

A. Y 2017-18

CMRCET/PRIN/GRM/2017/01

Date: 14<sup>th</sup> July, 2017.

**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 2017-18.

S. No	Name of the faculty	Designation & Dept	Position
1	Major. Dr. V. A. Narayana	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. M. Sirin Kumari	Assistant Professor, ECE	Member
8	Mr. V. Venkataiah	Assistant Professor, CSE	Member
9	Mr. H. Shiva Naik	Assistant Professor, CE	Member
10	B Prem Kumar Paul	Student (17H51A0106)	Student Member
11	Kurra Prabhu	Student (17H55A0319)	Student Member
12	Tulesa Raghavender	Student (16H55A0216)	Student Member
13	Korimilla Yashwanth Reddy	Student (14H51A0530)	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.

- 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 Examination
- (3) All HODs
- (4) Exam Branch
- (5) Administrative Officer
- (6) Accounts Officer



PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

CMRCET/PRIN/GRM/2017-18/Cir - 01

Date: 15<sup>th</sup> July, 2017.

## CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 17<sup>th</sup> July, 2015. i. e Monday at 01:00 PM in principal conference hall. All the members are requested to attend the meeting.



PRINCIPAL

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

Copy to:

- (1) Deans
- (2) Controller of Examination
- (3) All HODs
- (4) Exam Branch
- (5) Administrative Officer
- (6) Accounts Officer



PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Minutes of Meeting held on 17<sup>th</sup> July, 2017.

As per the circular CMRCET/PRIN/GRM/2017-18/Cir-01, dated 15<sup>th</sup> July 2017. A meeting was held on 17<sup>th</sup> July, 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. M. Sirin Kumari, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. H. Shiva Naik, Assistant Professor, CE
10. Student Member - B Prem Kumar Paul
11. Student Member - Kurra Prabhu
12. Student Member - Tulesa Raghavender
13. Student Member - Korimilla Yashwanth Reddy

#### **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 far as SOP's are concerned it is decided 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 \*\*\*\*\*

PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

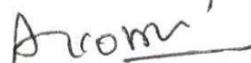
### Report of Opening Grievance Boxes in the Campus

Date: 15 / Jul / 2017

The grievance boxes in the campus are opened on 15 Jul, 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 "8".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

CMRCET/PRIN/GRM/2017-18/CIR- 02

Date: 15/ Jul/2017.

## CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 17 Jul, 2017 i.e Monday at 09:30AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 15 Jul, 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

PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Minutes of Meeting held on 17 Jul, 2017.

With reference to circular CMRCET/PRIN/GRM/2017-18/CIR- 08, dated 15 Jul, 2017. A meeting was held on 17 Jul, 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. M. Sirin Kumari, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. H. Shiva Naik, Assistant Professor, CE
10. Student Member - B Prem Kumar Paul
11. Student Member - Kurra Prabhu
12. Student Member - Tulesa Raghavender
13. Student Member - Korimilla Yashwanth Reddy

### **Agenda of the Meeting:**

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

### **Grievances Received:**

A total of "8" 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 "2" 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	Mr. L. Venkateswarlu	Associate Professor	Staff Welfare	15.07.2017	Request to Establish Staff Club for the welfare of the staff members	Accepted
2	Mrs. Y. Sushma	Assistant Professor	Infrastructure	15.07.2017	Establish uninterrupted WIFI Facility in Staff Rooms	Accepted
3						

PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

Coordinator  
Grievance Redressal Committee

Grievant's Profile			
Name:	L. Venkateswarly	Student/Parent/Staff Member <input checked="" type="checkbox"/>	
Roll Number:	—	Branch:	CSE
Gender:	Male/Female <input checked="" type="checkbox"/>		
Mobile No:	9442344058	Email Id:	venkateswarlycse@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.)  Dear Sir we are happy to work in the organisation where , the academics are more important than any other But its a kind request to establish the Staff Club in the organisation for the welfare of the Staff members .			
Action Requested: Indicate the action(s) that would resolve your grievance.  Try to establish the Staff Club in the organisation as soon as possible .			

