

A.Y 2016-17

CMRCET/PRIN/GRM/2016/01

Date: 14th July, 2016.

OFFICE ORDER

(Re constitution of Grievances Redressal committee)

This is to inform all the faculty, students and staff that with reference to the Gazette of India, vide No: DL-(N) – 04/0007/2003-05 Dated March 23, 2013. Grievance redress mechanism committee of our institute is reconstituted with the following members to address the grievances posted by stake holders of the organization for the A.Y 2016-17.

S. No	Name of the faculty	Designation & Dept.	Position
1	Dr. M. Ramalinga Reddy	Principal	Chairman
2	Mr. P. Raveendra babu	Associate Professor, ECE	Convener
3	Mrs. K. Soujanya	Associate Professor, EEE	Member
4	Mr. P. Sridhar	Associate Professor, ME	Member
5	Mr. M. Chandra Shekar Reddy	Associate Professor, H&S	Member
6	Ms. P. Usha Vaidehi	Assistant Professor, MBA	Member
7	Mrs. Y. Saveri Reddy	Assistant Professor, ECE	Member
8	Mr. V. Venkataiah	Assistant Professor, CSE	Member
9	Mr. A. Kashiram	Assistant Professor, CE	Member
10	Balavanthula Shirisha	Student (16H51A0105)	Student Member
11	Ankam Madhavi	Student (15H51A0264)	Student Member
12	Godugu Ruchika	Student (14H51A05K2)	Student Member
13	P Sai Teja	Student (13H51A05M9)	Student Member

OBJECTIVES OF THE COMMITTEE

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the organization by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

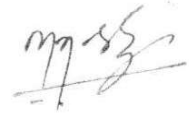
Roles & Responsibilities of the Committee:

- The Committee will address the various grievance posted by all stake holders of the organization on various issues.



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- The Committee will work in line with the guidelines given by the university grants commission and gazette of India.
- The committee will conduct the regular meetings once in a month to discuss the various grievances posted during that period.
- The grievances received must be addressed by the committee as soon as possible.


Principal

Copy Submitted to: (1)The Secretary garu (for kind information please).

- Copy to:**
- (1) Deans
 - (2) Controller of Examinations
 - (3) All HOD's
 - (4) Administrative Officer
 - (5) Accounts Officer

R & D	Bio - Tech	ECE	EEE	ME	CE	CSE	H&S	IT	T&P	MBA
MCA	LIB	EXAM BRANCH	PD	ACCOUNTS	Principal - PA					


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CMRCET/PRIN/GRM/2016-17/Cir - 01

Date: 15th July, 2016.

CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 18th July, 2016. i. e Monday at 09:15 AM in principal conference hall. All the members are requested to attend the meeting.



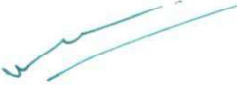
Principal

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Copy to:

- (1) Deans
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- (5) Accounts Officer

R & D	Bio - Tech	ECE	EEE	ME	CE	CSE	H&S	IT	T&P	MBA
MCA	LIB	EXAM BRANCH	PD	ACCOUNTS	Principal - PA					



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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Minutes of Meeting held on 18th July, 2016.

As per the circular CMRCET/PRIN/GRM/2016-17/Cir-01, dated 15th July 2016. A meeting was held on 18th July, 2016 with all the members of grievance redressal mechanism committee

The following members were Present

1. Chairman - Dr. M. Ramalinga Reddy, Principal *MR*
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE *PR*
3. Member - Mrs. K. Soujanya, Associate Professor, EEE *K Soujanya*
4. Member - Mr. P. Sridhar, Associate Professor, ME *PS*
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S *Chandy*
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA *Usha*
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE *YSR*
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE *V-Venky*
9. Member - Mr. A. Kashiram, Assistant Professor, CE *Kashiram*
10. Student Member - Balavanthula Shirisha *Shirisha*
11. Student Member - Ankam Madhavi *Madhavi*
12. Student Member - Godugu Ruchika *Ruchika*
13. Student Member - P Sai Teja *Teja*

Agenda of the Meeting:

1. To create awareness about the guidelines for grievance redress mechanism provided by the University Grants Commission and gazette of India among all the members of the committee.
2. To finalize the Standard Operating Procedures for implementing grievance redressal mechanism in the institution.
3. To discuss the roles and responsibilities of each member of the committee.

