



## 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.

Phone No. +91 8645 - 350 200; www.klef.ac.in; www.klef.edu.in; www.kluniversity.in

Admin Off: 29-36-38, Museum Road, Governorpet, Vijayawada - 520 002. Ph: +91 - 866 - 3500122, 2576129

### Points for Implementation by the Departments for the Redressal of Student Grievances.

#### 1) GRIEVANCES RECEIVING MECHANISM:

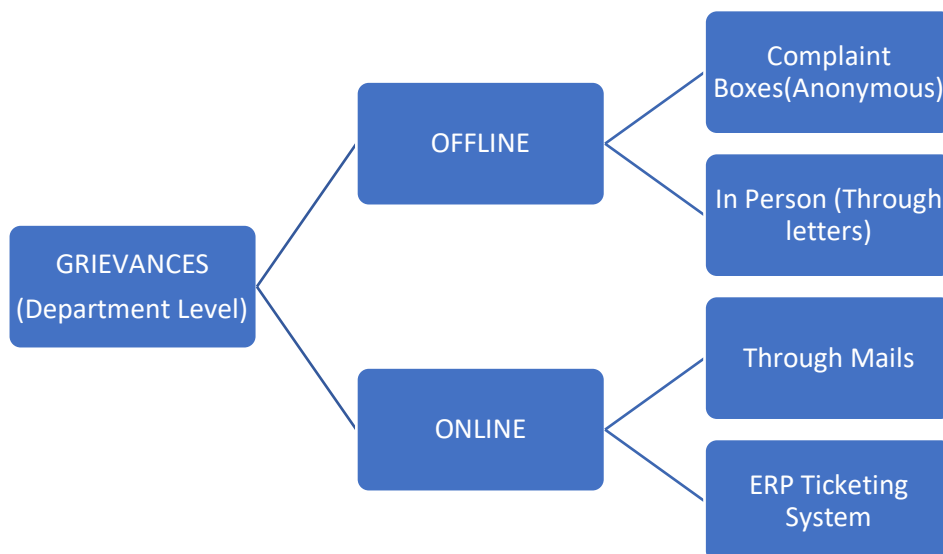
Department level Grievances are collected through Online and Offline mode.

##### **Online Mode:**

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

##### **Offline Mode:**

All the stake holders can submit their Anonymous grievances through Complaint boxes. The Individual Grievances can also be submitted to HOD/Professor In-charge Grievances through letters.



## 2) GRIEVANCES REDRESSAL MECHANISM:

**DSGRC:** Department level Student Grievances Redressal Committee

**CGRC:** Central level Grievances Redressal Committee.

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

S NO	RESPONSIBLE PERSON	ROLE in Committee
1	HOD	Chair Person
2	Dept. HOD	Co-Chair
3	Professor In-charge (Grievances)	Member-Coordinator
4	Quality Circle Students	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

### **B) Responsibilities of Professor In-charge (Grievances):**

- I. To Check the ERP ticketing portal on daily basis and forward the tickets pertaining to the department level to corresponding Professor In-charge (Ticket Resolver) for timely redressal.
- II. To Collect and consolidate the Grievances received through Complaint boxes, mails and letters on weekly basis. The grievances pertaining to the department level should be forwarded to respective Professor In-charges for timely redressal.
- III. The Grievances Pertaining to central level should be discussed with HOD and forward to Associate Dean-Grievances through prescribed format, once in a week. (Link: [Department Grievances Pertaining to central level](#) ).



**C) Guidelines to conduct DSGRC meeting:**

I. **Meeting Periodicity:** 3<sup>rd</sup> Week of every month

II. **Pre-Requisites to conduct DSGRC meeting:**

a) Report on Statistics of Grievances raised/resolved/pending.

The Prescribed format to submit the Consolidated statistics of Grievances is shown below.

<b>S N O</b>	<b>CATEGORY of Grievances</b>	<b>Receiving Mechanism</b>	<b>No.of Grieva nces - Raised</b>	<b>No. of Grieva nces - Resolv ed</b>	<b>No.of Grieva nces - Pendi ng</b>	<b>No. of Grievan ces forward ed/to be escalat ed to Central level</b>	<b>Rem arks</b>
1	<b>Students</b>	<b>ERP</b>					
		<b>COMPLAINT BOXES</b>					
		<b>QUALITY CIRCLE STUDENTS</b>					
		<b>IN PERSON</b>					
		<b>MAILS</b>					
	<b>Total no.of Grievances</b>						

III. Review of Grievances addressed by Quality circle members and representatives of DSGRC for the timely redressal.

IV. Discussion on the Grievances, which actually has been escalated/to be escalated to Central level Grievances redressal committee.

- V. Review of minutes received from Central level Grievances redressal committee, pertaining to the previous month.
- VI. Action Plan to resolve the pending Grievances.

**D) Role of HOD:** HODs are responsible to ensure that the department level Grievances are resolved within a week and also to monitor the redressal mechanism implementation as per the policy.

**Note:** Principal/Dean of all the colleges are responsible to conduct the exclusive meeting with HODs to analyse the Minutes of Meeting of DSGRC and instruct the HODs for timely redressal of all the grievances and ensure the timely submission of reports by the departments to CGRC.



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### Minutes of Meeting

#### Department level Student Grievances Redressal Committee (DSGRC)

**Department Name:**

**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 department level.

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

2							
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III. Review of Grievances pertaining to central level 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 CGRC 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							
3							

V. Closing Remarks by HOD.

**Signature of Professor In-Charge:**

**Signature of Committee Chair Person:**