

# Koneru Lakshmaiah Education Foundation

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

Approved by AICTE ISO 21001:2018 Certified

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

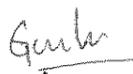
Phone No. +91 8645 - 350 200; www.klef.ac.in; www.klef.edu.in; www.kluniversity.in

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

Details of the Grievant	Description of Grievance Raised	Received from DSGRC/ Received by CSGRC	Online/ Offline	Action Taken	Grievance Received Date & Sign	Name of the authority to whom the grievance was assigned	Grievance Resolved Date & Sign	Sign of Grievant with Date	No. of Days Taken to resolve the Grievance	Pending/ Resolved	Remarks
<p>2411510050 9866431157 - F 9121722038-5 Head Campus</p> <p>G. Lohit Prasad, MBA 2nd year, KL University, Hyderabad (Aziz Nagar)</p>	<p>I am G. Lohit Prasad from MBA 2nd year, KL University, Hyderabad (Aziz Nagar). I have been approaching the Dean regarding my fee payment. I have already paid a part of the actual fee. However, the management and Dean sir have requested that the entire academic fee be cleared in one installment before the commencement of the final semester.</p> <p>In my case, I have never defaulted on my fees. I am requesting some time to pay the remaining amount. I assure you that before the internal and end-semester exams, my fees will be completely cleared, as required for students to be eligible to write the end-semester examinations.</p>	<p>Received from CSGRC</p>	<p>Online [Mail]</p>	<p>Student fee paid &amp; the issue is resolved. Phoned to student as per his information given by him</p>	<p>12-12-2025</p>	<p>Dr. K. R. S. Prasad, I/C Dean-SA</p>	<p>KRS Resolved</p>	<p>Hyderabad Aziznagar Campus Student</p>	<p>1 day 12/12/25 Same day</p>	<p>Resolved</p>	

Details of the Grievant	Description of Grievance Raised	Received from DSGRC/ Received by CSGRC	Online/ Offline	Action Taken	Grievance Received Date & Sign	Name of the authority to whom the grievance was assigned	Grievance Resolved Date & Sign	Syn of student	No. of Days Taken to resolve the Grievance		
<p>ORCHU KUSUMA RAJASRI ✓ (240009008) CS&amp;IT 7995584226 3M 85229494 06-5</p>	<p>There are no fixed seating rules in the bus, so students are being asked to change seats every day based on faculty comfort. This is causing confusion and conflict. If we can set a simple, consistent seating arrangement, it will avoid daily disturbance for both students and faculty and faculty is mocking at us if we did agree to change, we are from guntur vengalayapalem route.</p>	CSGRC	Online [ERP]	<p>Based on the route &amp; strength changes in that route some times it is not possible to arrange fixed seating plan</p>	12-12-2025	Dr. A.V. S. Ram Prasad, Associate Dean, Transport.	<p>12/12/25 [Signature]</p>	<p>Syn of student [Signature]</p>	1 day 13/12/25	Resolved	
<p>VIDAVALURU DEEPIKA, (2300620057), agriculture ✓ 630 5495899</p>	<p>I would like to raise a grievance regarding the ongoing issues with the college bus facility and the treatment of students by certain faculty members. Many students, including myself, are facing inconvenience due to the lack of sufficient seats and space in the college buses, which often results in discomfort. Additionally, there have been instances where students are being treated unfairly or spoken to in an inappropriate manner by faculty, creating a negative and discouraging environment. I sincerely request the college administration to look into these matters and take appropriate actions to ensure fair treatment of students and adequate transportation arrangements for everyone's safety and comfort.</p>	CSGRC	Online [ERP]	<p>In the odd semester adequate transportation arrangements were done by the transport department for every one's safety and comfort kindly students are informed to co-ordinate with staff and faculty for creating friendly environment in the buses.</p>	12-12-2025	Dr. A.V. S. Ram Prasad, Associate Dean, Transport.	<p>12/12/25 [Signature]</p>	<p>[Signature]</p>	1 day 13/12/25	Resolved	
<p>PASUPELETI SAMYUKTHA, ✓ 2400031565, CSE-3 7093312298</p>	<p>There are no fixed seating rules in the bus, so students are being asked to change seats every day based on faculty comfort. This is causing confusion and conflict. If we can set a simple, consistent seating arrangement, it will avoid daily disturbance for both students and faculty." We are from guntur vengalayapalem route</p>	CSGRC	Online [ERP]	<p>In the last semester in morning shift or buses and in general shift or buses were arranged. Max. in a bus 35 (morning shift) and 55 (general shift) students only coming. Bus capacity was 60 seats. In big seats 3 members and in small seats if 2 members sit. issues can be solved. It will be fine if students and faculty co-ordinate with each other and adjust accordingly.</p>	12-12-2025	Dr. A.V. S. Ram Prasad, Associate Dean, Transport.	<p>12/12/25 [Signature]</p>	<p>P. Samyuktha</p>	1 day 13/12/25	Resolved	