Summary of Committee Resolutions:

1. Create awareness among the stake holders about the standard operating procedures of the grievance redress mechanism of the institute
2. As for as SOP's are concerned it is decide to strictly follow the guidelines given by the UGC and gazette of India.
3. On third Saturday of every month at 3:00 PM, grievance boxes will be opened in the presence of chairman, convener and IQAC Coordinator.
4. The committee will meet again as per the grievances received from the stakeholders or as and when required according to the directions of the chairman.

***** End *****

[Signature]
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Hyderabad-501401.





GRIEVANCE REDRESSAL MECHANISM COMMITTEE


Report of Opening Grievance Boxes in the Campus

Date: 16 / Jul / 2016


The grievance boxes in the campus are opened on 16 Jul, 2016 in presence of the following members.

1. Chairman - Dr. M Ramalinga Reddy, Principal 

2. Convener – Mr. P. Raveendra babu, Associate Professor 

3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be “5”.


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE


Report of Opening Grievance Boxes in the Campus

Date: 16 / Jul / 2016

The grievance boxes in the campus are opened on 16 Jul, 2016 in presence of the following members.

1. Chairman - Dr. M Ramalinga Reddy, Principal 

2. Convener – Mr. P. Raveendra babu, Associate Professor 

3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be “5”.


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CMRCET/PRIN/GRM/2016-17/CIR- 02

Date: 16/ Jul/2016.

CIRCULAR

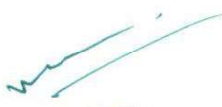
This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 18 Jul, 2016 i.e Monday at 09:30AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 16 Jul, 2016. All the members are requested to attend.


Principal

Copy Submitted to: (1) The Secretary garu (for kind information please).

Copy to: (1) All HODs

- (2) Vice Principal
- (3) Administrative Officer
- (4) To all the Concerned above
- (5) PA


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Minutes of Meeting held on 18 Jul, 2016.

With reference to circular CMRCET/PRIN/GRM/2016-17/CIR- 02, dated 16 Jul, 2016. A meeting was held on 18 Jul, 2016 with all the members of grievance redressal mechanism committee

The following members were Present

1. Chairman - Dr. M. Ramalinga Reddy, Principal
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE
3. Member - Mrs. K. Soujanya, Associate Professor, EEE
4. Member - Mr. P. Sridhar, Associate Professor, ME
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. A. Kashiram, Assistant Professor, CE
10. Student Member - Balavanthula Shirisha
11. Student Member - Ankam Madhavi
12. Student Member - Godugu Ruchika
13. Student Member - P Sai Teja

Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 16 Jul, 2016.

Grievances Received:

A total of "5" grievances were received from the Grievance boxes. The committee called all the aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances from the stake holders, with due discussion with all committee members, committee feels that only "4" grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S. No	Name of the Aggrieved Stake Holder	Designation	Grievance related to	Grievance received on	Brief Description of Grievance	Remarks
1	Dr. R. Narender	Associate Professor	Infrastructure	16.07.2016	Request to provide separate vehicle parking for staff	Accepted
2	Mr. D. Naresh (15H51A0314)	Student	Infrastructure	16.07.2016	Request to Issue one complete set of books for the semester for the section toppers	Accepted
3	Mr. M. Krishna Mohan (15H51A0433)	Student	Infrastructure	16.07.2016	Request to Provide WIFI Connection in Campus Premises	Accepted
4	Ms. G. Sindhuja (14H51A0521)	Student	Infrastructure	16.07.2016	Request to Increase the number of taps for hand wash in Canteen	Accepted

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Coordinator
Grievance Redressal Committee

Grievant's Profile

Name:	Dr. R. Navender	Student/Parent/Staff Member	<input checked="" type="checkbox"/>
Roll Number:		Branch:	HPS
Gender:	Male/Female		
Mobile No:	9100900913	Email Id:	navender@cmrct.org

Grievance Details

Type of Grievance: Academics
 Extension & Extra Curricular
 Amenities & Maintenance
 Placements & Internships
 General Administration
 Other Related Issues

Date of Occurrence	Have you Discussed this issue with your Mentor and/or HOD/Director/ Controlling Officer? Yes/No/NA: _____ Date of Discussion : _____	Mentor's/ HoD's/Director's/Controlling Officer's/ Name: _____ Mobile Number: _____

Issue of Grievance: (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.)

Dear Sir, In parking some students are parking their two wheelers in between the faculty cars due to this my car gets damaged while handling the bike.

Action Requested: Indicate the action(s) that would resolve your grievance.

It is a kind request to provide separate parking for students and staff separately.

I declare that the information provided by me is true and factual to the best of my knowledge.

