



Dt: 12.07.2022

GRIEVANCES REDRESSAL COMMITTEE MEETING

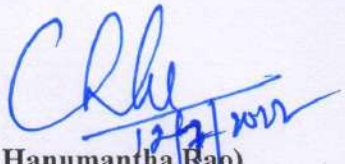
Grievances Redressal Committee meeting will be held on 13-07-2022 at 12.00 pm in room no C 106 of undersigned. All the members of Grievances Redressal Committee listed below shall attend the meeting without fail.

Agenda:

1. Addressing any grievances pertaining to academics, HR, P&D and governance, etc.
2. Addressing of grievances maintenance and daily monitoring of Online Ticketing Portal for Grievances in ERP.
3. Addressing about resolving the offline complaints.
4. Addressing the follow-up of the resolving procedure to get timely redressal

Grievances Redressal Committee				
S.No	Name of the Faculty Member	Designation	Email ID	Nominated as
1	Dr.Ch Hanumantha Rao	Professor, Dean-Student Affairs	hrao_ce@kluniversity.in	Chairman
2	Dr. M Vasuja Devi	Associate Dean (SA)	vasujadevi@kluniversity.in	Convener
3	Dr. Habibullah Khan	Professor, Advisor-Student Affairs	habibulla@kluniversity.in	Member
4	Dr. L Jayasree	Retd. Professor, Ombuds-Person	jayasreelakkaraj@gmail.com	Member
5	Ar. A Priya	Assoc. Professor, Architecture	ar.priyajohnson@kluniversity.in	Member
6	Dr.P V Chalapathi	Professor, Addl. Dean F&SA	pvc@kluniversity.in	Member
7	Dr.K. Hema Malini	Professor, Food-Technology	kola.hemamalini@kluniversity.in	Member
8	Dr P. Sailaja	Assoc. Professor, Dept. of Law	dr.sailaja.petikam@kluniversity.in	Member
9	Dr. M Lakshman	Asst. Professor, ECE	lakshmana.m@kluniversity.in	Member
10	Dr. G R K Prasad	Assoc. Professor, Dept. of ECE	ramguda1978@kluniversity.in	Member
11	Dr. N V K Ramesh	Professor, BES-II	nvkr@kluniversity.in	Member
12	Dr. Pradeep	Assoc.Prof, Chemistry	drpkt@kluniversity.in	Member
13	Dr. Srinivas Prasad	Assoc. Prof, Physics	mutyasrinivas@kluniversity.in	Member
14	Mrs K Durga	Office Assistant	kdurga@kluniversity.in	Staff Member
15	Mr D Siva Rama Krishna	Office Assistant	dsr@kluniversity.in	Staff Member
16	T.Harini	2200010107,BT	2200010107@kluniversity.in	Student Member
17	Shaik. Sameera	2200030175,CSE	2200030175@kluniversity.in	Student Member
18	Ms.Bhavana V	2100520001, BCA	2100520001@kluniversity.in	Student

				Member
19	Gattupalli Naga Venkata Surya	2000040100,ECE	2000040100@kluniversity.in	Student Member
20	G Venkata Siva Praveen	2000040156, ECE	2000040156@kluniversity.in	Student Member
21	Mr. Sushant Ghimire	2000070087, ME	2000070087@kluniversity.in	Student Member
22	Ms.Dushimimana Assoumpta	2000020049, CE	2000020049@kluniversity.in	Student Member


 (Dr. Ch Hanumantha Rao)
 Dean (SA)
 Dean (Student Affairs)
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Koneru Lakshmaiah Education Foundation

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

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OFFICE OF DEAN STUDENT AFFAIRS GRIEVANCE REDRESSAL COMMITTEE MINUTES OF THE MEETING HELD AT ROOM NO C106

Meeting No:	001	Date	13.07.2022
Academic Year	2022-23	Time	12.00 PM

Members Present:

- 1) Dr. Ch. Hanumantha Rao-Dean(SA)-Chairman
- 2) Dr. M. Vasuja Devi-Associate Dean(SA)-Convener
- 3) Dr. Habibulla Khan-Advisor(SA)-Member
- 4) Dr. L. Jaya Sree-Retd Professor-Ombuds Person-Member
- 5) Ar. A. Priya, Asso Professor, Architecture-Member
- 6) Dr. K. Hemamalini-Professor, Food Technology-Member
- 7) Dr P. Sailaja-Asso Professor, Law-Member
- 8) Dr M. Lakshmana Kumar- Asso Professor-ECE, Law-Member
- 9) Dr. N.V.K. Ramesh-Professor-BES-II-Member
- 10) Dr. Pradeep Kumar Brahmam-Assoc Professor-Chemistry-Member
- 11) Mrs. K. Durga, Office Assistant-Member
- 12) Mr. D. Siva Rama Krishna, Office Assistant-Member
- 13) Ms. T. Harini-2200010107,BT- Student Member
- 14) Ms. SK. Sameera-2200030175,CSE- Student Member
- 15) Ms. V. Bhavana-2100520001,BCA- Student Member
- 16) Ms. G. Naga Venkata Surya-2000040100,ECE- Student Member
- 17) G Venkata Siva Praveen, 2000040156, ECE, Student Member
- 18) Ms. Dushimimana Assoumpta, 2000020049, CE, Student Member

