



Koneru Lakshmaiah Education Foundation

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

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Ref: KLEF/RO/SA/SGR COMMITTEE/2024-25

14-10-2024

Orders of the Hon'ble Vice-Chancellor dt. 14-10-2024

OFFICE ORDER

Sub: Re-constitution Student Grievance Redressal (SGRC) Committee – Reg.

Ref: Letter from Dr.K. Ruth Ramya, Associate Dean(SA) forwarded by Dr.K.R.S. Prasad,
I/c. Dean (Student Affairs).

As per the orders of Honorable Vice Chancellor, Student Grievance Redressal Committee (SGRC) is reconstituted as per the guidelines of UGC to address and resolve student complaints regarding **academic, Administrative Decisions, Services or Facilities and unfair treatment and any other issues**. It provides a channel for students to represent their grievances and seek redressal in a fair and timely manner.

HOD's are encouraged to constitute Department-level Student Grievance Redressal Committee (DSGRC) in accordance with UGC guidelines, conduct monthly meetings and share the minutes of these meetings via email to grievances@kluniversity.in

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

| S. No | Name of the Faculty/Staff/ Student | Designation | Emp. ID | Dept. | Email Id & Phone Number | Position |
|-------|------------------------------------|---|---------|-----------|---|--------------|
| 1 | Dr. K R S Prasad | Professor & I/C Dean (Student Affairs) | 472 | Chemistry | krspasad_fed@kluniversity.in 9000090926 | Chairperson |
| 2 | Dr. K. Ruth Ramya | Associate Professor & Associate Dean Student Affairs & Convener WDC | 1901 | CSE | ramya_cse@kluniversity.in 9440307606 | Convener |
| 3 | Dr. V. Bala Mohan Das | Former VC ,Acharya Nagarjuna University | | | vbmdas@rediffmail.com 9848010187 | Ombudsperson |
| 4 | Dr. Guntupalli Chakravarthi | Professor | 4364 | Pharmacy | chakra_varthi123@kluniversity.in 8374138048 | Member |
| 5 | Dr. Kakarla Hari Kishore | Professor | 2457 | ECE | kakarla.harikishore@kluniversity.in 9440959907 | Member |
| 6 | Dr. Kothamasu Kiran Kumar | Professor | 3168 | CSA | kiran5434@kluniversity.in 9441065612 | Member |

| | | | | | | |
|----|--------------------------|-----------------------|----------------|------------------------|---|----------------------|
| 7 | Dr. Mohammed Ali Hussain | Professor | 3132 | IOT | dralihussain@kluniversity.in 7893704888 | Member |
| 8 | Dr.M. Kishore Babu | Professor | 1455 | MBA | kishore@kluniversity.in 8008066060 | Member |
| 9 | Ms. A. Vijaya Ratnam | Psychology Counsellor | 8393 | VEC | avijayaratnam@kluniversity.in 8106079479 | Member |
| 10 | Mr. Itta Rudra Murthy | Assistant Professor | 7918 | Architecture | irudramurthy@kluniversity.in 9849651313 | Member |
| 11 | Ms. U. Harita | Associate Professor | 4697 | BES-1 | uharita@kluniversity.in 9962840289 | Member |
| 12 | Dr. V. N. Sailaja | Associate Professor | 3664 | MBA | drvedalasailaja@kluniversity.in 9491735754 | Member |
| 13 | Dr. G. Vinodini Devi | Assistant Professor | 6957 | Law | vinodiniramana7@kluniversity.in 9493400569 | Member |
| 14 | Mr. Gidyonu Devarakonda | Office Assistant | 3211 | IOT | dgideon@kluniversity.in 9032937009 | Member |
| 15 | U. Aparna | Student | 2200090 024 | CSIT III Year | 2200090024@kluniversity.in 9573939271 | Member |
| 16 | K. Karthik Reddy | Student | 2300033 590 | CSE II Year | 2300033590@kluniversity.in 7780716404 | Student Member |
| 17 | B. Gandhi Naidu | Student | 2100040 179 | ECE IV Year | 2100040179@kluniversity.in 9676835301 | Student Member |
| 18 | G. Geethika Reddy | Student | 2200620 015 | Agriculture IV Year | 2200620015@kluniversity.in 8328699582 | Student Member |
| 19 | C. Srilakshmi | Student | 2401050 004 | M. Tech, CSE | 2401050004@kluniversity.in 9618497041 | PG student Member |
| 20 | M.V.S. Jyothi | Student | 2202030 001 | Ph.D. Scholar, CSE | 2202030001@kluniversity.in 9704787363 | Research Scholar |
| 21 | G. Vaishnavi | Student | 2400080 248 | AI& DS I Year | 2400080248@kluniversity.in 7382090590 | Student Member |