Date: 13/7/2016



Dr. R. Navender
 Grievant Signature

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Grievant's Profile			
Name:	D. Narresh	Student/Parent/Staff Member <input checked="" type="checkbox"/>	
Roll Number:	15H51A0314	Branch:	MECH.
Gender:	Male/Female		
Mobile No:	9981221130	Email Id:	-
Grievance Details			
Type of Grievance: Academics <input checked="" type="checkbox"/> Extension & Extra Curricular Amenities & Maintenance Placements & Internships General Administration Other Related Issues			
Date of Occurrence	Have you Discussed this issue with your Mentor and/or HOD/Director/ Controlling Officer? Yes/No/NA: _____ Date of Discussion : _____	Mentor's/ HoD's/Director's/Controlling Officer's/ Name: _____ Mobile Number: _____	
Issue of Grievance: (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.) Dear sir please provide one complete set of Books for the semester for the section Toppers			
Action Requested: Indicate the action(s) that would resolve your grievance. _____			

I declare that the information provided by me is true and factual to the best of my knowledge.

Date: 05/07/2016


Grievant Signature


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Grievant's Profile			
Name:	M. Krishna Mohan	Student/Parent/Staff Member <input checked="" type="checkbox"/>	
Roll Number:	15H51A0433	Branch:	ECE
Gender:	Male/Female		
Mobile No:	9348636801	Email Id:	krisnamohan@gmail.com
Grievance Details			
Type of Grievance: Academics Extension & Extra Curricular Amenities & Maintenance <input checked="" type="checkbox"/> Placements & Internships General Administration Other Related Issues			
Date of Occurrence	Have you Discussed this issue with your Mentor and/or HOD/Director/ Controlling Officer? Yes/No/NA: _____ Date of Discussion : _____	Mentor's/ HoD's/Director's/Controlling Officer's/ Name: _____ Mobile Number: _____	
Issue of Grievance: (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.) <p style="text-align: center;">Dear Sir please provide wifi facility in the campus. so that students can browse the academic information in the mobiles</p>			
Action Requested: Indicate the action(s) that would resolve your grievance.			

I declare that the information provided by me is true and factual to the best of my knowledge.

Date: 07/07/2016


Grievant Signature


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Grievant's Profile			
Name:	G. Simdhua	Student/Parent/Staff Member <input checked="" type="checkbox"/>	
Roll Number:	14451A0521	Branch:	CSE
Gender:	Male/Female <input checked="" type="checkbox"/>		
Mobile No:	9100986321	Email Id:	Simdhua521@gmail.com
Grievance Details			
Type of Grievance: Academics Extension & Extra Curricular Amenities & Maintenance <input checked="" type="checkbox"/> Placements & Internships General Administration Other Related Issues			
Date of Occurrence	Have you Discussed this issue with your Mentor and/or HOD/Director/ Controlling Officer? Yes/No/NA: _____ Date of Discussion : _____	Mentor's/ HoD's/Director's/Controlling Officer's/ Name: _____ Mobile Number: _____	
Issue of Grievance: (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.) <p>Dear Sir, I earnestly request you to increase the number of Taps for drinking water as well as for hand wash.</p>			
Action Requested: Indicate the action(s) that would resolve your grievance. <p>_____</p>			

I declare that the information provided by me is true and factual to the best of my knowledge.

Date: 15/7/2016

Simdhua
 Grievant Signature

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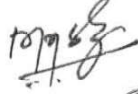


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 20 / Aug / 2016

The grievance boxes in the campus are opened on 20 Aug, 2016 in presence of the following members.

1. Chairman - Dr. M Ramalinga Reddy, Principal 
2. Convener – Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "0".


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 17 / Sept / 2016

The grievance boxes in the campus are opened on 17 Sept, 2016 in presence of the following members.

1. Chairman - Dr. M Ramalinga Reddy, Principal

2. Convener – Mr. P. Raveendra babu, Associate Professor

3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA

After Opening the grievance boxes, the total grievances received are found to be “0”.


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 15 / Oct / 2016

The grievance boxes in the campus are opened on 15 Oct, 2016 in presence of the following members.

1. Chairman - Dr. M Ramalinga Reddy, Principal 
2. Convener – Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "0".


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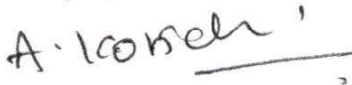
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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 19 / Nov / 2016

The grievance boxes in the campus are opened on 19 Nov, 2016 in presence of the following members.

