



SREE RAMA ENGINEERING COLLEGE (AUTONOMOUS)

Approved by AICTE, New Delhi – Affiliated to JNTUA, Ananthapuramu
Accredited by NAAC with 'A' Grade
An ISO 9001:2015 & ISO 14001:2015 certified Institution
Rami Reddy Nagar, Karakambadi road, Tirupati-517507

Ref. No.: SRET/Office Order/2024-25

05.08.2024

Principal - Office Order– Grievance & Redressal Cell – Appointment - Dated: 05.08.2024

Grievance and Redressal Cell is reconstituted with immediate effect to solve the grievances in the college. The following are being appointed as the committee members for duration of 2 Years.

S. No	Name of member	Designation	Department	Role	Contact Details
1.	Mr. G. Lakshmi Kanth	Associate Professor	CSE	Convener	6300146556
2.	Dr. A. Muni Sankar	HOD	EEE	Member	8297818545
3.	Dr. M. Hemalatha	Professor	ECE	Member	9440939343
4.	Mr. B. Uday Lokesh	Assistant Professor	CE	Member	9676588948
5.	Dr. K. Rajitha	Associate Professor	BS & H	Member	9000270457

Roles & Responsibilities:

1. To redress student's grievances with a transparent impartial and fair approach.
2. To encourage the students to report their grievances without any fear of being victimized.
3. To Process all the individual complaints and take immediate suitable action.
4. To maintain a harmonious educational atmosphere in the college.

Copy to:

1. Director
2. AO
3. Circulation to all committee members
4. Noticeboard
5. File


PRINCIPAL 05/08/24
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Grievances Redressal Policy

To address the grievances of the students, parents and others, as per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions, Grievance Redressal Committee (GRC) is formed in the college. The objective of GRC is to develop a harmonious educational environment in the institute.


Composition and Tenure of the Committee: The committee shall comprise of a Chairperson, Convener and two or more senior teaching faculty members. Principal of the college shall be the chairperson. Members of the committee shall be nominated by the chairperson for tenure of two years. Out of the members, one member shall be female and other from SC/ST/OBC category. A representative from the students of the college to be nominated by the chairperson as special invitee.

Scope of the grievances:

Grievances may be related to any of the following matters:

Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters etc.

Financial Matter – Issues related to charging of fees, scholarships and payments



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Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization or Harassment and Ragging by colleague students or teachers etc.

Grievance receiving mechanisms: Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- Submission of written complaint in person by approaching the chairman of the Committee.
- Online at the website Link:
<http://sreerama.ac.in/srec/grievance-portal/>
- Through e-mail to principal@sreerama.ac.in

Grievance redressal mechanism:

- After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within ten days of receipt of the application.
- All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed to the meeting.


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- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute.
- The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.

Appeal: The applicant shall have the right to file an appeal to the Ombudsperson within 15 days from the date of the written communication of recommendations of the committee. The applicant shall send written communication to the college conveying his desire to file an appeal to the Ombudsperson. The college shall place the appeal along with all relevant material before the Ombudsperson and inform the applicant accordingly. The Ombudsperson shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant by the college.

Organization wide awareness: Awareness among stakeholders is created by organizing awareness programs, displaying the grievance registration mechanism on Web site, Digital sign boards, Posters in prominent places of the campus.


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On line Grievance Redressal Link: <http://sreerama.gudduztechnologies.in/>

Grievance Portal – Sree Rama En X

sreerama.ac.in/srec/grievance-portal/

80%

Home | Careers | Contact Us | **Grievance Portal** | Exam Portal | Alumni | f | t | i | n

AICTE Approvals, State Govt. Approvals & University Approvals

SREE RAMA
ENGINEERING COLLEGE

APEAPCET

Counselling Code: SRET
"B" Category Application Forms

About Institution | Admissions | Departments | Faculty Details | Examinations | Infrastructure & Facilities | Committees | Placements | NAAC | Campus Life | **Enquiry**

Grievance Portal

Home > Grievance Portal

Click on the below button for "Online Grievance Redressal System"

Online Grievance

GRIEVANCE & REDRESSAL CELL

The Principal is pleased to appoint the "GRIEVANCE & REDRESSAL CELL" (GRC) for the academic year 2021-2022 with senior faculty and staff members to monitor Grievances received from the aggrieved students or staff of the college and to submit a report to the undersigned time to time.

Type here to search

Game

12:02 PM
15-04-2023

Online Grievance Redressal System

You can post a grievance by using following Steps:

Step 1 : Registration (Already Registered, Click LOGIN link)

- Click to Register Here Link
- Fill all the required details and click on SUBMIT button
- After registration you can post Grievance.

Step 2 : Post Grievance

- Click to Post Grievance Button (After login) Link
- Select Grievance relation to, enter subject and detail about Grievance
- Click to Post Grievance Button.





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SRET/GRC-Report/2024-25

05.10.2024

MINUTES OF THE MEETING

Date of the Meeting: 05.10.2024

Venue : Principal's Chamber

Members Present:

S. No.	Name of the Member	Position	Signature
1	Mr. G. Lakshmi kanth	Convener	
2	Dr. A. Muni Sankar	Member	
3	Dr. Hemalatha	Member	
4	Mr. B. Uday Lokesh	Member	
5	Dr k. Rajitha	Member	

Issue: Concern -Recruit of New cook in college hostel - Reg.