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

Date: 26-06-2017.

*Venkateswarly*  
Grievant Signature

*[Signature]*  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

Grievant's Profile			
Name:	Y. Sushma	Student/Parent/Staff Member ✓	
Roll Number:	—	Branch:	CSE
Gender:	Male/Female ✓		
Mobile No:	9666 834 307	Email Id:	ysushma@cmrscet.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, Please provide uninterrupted wifi facility so that we can use it classroom for giving good inputs to students.			
Action Requested: Indicate the action(s) that would resolve your grievance.  Please arrange good wifi routers to solve the issue and connect it to all			

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

Date: 23/6/2017

  
Grievant Signature

  
PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

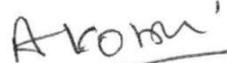
### Report of Opening Grievance Boxes in the Campus

Date: 19 / Aug / 2017

The grievance boxes in the campus are opened on 19 Aug, 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

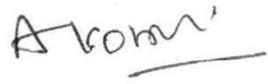
NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Report of Opening Grievance Boxes in the Campus

Date: 16 / Sept / 2017

The grievance boxes in the campus are opened on 16 Sept, 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

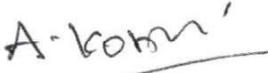
### Report of Opening Grievance Boxes in the Campus

Date: 21 / Oct / 2017

The grievance boxes in the campus are opened on 21 Oct, 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

GRIEVANCE REDRESSAL MECHANISM COMMITTEE

Report of Opening Grievance Boxes in the Campus

Date: 18 / Nov / 2017

The grievance boxes in the campus are opened on 18 Nov, 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".



PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

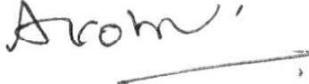
### Report of Opening Grievance Boxes in the Campus

Date: 16 / Dec / 2017

The grievance boxes in the campus are opened on 16 Dec, 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

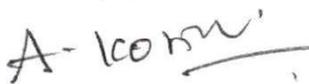
### Report of Opening Grievance Boxes in the Campus

Date: 20 / Jan / 2018

The grievance boxes in the campus are opened on 20 Jan, 2018 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

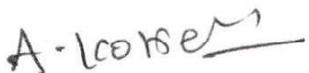
### Report of Opening Grievance Boxes in the Campus

Date: 17 / feb / 2018

The grievance boxes in the campus are opened on 17 feb, 2018 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



**CMR COLLEGE OF ENGINEERING & TECHNOLOGY**  
(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

**GRIEVANCE REDRESSAL MECHANISM COMMITTEE**

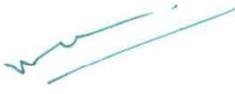
**Report of Opening Grievance Boxes in the Campus**

Date: 17 / Mar / 2018

The grievance boxes in the campus are opened on 17 Mar, 2018 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

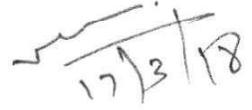
Kandlakoya (V), Medchal Road, Hyderabad -501401.

CMRCET/PRIN/GRM/2017-18/CIR- 03

Date: 17/ Mar/2018.

## CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 19 Mar, 2018 i.e Monday at 09:30AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 17 Mar, 2018. All the members are requested to attend.

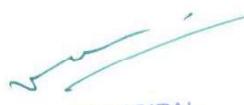
  
17/3/18

**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

  
PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Minutes of Meeting held on 19 Mar, 2018.