1. Chairman – Major Dr. V. A. Narayana, Principal 
2. Convener – Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be “2”.


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CMRCET/PRIN/GRM/2016-17/CIR- 03

Date: 19/ Nov/2016.

CIRCULAR


This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 21 Nov, 2016 i.e Monday at 09:30AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 19 Nov, 2016. All the members are requested to attend.


19/11/16
Principal

Copy Submitted to: (1) The Secretary garu (for kind information please).

Copy to: (1) All HODs

- (2) Vice Principal
- (3) Administrative Officer
- (4) To all the Concerned above
- (5) PA


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Minutes of Meeting held on 21 Nov, 2016.

With reference to circular CMRCET/PRIN/GRM/2016-17/CIR- 03, dated 19 Nov, 2016. A meeting was held on 21 Nov, 2016 with all the members of grievance redressal mechanism committee

The following members were Present

1. Chairman – Major Dr. V.A. Narayana, Principal
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE P.R.
3. Member - Mrs. K. Soujanya, Associate Professor, EEE Soujanya
4. Member - Mr. P. Sridhar, Associate Professor, ME SPS
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S Chandrashekar
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA Usha
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE Saveri
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE Venkataiah
9. Member – Mr. A. Kashiram, Assistant Professor, CE Kashiram
10. Student Member - Balavanthula Shirisha Shirisha
11. Student Member - Ankam Madhavi Madhavi
12. Student Member - Godugu Ruchika Ruchika
13. Student Member - P Sai Teja Sai Teja

Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 19 Nov, 2016.

Grievances Received:

A total of "2" grievances were received from the Grievance boxes. The committee called all the aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances from the stake holders, with due discussion with all committee members, committee feels that only "0" grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S. No	Name of the Aggrieved Stake Holder	Designation	Grievance related to	Grievance received on	Brief Description of Grievance	Remarks
1						
2						
3						
4						
5						

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Coordinator
Grievance Redressal Committee



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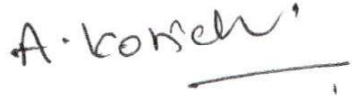
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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 17 / Dec / 2016

The grievance boxes in the campus are opened on 17 Dec, 2016 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 
2. Convener - Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator - Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "3".


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CMRCET/PRIN/GRM/2016-17/CIR- 04

Date: 17/ Dec/2016.

CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 19 Dec, 2016 i.e Monday at 09:45AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 17 Dec, 2016. All the members are requested to attend.


Principal

Copy Submitted to: (1) The Secretary garu (for kind information please).

Copy to: (1) All HODs

- (2) Vice Principal
- (3) Administrative Officer
- (4) To all the Concerned above
- (5) PA


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Hyderabad-501401.



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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Minutes of Meeting held on 19 Dec, 2016.

With reference to circular CMRCET/PRIN/GRM/2016-17/CIR- 04, dated 17 Dec, 2016. A meeting was held on 19 Dec, 2016 with all the members of grievance redressal mechanism committee.

The following members were Present

1. Chairman - Major Dr. V.A. Narayana, Principal
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE
3. Member - Mrs. K. Soujanya, Associate Professor, EEE
4. Member - Mr. P. Sridhar, Associate Professor, ME
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. A. Kashiram, Assistant Professor, CE
10. Student Member - Balavanthula Shirisha
11. Student Member - Ankam Madhavi
12. Student Member - Godugu Ruchika
13. Student Member - P Sai Teja

Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 17 Dec, 2016.

Grievances Received:

A total of "3" grievances were received from the Grievance boxes. The committee called all the aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances from the stake holders, with due discussion with all committee members, committee feels that only "0" grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S. No	Name of the Aggrieved Stake Holder	Designation	Grievance related to	Grievance received on	Brief Description of Grievance	Remarks
1						
2						
3						
4						
5						

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Coordinator
Grievance Redressal Committee



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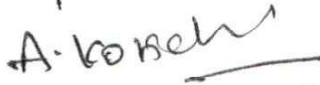
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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 21 / Jan / 2017

The grievance boxes in the campus are opened on 21 Jan, 2017 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 
2. Convener - Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator - Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "1".


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CMRCET/PRIN/GRM/2016-17/CIR- 05

Date: 21/ Jan/2017.

CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 23 Jan, 2017 i.e Monday at 10:00AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 21 Jan, 2017. All the members are requested to attend.

Principal

Copy Submitted to: (1) The Secretary garu (for kind information please).

