



SRI VASAVI ENGINEERING COLLEGE (AUTONOMOUS)

(Sponsored by Sri Vasavi Educational Society)

(Approved by AICTE, New Delhi & Permanently affiliated to JNTUK, Kakinada)

(Accredited by NAAC with 'A' Grade ,Recognized by UGC under section 2(f) & 12(B))

(NBA Accreditation to B.Tech., EEE,CSE, ME and ECE Branches for 3 Years)

Pedatadepalli, TADEPALLIGUDEM – 534 101. W.G.Dist. (A.P)

Mechanisms for submission of online/offline students' grievances



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We prioritize the effective handling of students' grievances, whether submitted online or offline. To ensure a fair and systematic process, the mechanisms we follow for the submission and resolution of students' grievances are as follows:

1. Online Grievance Redressal Portal: We have established an online portal dedicated to handling student grievances. This portal allows students to submit their complaints, feedback, or issues digitally. The portal is accessible through the college website and requires students to log in using their credentials, ensuring authenticity and accountability.

2. Clear Guidelines and Procedures: We provide clear guidelines outlining the procedures for lodging grievances, specifying the type of grievances accepted, and the required details for submission. These guidelines are readily available on our website, and displayed prominently at important places on campus notice boards and flexis.

3. Designated Grievance Cell: A dedicated grievance cell, discipline committee, transportation in charges in every college bus, comprising faculty members and administrative staff, is in place to address these concerns. This cell oversees the receipt of complaints, categorization, and assigns responsibilities for resolution. Canteens and food courts are monitored regularly by staff.

4. Regular Awareness Campaigns: We conduct regular awareness campaigns, orientation sessions, and workshops to educate students about the grievance redressal mechanisms available to them. This includes informing them about the online portal, contact details of the grievance cell members, and the importance of timely submission of grievances. Every year police department comes to college and addresses the students regarding anti ragging.

5. Transparent Communication: We ensure transparency throughout the grievance redressal process. Acknowledgment of receipt of the complaint is promptly communicated to the student, along with an estimated timeline for resolution. Regular updates regarding the progress of the grievance resolution are provided to the student until the matter is resolved. CC Cameras are provided at number of places in the campus to prevent unnecessary actions.

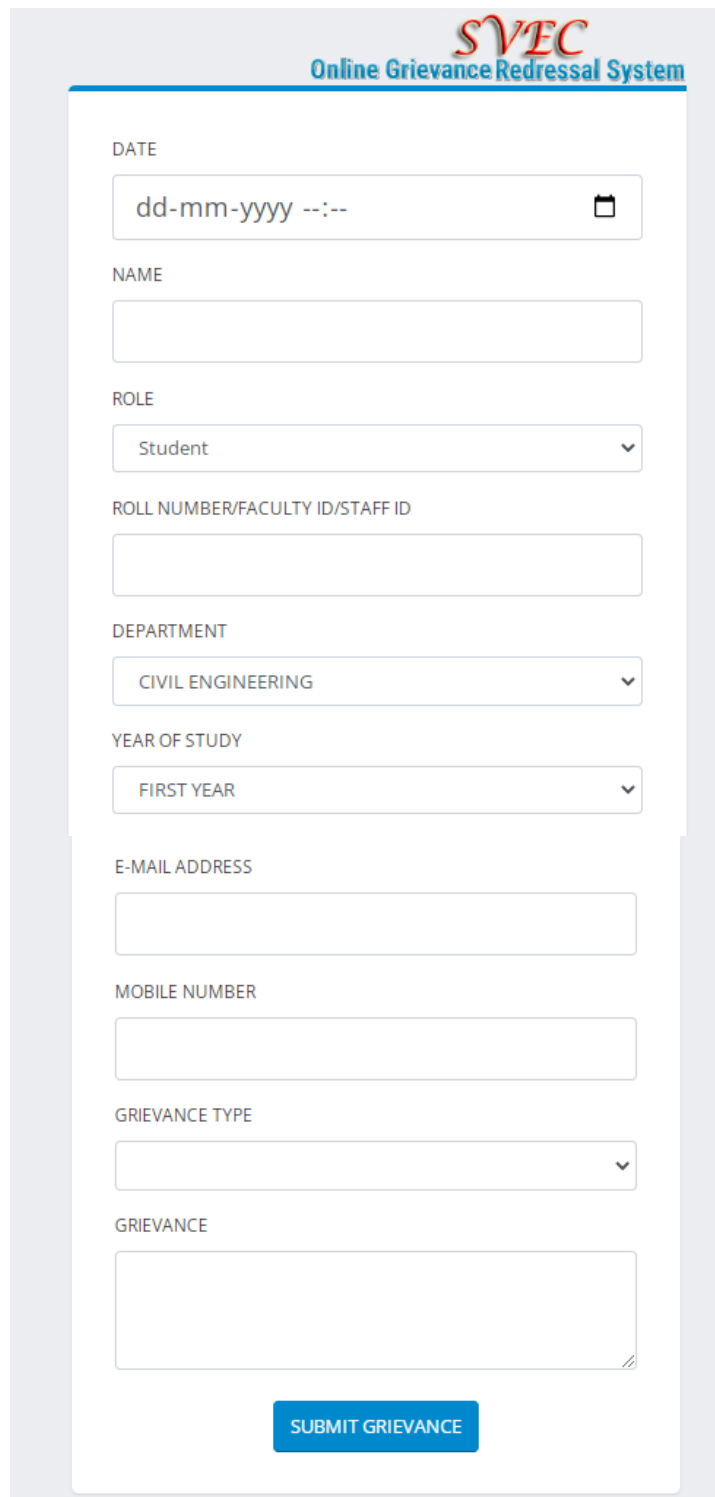
6. Confidentiality and Anonymity: We maintain confidentiality in handling sensitive grievances and respect the anonymity of students who prefer to remain unidentified while reporting their issues. However, anonymous complaints are evaluated with due diligence to ensure authenticity.

7. Multi-tier Grievance Resolution: Depending on the complexity and severity of the grievance, we adopt a multi-tier approach for resolution. Initially, grievances are addressed at the department level, and if not resolved, they are escalated to higher authorities such as the Dean, or Principal.

8.Documentation and Review: All grievances received, actions taken, and resolutions provided are meticulously documented for future reference and periodic review. This documentation assists in evaluating the effectiveness of the grievance redressal mechanisms and implementing necessary improvements.

9.Feedback and Continuous Improvement: We encourage students to provide feedback on the grievance handling process. Feedback is invaluable for identifying shortcomings and making continuous improvements to the system.

By implementing these mechanisms, we aim to create an environment where students feel heard, supported, and assured that their grievances are addressed promptly and fairly.



The image shows a web form titled "SVEC Online Grievance Redressal System". The form contains the following fields and controls:

- DATE:** A date picker field with the placeholder "dd-mm-yyyy --:--" and a calendar icon.
- NAME:** A text input field.
- ROLE:** A dropdown menu with "Student" selected.
- ROLL NUMBER/FACULTY ID/STAFF ID:** A text input field.
- DEPARTMENT:** A dropdown menu with "CIVIL ENGINEERING" selected.
- YEAR OF STUDY:** A dropdown menu with "FIRST YEAR" selected.
- E-MAIL ADDRESS:** A text input field.
- MOBILE NUMBER:** A text input field.
- GRIEVANCE TYPE:** A dropdown menu.
- GRIEVANCE:** A large text area for describing the grievance.
- SUBMIT GRIEVANCE:** A blue button at the bottom of the form.