

OMBUDSMAN PERSON

Objective

The Ombudsman acts as an independent and impartial authority to address grievances of students, faculty, staff, and stakeholders in accordance with **AICTE/UGC guidelines** and institutional policies.

S. No	Name of the Members	Designation	Contact
1	Dr. N. Balaji	Ombudsman	Email:narayanambalaji@jntucek.ac.in Phone : 9502441555

Roles and Responsibilities of the Ombudsman

- 1. Receive and Review Complaints**
 - Accept grievances from students, faculty, or staff regarding unfair treatment, academic matters, or administrative issues.
 - Ensure complaints are acknowledged and processed promptly.
- 2. Ensure Fair Investigation**
 - Conduct impartial inquiries by collecting relevant facts from both parties.
 - Maintain confidentiality during grievance handling.
- 3. Facilitate Resolution**
 - Recommend appropriate actions to resolve disputes amicably.
 - Suggest preventive measures to avoid recurrence of issues.
- 4. Compliance with Guidelines**
 - Work within the framework of the **AICTE/UGC regulations** and institutional policies.
 - Submit periodic reports to the Governing Body about grievance redressal activities.
- 5. Student Welfare**
 - Protect students' rights and ensure they receive fair academic and administrative treatment.
 - Promote an environment of trust, transparency, and accountability.

Principal

A.M. Reddy Memorial College of Engineering & Technology