With reference to circular CMRCET/PRIN/GRM/2017-18/CIR- 02, dated 17 Mar, 2018. A meeting was held on 19 Mar, 2018 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 *P.S.*
5. Member - Mr. M. Chandra Shekar Reddy, Associate Professor, H&S *Chandra Shekar Reddy*
6. Member - Ms. P. Usha Vaidehi, Assistant Professor, MBA *Usha Vaidehi*
7. Member - Mrs. M. Sirin Kumari, Assistant Professor, ECE *Sirin Kumari*
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE *V. Venkataiah*
9. Member - Mr. H. Shiva Naik, Assistant Professor, CE *Shiva Naik*
10. Student Member - B Prem Kumar Paul *B Prem Kumar Paul*
11. Student Member - Kurra Prabhu *Kurra Prabhu*
12. Student Member - Tulesa Raghavender *T. Raghavender*
13. Student Member - Korimilla Yashwanth Reddy *K.Y. Reddy*

### **Agenda of the Meeting:**

- > To hear and address the Grievances received from the grievance boxes on 17 Mar, 2018.

### **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 "2" 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	Mrs. K. Mary Thomas	Assistant Professor	Infrastructu re	17.03.2018	Request to change the white boards as the installed white boards are not in good condition	Accepted
2	Mr. B. Aravind Sai (17H51A0114)	<i>student</i>	Infrastructu re	17.03.2018	Request to repair the student tables as they are completely damaged	Accepted

*[Signature]*  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

*[Signature]*  
Coordinator  
Grievance Redressal Committee

Grievant's Profile			
Name:	K. Mary Thomas	Student/Parent/Staff Member ✓	
Roll Number:		Branch:	CIVIL
Gender:	Male/Female ✓		
Mobile No:	9030113686	Email Id:	marythomas.ks@gmail.com
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: <u>Yes</u> Date of Discussion : <u>28/2/18</u>	Mentor's/ HoD's/Director's/Controlling Officer's/ Name: <u>Dr. K. Suresh</u> Mobile Number: <u>9248729205</u>	
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, It is a kind request to change the white boards available in classrooms. Because it is very difficult to erase the content written during the classwork.</p>			
Action Requested: Indicate the action(s) that would resolve your grievance. <p>Replace all the white boards with quality white boards on which content can be easily erased.</p>			

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

Date: 4/3/18



  
Grievant Signature

PRINCIPAL  
 CMR COLLEGE OF ENGG. & TECH.  
 Kandlakota (V), Medchal Road,  
 Hyderabad-501401.

Grievant's Profile			
Name:	B. Aravind son	Student/Parent/Staff Member	
Roll Number:	17HS1A0114	Branch:	Civil Engineering
Gender:	Male/Female		
Mobile No:	9221347813	Email Id:	Aravind14@gmail.com
Grievance Details			
Type of Grievance: Academics Extension & Extra Curricular Amenities & Maintenance Placements & Internships General Administration Other Related Issues <input checked="" type="checkbox"/>			
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, we the students of cmcet are facing difficulty with benches available in class rooms as they are in Bad and poor condition. So kindly take necessary Action.			
Action Requested: Indicate the action(s) that would resolve your grievance. Either Repair the Tables or Replace with new tables.			

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

Date: 21/02/2018



  
Grievant Signature

PRINCIPAL  
 CMR COLLEGE OF ENGG & TECH.  
 Kandlakota (V), Medchal Road,  
 Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

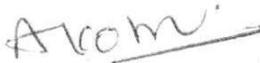
### Report of Opening Grievance Boxes in the Campus

Date: 21 / Apr / 2018

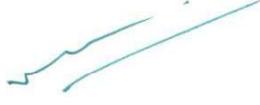
The grievance boxes in the campus are opened on 21 Apr, 2018 in presence of the following members.

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”.

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V) Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

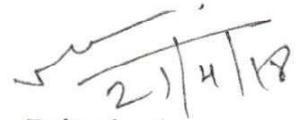
Kandlakoya (V), Medchal Road, Hyderabad -501401.

CMRCET/PRIN/GRM/2017-18/CIR- 04

Date: 21/ Apr/2018.

## CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 23 Apr, 2018 i.e Monday at 09:30AM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 21 Apr, 2018. All the members are requested to attend.