Copy to: (1) All HODs

- (2) Vice Principal
- (3) Administrative Officer
- (4) To all the Concerned above
- (5) PA

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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Minutes of Meeting held on 23 Jan, 2017.

With reference to circular CMRCET/PRIN/GRM/2016-17/CIR- 05, dated 21 Jan, 2017. A meeting was held on 23 Jan, 2017 with all the members of grievance redressal mechanism committee

The following members were Present

1. Chairman - Major Dr. V.A. Narayana, Principal
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE *P.R.*
3. Member - Mrs. K. Soujanya, Associate Professor, EEE *Soujanya*
4. Member - Mr. P. Sridhar, Associate Professor, ME *SPS*
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S *Chandy*
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA *Ug*
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE *Saveri*
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE *V. Venkataiah*
9. Member - Mr. A. Kashiram, Assistant Professor, CE *Kashiram*
10. Student Member - Balavanthula Shirisha *Shirisha*
11. Student Member - Ankam Madhavi *Madhavi*
12. Student Member - Godugu Ruchika *Ruchika*
13. Student Member - P Sai Teja *Teja*

Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 21 Jan, 2017.

Grievances Received:

A total of "1" grievances were received from the Grievance boxes. The committee called all the aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances from the stake holders, with due discussion with all committee members, committee feels that only "0" grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S. No	Name of the Aggrieved Stake Holder	Designation	Grievance related to	Grievance received on	Brief Description of Grievance	Remarks
1						
2						
3						
4						
5						

[Signature]
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Kandlakoya (V), Medchal Road,
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[Signature]
Coordinator
Grievance Redressal Committee



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GRIEVANCE REDRESSAL MECHANISM COMMITTEE


Report of Opening Grievance Boxes in the Campus

Date: 18 / feb / 2017

The grievance boxes in the campus are opened on 18 feb, 2017 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 
2. Convener – Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "0".


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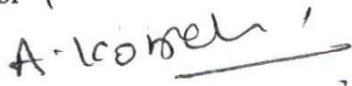
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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 18 / Mar / 2017

The grievance boxes in the campus are opened on 18 Mar, 2017 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 
2. Convener - Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator - Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "1".


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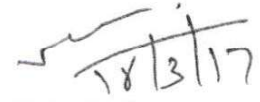
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CMRCET/PRIN/GRM/2016-17/CIR- 06

Date: 18/ Mar/2017.

CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 20 Mar, 2017 i.e Monday at 11:15AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 18 Mar, 2017. All the members are requested to attend.


18/3/17

Principal

Copy Submitted to: (1) The Secretary garu (for kind information please).

Copy to: (1) All HODs

- (2) Vice Principal
- (3) Administrative Officer
- (4) To all the Concerned above
- (5) PA


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE Minutes of Meeting held on 20 Mar, 2017.

With reference to circular CMRCET/PRIN/GRM/2016-17/CIR- 06, dated 18 Mar, 2017. A meeting was held on 20 Mar, 2017 with all the members of grievance redressal mechanism committee

The following members were Present

1. Chairman - Major Dr. V.A. Narayana, Principal
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE
3. Member - Mrs. K. Soujanya, Associate Professor, EEE
4. Member - Mr. P. Sridhar, Associate Professor, ME
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. A. Kashiram, Assistant Professor, CE
10. Student Member - Balavanthula Shirisha - ABSENT
11. Student Member - Ankam Madhavi Madhavi
12. Student Member - Godugu Ruchika - ABSENT
13. Student Member - P Sai Teja Teja

Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 18 Mar, 2017.

Grievances Received:

A total of "1" grievances were received from the Grievance boxes. The committee called all the aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances from the stake holders, with due discussion with all committee members, committee feels that only "0" grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S. No	Name of the Aggrieved Stake Holder	Designation	Grievance related to	Grievance received on	Brief Description of Grievance	Remarks
1						
2						
3						
4						
5						

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Coordinator
Grievance Redressal Committee



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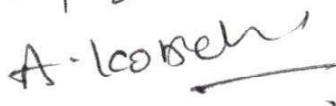
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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 15 / Apr / 2017

The grievance boxes in the campus are opened on 15 Apr, 2017 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 
2. Convener – Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator – Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be “1”.


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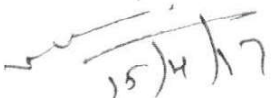
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CMRCET/PRIN/GRM/2016-17/CIR- 07

Date: 15/ Apr/2017.

CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 17 Apr, 2017 i.e Monday at 11:30AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 15 Apr, 2017. All the members are requested to attend.


