Dr.M.E.Prasad	HOD – CYBER	Coordinator	
8.	Dr. G. Bhaskar Reddy	HOD – H&S	Member	
9.	Mr. Ch. Chinna Babu	HOD – AG	Member	
10.	Mrs.T.Deepthi	Student Affairs Coordinator	Member	
11.	Ms. I.Iswarya	Student – Third Year CE	Student Representative	
12.	Mr. N. Nandan	Student – Final Year ECE	Student Representative	

Action Items

Task	Responsible Person	Deadline
Conduct awareness session	Dean (Academics)	10-07-2024
Update grievance portal	IT Cell	15-07-2024
Notify grievance coordinators	Admin Officer	08-07-2024
Submit monthly summary	Member Secretary	Monthly

Meeting Concluded at: 12:30 PM

Next Meeting Scheduled: 10-01-2025

Prepared by: Mrs.T.Deepthi Member Secretary- Grievances	
Approved by: Dr. Ch. Mallikarjun Principal – Chairman, Academic Council	 Principal A.M REDDY MEMORIAL COLLEGE OF ENGINEERING & TECHNOLOGY PETLURIVARI PALEM Narasaraopet (Mdl), Guntur(Dr

Office of the Principal
Ref: AMR/GRC/2024-25/02
Date: 05-01-2025

CIRCULAR

All members of the **Grievances Redressal Committee** are requested to attend the follow-up meeting scheduled as follows:

- **Date:** 10-01-2025
- **Time:** 10:30 AM
- **Venue:** Principal's Conference Hall

Agenda:

- Review of mid-year grievance reports
- Feedback from students and coordinators
- Evaluation of portal usage and resolution timelines
- Planning for next semester's grievance awareness
- Discussion on complaints resolved within 3 days
- Any pending grievance matters


Dr. Ch. Mallikarjun
Principal

A.M. REDDY MEMORIAL COLLEGE OF
ENGINEERING & TECHNOLOGY
PETLURIVARI PALEM
Narasaraopet (Mdl), Guntur, Dr

Copy to:

- All HODs
- Dean – Academics
- Administrative Officer
- Student Affairs Cell
- College Office

MINUTES OF THE MEETING

Date: 10-01-2025

Venue: Principal's Conference Hall

Chairperson: Dr. Ch. Mallikarjun

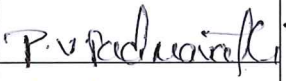
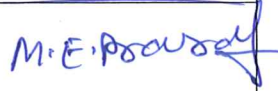
Discussion Summary

- Most complaints resolved within 5 days; 3 resolved within 3 days
- Students requested mobile access to grievance portal
- Next awareness session planned for February 2025

Resolutions Passed

1. Mobile-friendly grievance portal to be launched by 01-02-2025
2. Awareness session to be held on 15-02-2025
3. Grievance dashboard to be shared with HODs monthly
4. Emergency grievance team to be formed for hostel issues and any other issue in college

Members Present

S. No.	Name	Designation	Role in Committee	Signature
1	Dr. Ch. Mallikarjun	Principal	Chairman	
2	Mrs. P.V. Padmavathi	Administrative Officer	Member	
3	Mr. P S K Ganesh	HOD – ECE	Member	
4	Mr. M. Anand Kumar	HOD – CSE	Member	
5	Dr. K. Krishna Reddy	HOD – EEE	Member	
6	Mr. Vijay Kumar	HOD – MECH	Member	
7	Dr. M.E. Prasad	HOD – CYBER	Coordinator	

8	Dr. G. Bhaskar Reddy	HOD – H&S	Member	<i>G. Bhaskar</i>
9	Mr. Ch. Chinna Babu	HOD – AG	Member	<i>Ch. Chinna Babu</i>
10	Mrs. T. Deepthi	Student Affairs Coordinator	Member	<i>T. Deepthi</i>
11	Ms. I. Iswarya	Student – Third Year CE	Student Representative	<i>Iswarya</i>
12	Mr. N. Nandan	Student – Final Year ECE	Student Representative	<i>N. Nandan</i>

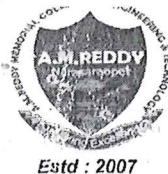
HOD – Electronics & Communication

Complaints Resolved Within 3 Days

- Complaint:** Broken chair in Lecture Hall 3
Raised by: IV Year CSE student
Resolved by: Estate Office within **2 days** by replacing the chair
- Complaint:** Drinking water dispenser not refilled in Computer Block
Raised by: III Year Cyber student
Resolved by: Housekeeping staff within **1 day**
- Complaint:** Delay in issuing bus pass renewal confirmation
Raised by: II Year AG student
Resolved by: Transport Coordinator within **3 days** after verifying documents

Action Items

Task	Responsible Person	Deadline
Launch mobile portal	IT Cell	01-02-2025
Conduct awareness session	Dean (Academics)	15-02-2025
Share dashboard with HODs	Member Secretary	Monthly
Form hostel grievance team	Admin Officer	20-01-2025



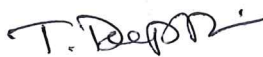
A.M. REDDY MEMORIAL COLLEGE OF ENGINEERING AND TECHNOLOGY



Approved by AICTE, New Delhi, Affiliated to JNTU - Kakinadada, Accredited by NAAC,
Recognized by UGC 2(f), An ISO Certified 9001:2015
Web : www.amreddyengineering.ac.in, E-mail: principal.amreddyengineering@gmail.com
Petlurivaripalem, Narasaraopet, Andhra Pradesh.

Meeting Concluded at: 12:00 PM

Next Meeting Scheduled: 05-07-2025

Prepared by: Mrs.T.Deepthi Member Secretary- Grievances	
Approved by: Dr. Ch. Mallikarjun Principal – Chairman,	 