Details of the Grievant	Description of Grievance Raised	Received from DSGRC/ Received by CSGRC	Online/ Offline	Action Taken	Grievance Received Date & Sign	Name of the authority to whom the grievance was assigned	Grievance Resolved Date & Sign	Signature	No. of Days Taken to resolve the Grievance	Resolution
PRATAPA ALEKHYA, 2300620044, Agriculture <i>9640131979-M</i> <i>8978375659-S</i>	Bus route: Guntur-Vengalayapalem road, Housing board main road  I would like to raise a grievance regarding the ongoing issues with the college bus facility and the treatment of students by certain faculty members. Many students, including myself, are facing inconvenience due to the lack of sufficient space in the college buses, which often results in discomfort. Additionally, there have been instances where students are being treated unfairly or spoken to in an inappropriate manner by faculty, creating a negative and discouraging environment. Additionally, bus incharge have been not looking out when we don't have enough space to sit and travel. So, I sincerely request the college administration to look into these matters and take appropriate actions to ensure fair treatment of students and adequate transportation arrangements for everyone's comfort.	CSGRC	Online [ERP]	In the last semester in morning shift of buses and in general shift of buses were kept. max. in a bus (morning shift) and 55 (General Shift) students only coming. It will be fine if students and faculty co-ordinate with each other and adjust accordingly.	12-12-2025	Dr. A.V. S. Ram Prasad, Associate Dean, Transport.		<i>P. Alekhya</i>	1 day 13/12/25	Resolved.
G. Yedukondalu, 2212031101 <i>Pro Student</i> <i>NO contact details</i>	My ERP login is not working please check it	CSGRC	Online [Mail]	For ERP Password updation the user can update their own by using forgot password option available in ERP login screen.	12-12-2025	Mr. L. Venkat, Associate software Developer,		<i>Venkat</i>	1 day 13/12/25	Resolved

Details of the Grievant	Description of Grievance Raised	Received from DSGRC/ Received by CSGRC	Online/ Offline	Action Taken	Grievance Received Date & Sign	Name of the authority to whom the grievance was assigned	Grievance Resolved Date & Sign	Sign of student	No. of Days Taken to resolve the Grievance		
<p>V. Greeshma, 2501510063, MBA 1st year, 8096476055</p>	<p>I am writing to request the urgent reinstatement of the 4:00 PM college bus service. While the engineering students no longer require the 4:00 PM bus, a large number of students from other departments complete their classes by 3:40 PM. Currently, we are forced to wait until the 6:00 PM bus. This excessive wait time (over two hours) is highly disruptive; for instance, waiting until 6:00 PM means I reach home around 7:40 PM. Furthermore, traveling via public transport at 3:40 PM is not feasible due to the distance of my home(18km) Crucially, we are paying the full college bus fees but are unable to utilize the service effectively, often having to resort to alternative public transport despite paying for the college facility. We request that the 4:00 PM bus be reinstated so all students who finish at 3:40 PM can catch the bus and reach their home safely.</p>	CSGRC	Online [Mail]	<p>Ok. As per the request &amp; information given by higher up's we will arrange each one bus for yja; Gunter &amp; Tenali</p>	15-12-2025	Dr. A.V. S. Ram Prasad, Associate Dean, Transport.,	 		<p>2 days 17/12/25</p>	Resolved	

Details of the Grievant	Description of Grievance Raised	Received from DSGRC/ Received by CSGRC	Online/ Offline	Action Taken	Grievance Received Date & Sign	Name of the authority to whom the grievance was assigned	Grievance Resolved Date & Sign	Sign of Grievant	No. of Days Taken to resolve the Grievance	Pending/ Resolved	Remarks
GOGINENI TEJOBHARGAVI, 2300031314, CSE-1 9030733877	<p>I would like to bring to your kind notice that I am unable to access my official student email ID even after entering the correct login credentials, as the system repeatedly shows an incorrect password.</p> <p>When I attempted to recover the account using the linked mobile number, the recovery page displays only the last two digits of my number, but the number length shown is more than required. Due to this issue, I am not receiving any recovery message. It appears that my recovery mobile number has been changed and is currently not working.</p> <p>I have already contacted the service desk through my counsellor regarding this issue, but there has been no response so far.</p> <p>Due to this problem, I am missing important official communications and academic-related opportunities. Hence, I kindly request you to please help me recover my student email ID at the earliest.</p> <p>My Details: Name: Gogineni Tejo Bhargavi ID Number: 2300031314 Student Email ID: 2300031314@kluniversity.in Registered Mobile Number: 9030733877 Personal Email ID: goginenibhargavi7@gmail.com Counsellor Details: Name: M. Geetha Employee ID: 9101</p>	CSGRC	Online [ERP]	<p>Dear student You may contact your department counsellor for this request. Your counsellor waits to draft a mail to service @kluniversity. It will be resolved immediately.</p> <p>Student approached through counsellor as per the request. Multi factor authentication is activated &amp; outdated KL login mail credentials also.</p>	19-12-2025	Dr. K. R. S. Prasad, I/C Dean-SA	19/12/25	G. Tejo Bhargavi	1 day 20/12/25	Resolved	
KOLLIPARA EESHAN VENKAT KUMAR, 2400032011, CSE-1 2333034036	Charging sockets not working at all and only few sockets are available	CSGRC	Online [ERP]	New sockets are replaced in old one	18-12-2025	Dr. Seshi Reddy Daka, Prof. I/C, Electrical Maintenance.	18/12/25	Eeshan K	3 days 21/12/25	Resolved	



# Koneru Lakshmaiah Education Foundation

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

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

Details of the Grievant	Description of Grievance Raised	Received from DSGRC/ Received by CSGRC	Online/ Offline	Action Taken	Grievance Received Date & Sign	Name of the authority to whom the grievance was assigned	Grievance Resolved Date & Sign	Sign of Grievant with Date	No. of Days Taken to resolve the Grievance	Pending/ Resolved	Remarks
KADIYALA DUNDI BHARATH, AI&DS, 2400080046 <i>8309383696 ✓</i>	L715 - WI-FI problem For course - Design Analysis and Algorithm of course, Code - 24SC2203 For writing codetantra exam, availability of WIFI is necessary in this room(L715)	CSGRC	Online [ERP]	<i>Problem rectified &amp; resolved.</i>	24-12-2025	Dr. K. R. S. Prasad, I/C Dean-SA	<i>[Signature]</i>	<i>K. R. S. Prasad</i>	<i>2 days 26/12/25</i>	<i>Resolved</i>	
VATHUMILLI NAVYA, 2200030008, CSE-1 <i>8309441318 ✓</i>	My university email account was recently logged out from all services such as Outlook and Microsoft Teams. I am unable to sign in using my previous password. My mail id - <u>2200030008@kluniversity.in</u>	CSGRC	Online [ERP]	<i>For RL Mail Password updation you can contact through your department counsellors</i>	23-12-2025	Dr. K. R. S. Prasad, I/C Dean-SA	<i>[Signature]</i>	<i>V. Navya</i>	<i>1 day 24/12/25</i>	<i>Resolved</i>	