Leave of absence: The following members were granted leave of absence.

- 1) Dr.P V Chalapathi, Professor, Addl.Dean F&SA, Member
- 2) Dr. G R K Prasad, Assoc. Professor, Dept. of ECE, Member
- 3) Dr. M.V.V.K. Srinivas Prasad, Assoc. Prof, Physics, Member
- 4) Mr. Sushant Ghimire, 2000070087, ME, Student Member

Dr. M. Vasuja Devi, Convener, Grievance Redressal Committee (GRC) welcomed all the committee members and explained about the purpose and expectations of this committee.

Action taken report of the decisions taken in the last meeting held on is not applicable as it is the first Meeting conducted in this Academic Year.

GRC provides means to seek redressal through investigation, resolution of academic, resource related and personal grievances through the following measures.

- a. Maintenance and daily monitoring of Online Ticketing Portal for Grievances in ERP (both Central and Department level) to receive grievances.
- b. Resolving the offline complaints such as caste discriminations and sexual harassment sexual harassment from Students, Faculty and Staff through complaint boxes, which are placed in all the blocks.
- c. Appointment of ombudsman & grievance redressal committee (UGC Regulations 2012) to get timely redressal and Zero tolerance.
- d. Follow-up of the resolving procedure to get timely redressal (within 4-7 days).
- e. Intimation to Honorable Pro-Vice Chancellor, follow-up of the resolving procedure and report acknowledgement to UGC regarding UGC portal grievances and redressal.

A. Academic Grievances:

- a. Issues related to course registration
- b. Issues about change of specialization
- c. Issues regarding course requirement and course content
- d. Examinations related issues
- e. Issues related to applying/receiving certificates.

B. Administrative Decisions, Services or Facilities:

- a. Issues related to transport facility
- b. Issues related to Hostels
- c. Issues related to Canteen
- d. Issues related to Sports
- e. Issues related to Post Office & bank (on campus)
- f. Issues related to other facilities provided by the university (water etc.).

C. Unfair Treatment:

Grievances about a student behavior towards other students.

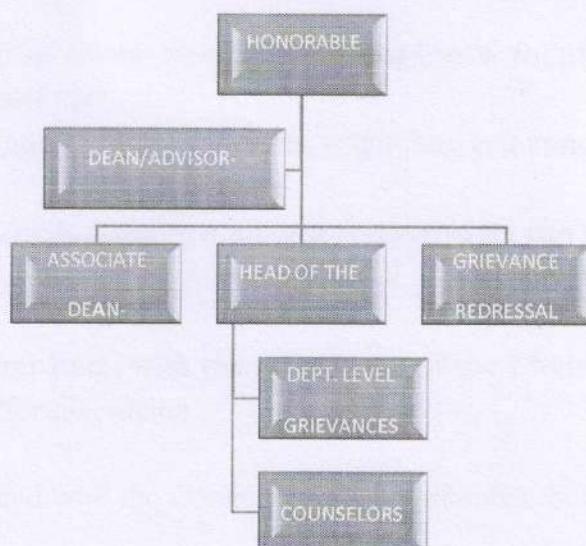
Grievances about Faculty & staff behavior towards other students.

D. Harassment and Discrimination

Issues related to harassment (sexual)

Issues about Discrimination or racial treatment

Grievances' Redressal Hierarchy-Operational Mechanism is given below:



Discussion on Agenda Items:

Agenda item-1: Resolution of grievances pertaining to academics, HR, P&D and governance, etc.

GRC receives complaints through the online ticketing Portal for Grievances in ERP (both Central and Department level) to receive grievances from both faculty and students. It also receives complaints/grievances through complaint boxes kept at several locations in the university besides written complaints. By strictly enforcing the grievance redressal policy and by the timely action of all concerned, most of the grievances are resolved within the stipulated time frame of 4-7 days.

Most of the grievances are related to malfunctioning of electric sockets in class rooms and other locations, wi-fi issues, plumbing problems, computer hardware related issues. In addition to that some are involved in indiscipline activities that was raised by victims.