Resolutions:

The committee perused the concern to recruit new cook for hostel (Girls).


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SRET/GRC-Report/2024-25

02.10.2024

CIRCULAR

A meeting is convened on 12.08.2024 @ 10:00 AM in the Principal's chamber to look into grievance raised by the students of our college to increase number of cooks in the college hostel.

All the Grievance Committee members are requested to attend the meeting without fail.

Encl: Grievance Raised by Student

Copy to:

1. Members of the Committee
2. Aggrieved Student


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KARAKAMBADI ROAD, TIRUPATI-517507

30/9/2024,
Tirupathi.

From

K. Pavani

234CIA05B2

II B.Tech - I Sem

CSE, SRET.

Tirupathi.

To

The Principal

SREE RAMA ENGINEERING

Tirupathi

By
Take mess as - auto
by
30/09/24

Respected Sir,

Subject: To have an additional cook in our hostel.

I am staying in our college hostel. Daily we are not able to get food at right time and we found that it happens due to shortage of cook. Kindly we request to increase an additional cook so that we will be able to get food at right time without any delay.

Sir kindly consider

Thank you,

Your's Faithfully,
K. Pavani,
234CIA05B2

28-09-2024,
Tirupati.

From
G. Nagakala,
214C1A0555,
IV-I CSE,
SRET.

$\frac{12}{12}$
Tare necess. action

To
The principal,
Sree Rama Engineering College,
Tirupati.

$\frac{12}{12}$
28-09-2024

Sub:- To enhance food preparation fee
I G. Nagakala bearing roll no 214C1A0555,
staying at hostel. We are facing difficulty
to reach the college in time as there
is delay in arranging food. So please
consider the above and recruit a new cook
to make it better.

Thanking you,

Yours obediently,
G. Nagakala.
G. N.



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SRET/GRC-Report/2024-25

12.08.2024

MINUTES OF THE MEETING

Date of the Meeting: 12.08.2024

Venue : Principal's Chamber

Members Present:

S. No.	Name of the Member	Position	Signature
1	Mr. G. Lakshmi kanth	Convener	
2	Dr. A. Muni Sankar	Member	
3	Dr. Hemalatha	Member	
4	Mr. B. Uday Lokesh	Member	
5	Dr k. Rajitha	Member	

Issue: Concern – Increase the Transport Facility by Purchasing a NEW BUSES - Reg.

Resolutions:

The committee perused the concern to increase the Transport Facility for the students of our college by purchasing new buses


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SRET/GRC-Report/2024-25

11.08.2024

CIRCULAR

A meeting is convened on 12.08.2024 @ 10:00 AM in the Principal's chamber to look into grievance raised by the students of our college to increase the transport facility.

All the Grievance Committee members are requested to attend the meeting without fail.

Encl: Grievance Raised by Student

Copy to:

1. Members of the Committee
2. Aggrieved Student



PRINCIPAL 11/08/24

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08/08/2024
Tirupathi.

From,
M. Santhosh,
224C1A0471,
III Btech - I Sem,
ECE, SRET,
Tirupathi.

To,
The Principal,
Sree Rama Engineering college,
Tirupathi.

12/8
Tare no. 224C1A0471
08/08/2024

Subject: TO Increase Transport facility to our college.

Respected sir,

I am Santhosh.M from III - ECE. I am coming from K.T. Road in our college bus. The seating capacity is not enough in our bus. So please Increase Transport facility to our college.

Thanking you,

Yours Faithfully,
M. Santhosh,
224C1A0471,
III Btech,
ECE.

08/08/2024

From,

P. Tejasree
23ACIA05H1
II Year I SEM
CSE, SRET
TIRUPATI

To,

The Principal,
Sree Rama Engineering College
Tirupathi.

Respected sir,

Subject: To increase the Transport facility - reqd.

I am the student using the bus transport to come to college from Chandragiri. I kindly request you to have additional bus facility so that we have free additional spaces for all the students & avoid standing for a long time inside the bus. Kindly consider the same sir.

Thanking you,

Yours Sincerely,
P. Tejasree.

Dr
Tame well. actin
hr
08/08/24

08/08/2024
Tirupati

From
S. Nandini,
214CIA3050,
IV-I AIDS,
SRET.

To
The Principal,
Sree Rama Engineering College,
Tirupati.

Sub: Enhance Transport facility

Respected Sir,

I S. Nandini studying IV-I AIDS,
bearing roll no 214CIA3050 travelling from
Kodur unable to find places in the bus while
in travel. So kindly enhance and increase
the transportation facility.

Thanking You,

Dr/s
Tame mee, aabhi

by
o2o2o2o2

Yours obediently,
S. Nandini
S

9/08/24
Tirupati

From

T. Ground Swamy

Asst. Prt

Dept. of CG

SPGT

To

The principal

SPGT

SR,

Sub:- Sufficient seat is not available in bus
So, Increase transport facility - RY.

I T. Ground Swamy, working as an Asst Prt
in Dept of CG, I travelling by college bus
from Vadimalpet daily. At every time, I am
facing problem not having sufficient seat to sit.
So, I request you SR to increase bus facility
in our college.

Thanking you SR

Yours faithfully
T. Ground Swamy

By
Tare mess. atty
by
09/08/24