



# SREE VENKATESWARA COLLEGE OF ENGINEERING

NAAC 'A' Grade Accredited Institution,  
An ISO 9001:: 2015 Certified Institution  
(Approved by AICTE, New Delhi and Affiliated to JNTU, Anantapur)  
Northrajupalem (Vi), Kodavaluru(M) , S.P.S.R Nellore (Dt)-524316



## Mechanism of Grievance Redressal Cell

A Grievance is any dissatisfaction, whether expressed or not, whether valid or not, arising out of anything that is directly connected to the institute and which a student or staff thinks, believes or even feels, is unfair, injustice or inequitable. All the grievances of the students or staff are resolved through the Grievance Redressal Cell in a systematic way. Grievances can be related to academic, administrative, facilities, discrimination or unfair treatment. The Grievance Redressal Cell was constituted by the Principal of the college as per the regulations of UGC. **Sree Venkateswara College of Engineering** provides an effective method to promptly resolve all the students and staff Grievances.

### **Objective of the Grievance Redressal Cell**

- ❖ To implement the policy to investigate, review complaints of students and staff.
- ❖ To create awareness of availability of members for students and staff to report grievances.
- ❖ To explore the cause of grievances.
- ❖ To sort out the reported grievance with effective solution.

### **Guidelines of the Redressal Cell**

- ❖ The Cell conducts constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- ❖ The Cell shall take all the efforts to abide by and enforce UGC regulations in all its operations.
- ❖ The Cell conducts at least one meeting per year to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- ❖ The Cell shall also abide by the Code of Conduct approved by the College.
- ❖ The Cell provides an easy platform to the students and staff to lodge grievances, track the status of grievances.
- ❖ The Cell conducts awareness programs and collects undertaking forms from senior students to make the campus free from sexual harassment and ragging.
- ❖ The Cell facilitates students to lodge grievance through offline/online mode.

### **Action Plan**

The Grievance Redressal mechanism is carried out in the following way in the institution:

- ❖ Students are encouraged to use the suggestion box/ complaint box placed on the campus to express constructive suggestions and grievances.
- ❖ The college assures students that once a complaint is made; it will be treated with confidentiality and will be resolved at the earliest.
- ❖ Student with a grievance may approach Principal to submit his/her grievance in a proper format.

- ❖ The Department level grievances are attended by the concerned Class In-charge, Mentors and Head of the Department.
- ❖ The student coordinator and staff coordinators of Grievance Redressal Cell act as facilitators to communicate and sort out the grievances at the departmental level.
- ❖ Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.

**GRIEVANCE REDRESSAL CELL COMMITTEE**

S.No	Name	Designation	Role
1.	Dr. P. Kumar Babu	Principal	Chairperson
2.	Mr. S.M. Shafee	Assoc. Professor, HOD-ME	Convener
3.	Mr. P.V. Narasimha Swamy	Assoc. Professor, ECE	Member
4.	Mr. T. Srikanth	Assoc. Professor, EEE	Member
5.	Mr. P. Mohan	Assoc. Professor, CSE	Member
6.	Mr. D. Naresh	Asst. Professor, CIVIL	Member
7.	Dr. Ch. Chandra Sekhar	Professor, H&S	Member

**For any Complaints:**

**Mr. S.M. Shafee,**

**Associate Professor,**

**Department of Mechanical Engineering,**

**Sree Venkateswara College of Engineering,**

**9498004142,**

**[grc@svcn.ac.in](mailto:grc@svcn.ac.in)**



*P. Kumar Babu*  
**Principal**

**(Dr. P. Kumar Babu)**  
*Principal*

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