The Student Affairs division has one Associate Dean for resolution of all grievances. The P&D division has a strong team consisting of Electricians, plumbers, carpenters, computer hardware technicians and housekeeping, maintenance personnel. The P&D division has one Associate Dean exclusively taking care of transport facility.

Problems/issues related to academics/examination section are forwarded to the office of dean academics and controller of examinations.

Similarly, the Academics division has one Associate Dean exclusively looking after academic registrations of the students. Also, another Associate Dean at academics division takes care of counseling process.

Dr. M. Vasuja Devi, Convener, Grievance Redressal Committee (GRC) requested all the members to actively contribute in their roles in order to resolve all problems/issues within reasonable time frame and cooperate.

Agenda Item-2: Creating awareness among students, faculty and staff regarding the grievances redressal cell.

Planned to to conduct awareness programme regarding grievance.


Agenda Item-3: Grievances/Discrimination reported by the students

Nil

Agenda item-4: Any other item, with the permission of the Chair

There are no other items for discussion.

The meeting was concluded with the Convener thanking the members for their cooperation.



Dean (Student Affairs)

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Dt: 26.12.2022

GRIEVANCES REDRESSAL COMMITTEE MEETING

Grievances Redressal Committee meeting will be held on 28-12-2022 at 02.00 pm in room no C 106 of undersigned. All the members of Grievances Redressal Committee listed below shall attend the meeting without fail.

Agenda:

1. Preparation of Procedural flow of Grievances Redressal Mechanism for students and faculty/staff.
2. Addressing the grievances pertaining to academics, HR, P&D and governance, etc.
3. Addressing the follow-up of the resolving procedure to get timely redressal.

Grievances Redressal Committee

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1	Dr.Ch Hanumantha Rao	Professor, Dean-Student Affairs	h Rao_ce@kluniversity.in	Chairman
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(Dr. Ch Hanumantha Rao)

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OFFICE OF DEAN STUDENT AFFAIRS GRIEVANCE REDRESSAL COMMITTEE MINUTES OF THE MEETING HELD AT ROOM NO.C106

Meeting No:	002	Date	28.12.2022
Academic Year	2022-23	Time	02.00 PM

Members Present:

- 1) Dr. Ch. Hanumantha Rao-Dean(SA)-Chairman
- 2) Dr. M. Vasuja Devi-Associate Dean(SA)-Convener
- 3) Dr. Habibulla Khan-Advisor(SA)-Member
- 4) Dr. L. Jaya Sree-Retd Professor-Ombuds Person-Member
- 5) Ar. A. Priya, Asso Professor, Architecture-Member
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Leave of absence: The following members were granted leave of absence.

- 1) Dr. G R K Prasad, Assoc. Professor, Dept. of ECE, Member
- 2) Dr. Srinivas Prasad, Assoc. Prof, Physics, Member
- 3) Mr. Sushant Ghimire, 2000070087, ME, Student Member
- 4) Dr P. Sailaja-Asso Professor, Law-Member

Dr. M. Vasuja Devi, Convener, Grievance Redressal Committee (GRC) welcomed all the committee members.

Action taken report of the decisions taken in the last meeting held on 13.07.22.

Dr. M. Vasuja Devi, informed the members that the GRC is able to resolve all academic, resource related and personal grievances received during the previous semester (July-

December). There were close to 900 tickets raised through Online Ticketing Portal for Grievances in ERP relating to academics, HR, P&D and governance, etc.

The Academic Grievances were resolved by academics division, which includes the examination cell.

Discipline related grievances were resolved details are attached in Annexure-1

Discipline related grievances were resolved details are attached in Annexure-2

HR issues were resolved by Dean (F&SA) all facilities and maintenance issues were handled by P&D division. The Associate Dean (Grievances) under student affairs division helped resolving various grievances received from time to time.

Discussion on Agenda Items:

Agenda item-1: To continue with the resolution of grievances pertaining to academics, HR, P&D and governance, etc.

Dr. M. Vasuja Devi, Convener, Grievance Redressal Committee (GRC) thanked the members for their dedicated efforts during the previous semester and requested them to continue the good work and contribute actively to resolve all problems/issues within reasonable time frame and cooperate.

Agenda item-2: Creating awareness among students, faculty and staff regarding the grievances redressal cell

Resolved to request the Registrar, K L E F to issue a Circular on Procedural flow of Grievances Redressal Mechanism for students and faculty/staff.


Agenda Item-3: Grievances/Discrimination reported by the students

Nil

Agenda item-4: Any other item, with the permission of the Chair

There are no other items for discussion.

The meeting was concluded with the Convener thanking the members for their cooperation.


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