  
21/4/18  
**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

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Minutes of Meeting held on 23 Apr, 2018.

With reference to circular CMRCET/PRIN/GRM/2017-18/CIR- 03, dated 21 Apr, 2018. A meeting was held on 23 Apr, 2018 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. M. Sirin Kumari, Assistant Professor, ECE
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE
9. Member - Mr. H. Shiva Naik, Assistant Professor, CE
10. Student Member - B Prem Kumar Paul
11. Student Member - Kurra Prabhu
12. Student Member - Tulesa Raghavender
13. Student Member - Korimilla Yashwanth Reddy

### Agenda of the Meeting:

- To hear and address the Grievances received from the grievance boxes on 21 Apr, 2018.

### 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 "3" 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	Mr. G. Neeraja (17H51A0116)	Student	Infrastructure	21.04.2018	Request to provide seating facility for students to have lunch in the campus other than canteen	Accepted
2	Mr. N. Shiva Kumar (14H51A0338)	Student	Infrastructure	21.04.2018	Request to monitor the quality of food in canteen	Accepted
3	Dr. Ch. Ravi	Assistant Professor	Academic Infrastructure	21.04.2018	Provide ICT Tools and Laptops for Effective Teaching	Accepted

PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad - 501401.

Coordinator  
Grievance Redressal Committee

Grievant's Profile			
Name:	Gr. Neeraja	Student/Parent/Staff Member	
Roll Number:	17H51AC116	Branch:	civil
Gender:	Male/Female		
Mobile No:	8125562792	Email Id:	-
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 we are facing a problem in canteen during lunch hours because due to heavy rush in canteen, not able to finish lunch in time so kindly provide space to have lunch			
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: 20/3/18



Gr. Neeraja  
Grievant Signature

PRINCIPAL  
 CMR COLLEGE OF ENGG & TECH.  
 Kandlakota (V), Medchal Road,  
 Hyderabad-501401.

Grievant's Profile			
Name:	N. Shiva Kumar	Student/Parent/Staff Member	
Roll Number:	14H51A0338	Branch:	mech
Gender:	Male/Female		
Mobile No:	9291438782	Email Id:	shivan238@gmail.com
Grievance Details			
Type of Grievance: Academics Extension & Extra Curricular Amenities & Maintenance Placements & Internships General Administration Other Related Issues <input checked="" type="checkbox"/>			
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,  I found there is a problem in canteen food. So please take an action on that.  Thanks Sir			
Action Requested: Indicate the action(s) that would resolve your grievance.  Change management of canteen			

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

Date: 3/4/2018

N. Shiva Kumar  
Grievant Signature

✓  
PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakota (P), Medchal Road,  
Hyderabad-501401.

Grievant's Profile			
Name:	Doch. Ravi	Student/Parent/Staff Member <input checked="" type="checkbox"/>	
Roll Number:	—	Branch:	Civil Engineering
Gender:	Male/Female		
Mobile No:	8121482148	Email Id:	ravich@cmrceet.org
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.) Dear sir, Please provide Laptop's for all Department's for effective usage of ICT tools available of classrooms for effective teaching			
Action Requested: Indicate the action(s) that would resolve your grievance. Please provide atleast 4 to 5 Laptop's for each Department so that the faculty who do not possess the Personal Laptop's can use this Laptop's for effective teaching			

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

Date: 21/3/2018.



  
Grievant Signature

PRINCIPAL  
 CMR COLLEGE OF ENGG. & TECH.  
 Kandlakota (V), Medchal Road,  
 Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

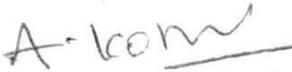
NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Report of Opening Grievance Boxes in the Campus

Date: 19 / May / 2018

The grievance boxes in the campus are opened on 19 May, 2018 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

**CMRCET/PRIN/GRM/2017-18/CIR- 05**

**Date: 19/ May/2018.**

## CIRCULAR

This is to inform to all the members of grievance redress mechanism that a meeting is scheduled on 21 May, 2018 i.e Monday at 12:15PM in principal conference hall. To hear and address the various grievances received from the grievance boxes on 19 May, 2018. All the members are requested to attend.