Principal

Copy Submitted to: (1) The Secretary garu (for kind information please).

Copy to: (1) All HODs

- (2) Vice Principal
- (3) Administrative Officer
- (4) To all the Concerned above
- (5) PA


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Minutes of Meeting held on 17 Apr, 2017.

With reference to circular CMRCET/PRIN/GRM/2016-17/CIR- 07, dated 15 Apr, 2017. A meeting was held on 17 Apr, 2017 with all the members of grievance redressal mechanism committee

The following members were Present

1. Chairman - Major Dr. V.A. Narayana, Principal
2. Convener - Mr. P. Raveendra babu, Associate Professor, ECE
3. Member - Mrs. K. Soujanya, Associate Professor, EEE
4. Member - Mr. P. Sridhar, Associate Professor, ME
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA
7. Member - Mrs. Y. Saveri Reddy, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. A. Kashiram, Assistant Professor, CE
10. Student Member - Balavanthula Shirisha
11. Student Member - Ankam Madhavi - **ABSENT**
12. Student Member - Godugu Ruchika
13. Student Member - P Sai Teja

Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 15 Apr, 2017.

Grievances Received:

A total of "1" grievances were received from the Grievance boxes. The committee called all the aggrieved stake holders one by one to discuss about the grievances posted. After hearing all the grievances from the stake holders, with due discussion with all committee members, committee feels that only "0" grievances are acceptable grievances and accepted for redressal of grievances as soon as possible.

The list of grievances accepted for redressal are appended below with details.

S. No	Name of the Aggrieved Stake Holder	Designation	Grievance related to	Grievance received on	Brief Description of Grievance	Remarks
1						
2						
3						
4						
5						

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Coordinator
Grievance Redressal Committee



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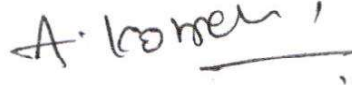
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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 20 / May / 2017

The grievance boxes in the campus are opened on 20 May, 2017 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 
2. Convener - Mr. P. Raveendra babu, Associate Professor 
3. IQAC Coordinator - Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "0".


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GRIEVANCE REDRESSAL MECHANISM COMMITTEE

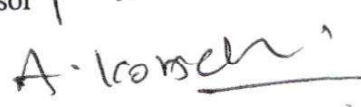
Report of Opening Grievance Boxes in the Campus

Date: 17 / Jun / 2017

The grievance boxes in the campus are opened on 17 Jun, 2017 in presence of the following members.

1. Chairman - Major Dr. V. A. Narayana, Principal 

2. Convener - Mr. P. Raveendra babu, Associate Professor 

3. IQAC Coordinator - Prof. A. Kotiswar, HOD MBA 

After Opening the grievance boxes, the total grievances received are found to be "0".


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Kandlakoya (V), Medchal Road,
Hyderabad-501401.

Date: 26.06.2017.

To
The Coordinator
Internal Quality Assurance Cell
CMRCET, Hyderabad – 501401.

Sub: Report on grievances received from stake holders during the academic year 2016-17 reg:-

Respected Sir

The grievance redressal committee has received a total of 13 grievances, out of these a total of 04 grievances are accepted for redressal during the academic year 2016-17, the details are as follows.

S. No	Name of the Aggrieved Stake Holder	Grievance received on	Brief Description of Grievance	Action taken	Current Status
1	Dr. R. Narender	16.07.2016	Request to provide separate vehicle parking for staff	Grievance was brought to the notice of management through principal, then management allotted vehicle parking for faculty inside the college premises and new vehicle parking sheds was provided for the student vehicles.	Completed
2	Mr. D. Naresh (15H51A0314)	16.07.2016	Request to Issue one complete set of books for the semester for the section toppers	As per request received from the students principal has made an order to provide one complete set of book for class toppers per semester.	Completed
3	Mr. M. Krishna Mohan (15H51A0433)	16.07.2016	Request to Provide WIFI Connection in Campus Premises	As per the request from the students and staff management has provided the WIFI Facility in the campus.	Completed
4	Ms. G. Sindhuja (14H51A0521)	16.07.2016	Request to Increase the number of taps for hand wash in Canteen	This Grievance has been redressed with due concern	Completed

I am here by submitting the yearly report to the Internal Quality Assurance Cell for your kind information please.

Thanking You

Yours Truly



Mr. P. Raveendra Babu
Coordinator GRM Committee
Associate Professor – Dept. of. ECE.

on file

A-101-1521

01/07/17



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