Roles & Responsibilities of Student Grievance Redressal (SGRC) Committee:

1. To schedule meeting once a month. However, if any grievance is raised by students, the chairperson must promptly call a meeting to address and resolve the grievance.
2. To actively receive and document grievances from students related to academics, administration, or campus life etc.,
3. To conduct thorough investigations into the complaints while ensuring fairness and impartiality.
4. To work towards resolving grievances through appropriate channels and recommend actions to address the issues raised.
5. To provide guidance and support to students throughout the grievance process, ensuring their concerns are acknowledged and addressed.
6. To evaluate existing policies and procedures related to student grievances, suggesting improvements for better effectiveness.
7. To organize workshops and information sessions to educate students about their rights and the grievance redressal process.
8. To maintain records of complaints, resolutions, and trends, and periodically report findings to university administration for accountability.

9. To work with various departments and stakeholders to create a supportive environment for student welfare and satisfaction.


REGISTRAR
Dr. K. SUBBARAO
REGISTRAR

Mail & Hard copy to: Hon'ble President, KLEF
Mail to: Hon'ble Vice-Presidents, KLEF
Mail & Hard copy to: Hon'ble Pro Chancellor
Mail & Hard copy to: Hon'ble Vice-Chancellor
Mail & Hard copy to: Pro Vice-Chancellors
Mail to: Chief Coordinating Officer-Dr.A. Jagadeesh
Mail to: Special Officer -Dr.A. Vani
Mail to: All Advisors / All Deans / All Principals / All Vice-Principals
Mail to: All Sr.Directors / All Directors / All Additional Deans / All Associate Deans / Deputy Deans / PR Head
Mail to: Controller of Examinations-Dr.A.S.C.S.Sastry
Mail to: Joint Registrar / Deputy Registrar / Sr.Manager (Alumni Relations) & AR-Sri A.Krishna Rao / AR-Dr.MVAL Narasimha Rao
Mail to: Advisor – NAAC & Hyderabad Operations - Prof. K.Koteswara Rao
Mail to: All HoDs / All Alternate HoDs / All Dy. HoDs
Mail to: KL H - Principal Off Campus Centre, Aziz Nagar Campus / KL H - Principal Off Campus Centre, Bowrampet
Director (Academics) KLEF,GBS,Kondapur-Dr.G. Radha Krishna
Mail to: KL H HoDs of Off-campus Centres-Aziz Nagar / Bowrampet / GBS Kondapur
Mail to: Librarian
Mail to: Webmaster-Mr.LV
Mail to: Chief Technical Officer (CTO)-Mr.A.Satya Kalyan
Mr. Raja Sekhar, Emp. No. 2482, Jr. Network Administrator (E-mail: rajasekhar_syte@kluniversity.in)
Mail to: Professor In-charge, EduTech, Animation-Dr. M. Siva Kumar,Assoc. Professor,ECE
Mail to: Dr.K.R.S. Prasad, I/c.Dean (Student Affairs)
Dr. K. Ruth Ramya, Assoc.Dean (SA)
Individuals concerned
All Faculty members
All students

E-mail sent
15/10/24