



Koneru Lakshmaiah Education Foundation

(Category -1, Deemed to be University estd. u/s. 3 of the UGC Act, 1956)

Accredited by NAAC as 'A++' ♦ Approved by AICTE ♦ ISO 21001:2018 Certified

Campus: Green Fields, Vaddeswaram - 522 302, Guntur District, Andhra Pradesh, INDIA.

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POINTS FOR THE IMPLEMENTATION OF

CENTRAL LEVEL GRIEVANCES REDRESSAL MECHANISM

1. GRIEVANCES RECEIVING MECHANISM:

Central level Grievances are collected through Online and Offline mode.

a) Online Mode:

All the stakeholders can submit their grievances through ERP ticketing system, and also can be submitted to Dean through mail with a copy to Associate Dean-Grievances.

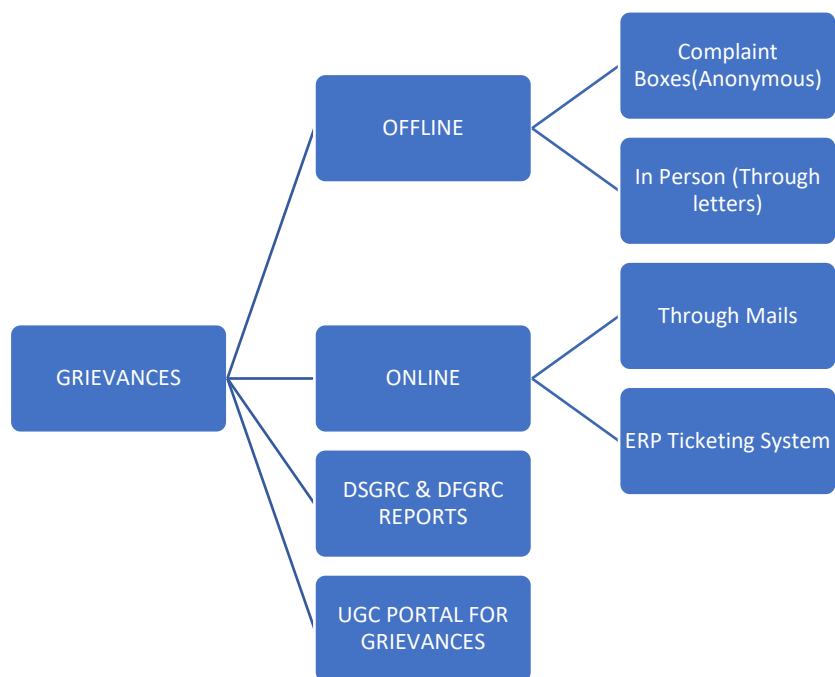
b) Offline Mode:

All the stake holders can submit their Anonymous grievances through Complaint boxes. The Individual Grievances can also be submitted to Dean/Associate Dean Grievances through letters.

c) DSGRC and DFGRC:

Grievances of students/faculty/staff received by the departments pertaining to central level will be forwarded to Associate Dean-Grievances.

d) **UGC Portal for Grievances (e-Samadhaan):** UGC provided a digital platform for various stake holders to identify and apply for grievances/feedback/queries through "e-Samadhan Online Grievance Registering and Monitoring System".



2. GRIEVANCES REDRESSAL MECHANISM:

CGRC: Central Level Grievances Redressal Committee

A) Constitution of CGRC committee: Re-constitution for every 2 years

S NO	RESPONSIBLE PERSON	ROLE in Committee
1	Dean-Student Affairs	Chair Person
2	Associate Dean- Grievances	Co-Chair
3	Ombuds Person	Member
4	IQAC member	Special Invitees
5	Student Representation (One girl and One boy from each year)	Members
6	Faculty Representation (One male and One female)	Members
7	Staff Representation (One male and One female)	Members
8	One Associate Dean from each wing	Members

B) Responsibilities of Associate Dean (Grievances):

- I. To Check the ERP ticketing portal on daily basis and forward the tickets pertaining to the central level to corresponding Dean for timely redressal.
- II. To Collect and consolidate the Grievances received through Complaint boxes, mails and letters on weekly basis. The grievances pertaining to various wings should be forwarded to respective Dean/Associate Deans for timely redressal.
- III. The Grievances Pertaining to central level policies/Functionaries should be discussed with Dean and forward to IQAC-Director through prescribed format, once in a month.

SNO	Indentor Name	University Id	Department Name	Type of Grievance / Section Name	Issue	Log Date	Remarks
1							
2							
3							

- IV. To Prepare the pre requisites and agenda of the CGRC meeting in the prescribed format.
- V. To conduct the CGRC meeting once in a month and generate the minutes of meeting to by end of 4th Week of every month.
- VI. To resolve the Grievances received from UGC portal and submit the report through proper channel.

VII. To maintain the hardcopies of Action Taken Reports (ATR), Minutes of meetings and consolidated statistics. The ATR format is as shown in the following.

SNO	Indentor Name	University Id	Department Name	Type of Grievance / Section Name	Issue	Log Date	Ticket Status Closed /Pending	Remarks
1								
2								
3								

C) Guidelines to conduct CGRC meeting:

I. Meeting Periodicity: 4TH Week of every month

II. Pre-Requisites to conduct CGRC meeting:

a) Report on Statistics of Grievances raised/resolved/pending (Separately for student and faculty grievances).

The format of the report is as shown below.

SNO	CATEGORY of Grievances	Receiving Mechanism	No.of Grievances - Raised	No. of Grievances - Resolved	No.of Grievances - Pending	No. of Grievances forwarded/to be escalated to Central level	Remarks
1	STUDENTS	ERP					

		COMPLAINT BOXES					
		QUALITY CIRCLE STUDENTS					
		IN PERSON					
		MAILS					
2		ERP					
	Faculty/Staff	COMPLAINT BOXES					
		IN PERSON					
		MAILS					
	Total						

III. Review of Grievances addressed by Quality members and Grievances forwarded from DSGRC and DFGRC reports for the timely redressal.

IV. Review of Grievances which were reported to IQAC-Director, Pertaining to central level policies/Functionaries and the status.

V. Action Plan to resolve the pending Grievances.

VI. Minutes of meeting should be forwarded to all the departments.

3) Role of Dean: Dean is responsible to ensure that the Central level Grievances are resolved within a week and also to monitor the redressal mechanism implementation as per the policy.



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Minutes of Meeting

Central level Grievances Redressal Committee (CGRC)

Date:

Venue:

Members Present:

Members Absent:

Meeting Minutes:

- I. Review of statistics of Grievances received from various receiving mechanisms.

No.of Grievances Received:

No.of Grievances Resolved:

No.of Grievances Pending:

- II. Review of pending Grievances pertaining to Central level.

SNO	Indentor Name	University Id	Type of Grievance/ Section Name	Issue	Log Date	Reason for Pending	Action Plan for redressal
1							
2							

III. Review of Grievances pertaining to central level/functionaries in current month.

SNO	Indentor Name	University Id	Type of Grievance/ Section Name	Issue	Log Date	Forwarded to Central level/to be forwarded	Pending/ Closed
1							

IV. Review of Minutes of meeting of DSGRC/DFGRC about previous month escalated Grievances, and noted the pending issues pertaining to department level.

SNO	Indentor Name	University Id	Type of Grievance/ Section Name	Issue	Log Date	Reason for Pending	Remarks
1							
2							

V. Closing Remarks by Dean.

Signature of Associate Dean:

Signature of Committee Chair Person:

