

Anvi Sharma 2300033577 <i>953652 Anvi Sharma</i>	Less Attendance for Mental Health Issue	CSGRC	Offline	Mrs B Sireeshha counsel the student and she resolved the issue	01-11-2025	Mrs. B. Sirisha VEC Counselor	10-11-2025	10 days	Resolved.
<i>9923749911</i> GAURAV NILESH KHIVASARA, 2200032772 <i>Sa</i>	My Outlook password has been reset and I am unable to access any of it's applications. I tried retrieving it but, the recovery email and the recovery number showing is neither mine nor my parents'.	CSGRC	Online [ERP]	<i>Deal Sireeshha you may please contact your Dept Counselor if is not possible give me the recovery number</i> <i>03-11-25</i>	03-11-2025	Dr. K. R. S. Prasad, I/C Dean, SA	<i>04-11-25 KRSPRasad</i>	1 Day	Resolved.
<i>6281155693</i> G Sai Pradhun 2300031403	My Parent ERP is not working with my parent email. Please kindly rectify	CSGRC	Offline	Rectified the issue and it was resolved	10-11-2025	Dr A Srinath Dean Skill Development & student Progression	<i>11/11/25</i>	1 Day	Resolved.

Grievance resolved as I met counselor.

Details of the Grievance	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	No. of Days Taken to resolve the Grievance	Pending/ Resolved	Remarks
PUJARI ROHINI 2200031769 <i>9989542127 Rohini</i>	Bus is small causing difficulty for 3 adults to sit in small area kindly change this bus -SVN colony bus	CSGRC	Online [ERP]	<i>Monny - 35 Max no. of people is coming in this bus</i>	17-11-2025	Dr. K. R. S. Prasad, I/C Dean, SA	<i>KRSPRasad 18/11/25</i>	1 Day	Resolved.	<i>In 2 seats 2 members 3 seats 3 members to be seated.</i>
Deepa Amuth 7141 <i>96029682</i>	Dr.A.R.Deepa, 7141, AI&DS Department. My Designation is Associate Professor and as Skilling professor In-charge need to keep so many files. I kindly request you provide glass cabin in R405. Our department glass cabins are occupied by other Department faculties.	CSGRC	Online [ERP]	<i>Keedim</i> <i>Prasad to Help is Resolved.</i>	17-11-2025	Dr. G. R. K. Prs. Prasad, Assoc. Dean, SA	<i>18/11/25</i>	1 Day	Resolved.	

Pattan usman Khan 22924050008	Delay in issuance of MBA HR certificates	CSGRC	Offline letter	Student is contacted through phone and is informed about the technical issue in the generation of PLACEMENT. Also he is assured that the issue will be resolved within 15-20 days. He is satisfied with the information and gave consent to wait.	18-11-2025 (letter)	Director (CDOE) center for Distance & Online Education	<i>Dr. S. S. S. 24/11/25</i>	7 Days	Resolved.	
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Praneetha Pokuri
.2100030735
Y 21 BATCH - CSE (R)

*Passed out
Student*

I have been trying to apply for the *No Dues* process. However, while uploading the required certificates, the system is displaying the error "**Bad Request (400)**".

I have been facing this issue for the last two days.

Therefore, I kindly request you to look into this issue.

CSGRC

Online
[Mail]

*In No dues upload file
size more than 1 M.B.
inform to student
< 1 M.B for each file
studies per instruction
student uploaded
this issue has been resolved*

21-11-2025

Mrs. Saritha,
ERP In-charge

1891

*P. Saritha
21/11/25*

Ann
2200
CSE

*for
D*

	<p>(Therefore, I kindly request you to look into this issue and provide a suitable solution or revised calculation for the July month fee. Our parents are also asking for clarification regarding this, as paying the full amount for days not utilized is difficult for us.)</p> <p>Additionally, I would like to bring up another concern. We have raised multiple tickets and submitted 4-5 written requests, including bank account details, regarding the pending extra electricity bill refund from previous years. Even after more than six months, the issue is still not resolved, and we are told that verification is still in progress. Our parents are repeatedly asking about the status of this refund as well.</p>								
<p><i>is a student</i> SANKET SUHAS KHALE 0923040028, B.COM 20923040028,</p>	<p>Request your support in retrieving the details of the fees I have paid to the university. I wanted to apply for my OD, but I am unable to complete the form because the fee payment information is required.</p> <p>I made the payment through my bank account, but the account has been permanently closed. Because of this, I cannot access my bank statements or old transaction records. I also do not have the receipt or payment details needed for the OD application.</p> <p>I kindly request you to please share the fee details from your records, including the payment date, amount, and transaction or receipt number. This will help me complete the OD process.</p> <p><u>If there are any pending formalities or any remaining fees that need to be paid, please let me know. I will complete them immediately.</u></p> <p>Here are my details: User :- 20923040028 Name :- SANKET SUHAS KHALE Register mobile NO :- 9768831403 Program / course :- B.Com Year of Admission:- Jan-2021 Please help me with the payment information at the earliest</p>	CSGRC	Online [Mail]	<p><i>ODL counsellor contacted the student over the phone and clarified his doubts. The revised fee receipts were placed in ERP Portal. Upon a follow-up call, the student confirmed that the issue was resolved, and the grievance is now closed.</i></p>	23-11-2025	Dr. K. R. S. Prasad, I/C Dean, SA	<p><i>KRS Resolved</i> 24/11/25</p>	1 Day	Resolved



Koneru Lakshmaiah Education Foundation

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GRIEVANCES FOR THE MONTH OF NOVEMBER 2025 (15-11-2025 to 30-11-2025)

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	No. of Days Taken to resolve the Grievance	Pending/ Resolved	Remarks
<p>8341277346</p> <p>REVURI MADHU KUMAR (2200031110) CSE-1</p> <p>R. Madhu Kumar</p>	<p>I am R. Madhu Kumar, and I am staying in TULIP's boys' hostel 1245 Wi-Fi speed issue in hostel of having "KL University 4" routers. We have complained in office several times but no use. We are getting 2MBPS speed which isn't sufficient for attempting a placement exam. we are facing this issue for 2 months, but no one cares in hostel department, we are advised to raise ticket in ERP but the tickets are not assigning to respected staff it's been so difficult to be hostels without WIFI or our Mobile data please resolve this issue.</p>	CSGRC	Online [ERP]	<p>Dr. Tata Ravi Kumar, Professor incharge of SYTE, contacted the student by phone and Email asking him to meet in person to resolve the issue. However the student went home for the Semester break. After returning to campus and checking the wifi speed, he found it to be satisfactory, as the SYTE staff had already rectified the problem. Thus the issue was resolved.</p>	25-11-2025	Dr. K. R. S. Prasad, I/C Dean, SA	<p>KRS Resolved</p> <p>27/11/25</p>	2 Days	Resolved.	
<p>7075285071</p> <p>ANNEPU UDAY KUMAR (2200031007), CSE-1</p> <p>Uday Kumar</p>	<p>I, Annepu Uday Kumar, studying B.Tech CSE, 4th Year, am a resident of Tulip Boys Hostel, KL University. I joined the hostel on 15th July 2025, and since then I have been paying the hostel fee through the monthly payment system.</p> <p>(I would like to bring to your kind notice that, in the hostel accounts, the full month fee for July has been shown as due. However, I stayed in the hostel only from 15th July to 30th July, not for the entire month. The monthly fee recorded is ₹16,050, and both I and my parents are concerned about how we are being charged for the full month despite staying only for 15 days.)</p>	CSGRC	Online [ERP]	<p>Current electricity bill details are - It is in process, the details sent to AO for further processing, the hostel fee amount RS-16,050/- Shuttled</p>	27-11-2025	Dr. K. R. S. Prasad, I/C Dean, SA	<p>KRS Resolved</p> <p>28/11/25</p>	1 Day	Resolved.	

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For D-7