*19/5/18*  
**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

*[Signature]*  
PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade

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

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

### Minutes of Meeting held on 21 May, 2018.

With reference to circular CMRCET/PRIN/GRM/2017-18/CIR- 04, dated 19 May, 2018. A meeting was held on 21 May, 2018 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 *Usha*
7. Member - Mrs. M. Sirin Kumari, Assistant Professor, ECE *Sirin*
8. Member - Mr. V. Venkataiah, Assistant Professor, CSE *V.V.*
9. Member - Mr. H. Shiva Naik, Assistant Professor, CE *Shiva Naik*
10. Student Member - B Prem Kumar Paul *B.P.K.P.*
11. Student Member - Kurra Prabhu *K.Prabhu*
12. Student Member - Tulesa Raghavender *T. Raghavender*
13. Student Member - Korimilla Yashwanth Reddy *K.Y.Reddy*

### **Agenda of the Meeting:**

- To hear and address the Grievances received from the grievance boxes on 19 May, 2018.

### **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]*  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

*[Signature]*  
Coordinator  
Grievance Redressal Committee



# CMR COLLEGE OF ENGINEERING & TECHNOLOGY

(AUTONOMOUS)

NAAC Accredited Institution with 'A' Grade  
Kandlakoya (V), Medchal Road, Hyderabad -501401.

## GRIEVANCE REDRESSAL MECHANISM COMMITTEE

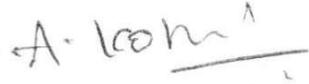
### Report of Opening Grievance Boxes in the Campus

Date: 16 / Jun / 2018

The grievance boxes in the campus are opened on 16 Jun, 2018 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".

  
PRINCIPAL  
CMR COLLEGE OF ENGG. & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

Date: 29.06.2018.

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

Sub: Report on grievances received from stake holders during the academic year 2017-18 reg:-

Respected Sir

The grievance redressal committee has received a total of 14 grievances, out of these a total of 07 grievances are accepted for redressal during the academic year 2017-18, 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	Mr. L. Venkateswarlu	15.07.2017	Request to Establish Staff Club for the welfare of the staff members	As per the request from staff it has been decided to establish staff club for the welfare of the staff from 2018-19 onwards.	Completed
2	Mrs. Y. Sushma	15.07.2017	Establish uninterrupted WIFI Facility in Staff Rooms	As per the request from the students and staff management has provided the WIFI Facility in the campus as well as staff rooms.	Completed
3	Mrs. K. Mary Thomas	17.03.2018	Request to change the white boards as the installed white boards are not in good condition	This grievance was brought to the notice of Management through Principal. The management replaced all white boards with new white boards.	Completed
4	Mr. B. Aravind Sai (17H51A0114)	17.03.2018	Request to repair the student tables as they are completely damaged	With respect to grievance received from students all the class room student and staff benches were repaired.	Completed
5	Mr. G Neeraja 17H51A0116	21.04.2018	Request to provide seating facility for students to have lunch in the campus other than canteen	This Grievance has been redressed with due concern.	Completed
6	Mr. N. Shiva Kumar (14H51A0338)	21.04.2018	Request to monitor the quality of food in canteen	This Grievance has been redressed with due concern. Given strict instructions to monitor the food quality regularly to canteen committee members.	Completed
7	Dr. Ch. Ravi	21.04.2018	Provide ICT Tools and Laptops for Effective Teaching	This grievance was brought to the notice of Management through Principal. The management is willing to provide facility as per the requirement for all classrooms.	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.

PRINCIPAL  
CMR COLLEGE OF ENGG & TECH.  
Kandlakoya (V), Medchal Road,  
Hyderabad-501401.

one file  
01/7/18