

Maisammaguda (V), Dhulapally (P)
Near Kompally, Medchal (M), Secunderabad - 500 100.
Email: nrengineeringcollege@gmail.com, principal@nrcmec.org
Ph:9949092454,9000995454 www.nrcmec.org

NARSIMHA REDDY ENGINEERING COLLEGE

UGC AUTONOMOUS

Approved by AICTE, New Delhi & Affiliated to JNTUH, Hyderabad
Accredited by NAAC with 'A' Grade & NBA, UGC 2(f) & 12(B)

NRCM/Online Grievance Redressal Committee/2024

Date:12.08.2024

Online Grievance Redressal Committee

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 22.7.2019 and the College Academic Committee, NRCM constituted Online Grievance Redressal Committee (GRC) with the objective of resolving the grievances of students and staff. Provision has been made available in the Institute website, for registering the grievance through <https://www.nrcmec.org/GrievanceRedressal.php>. The staff and students may hence forth can submit / register any grievance online, which will be accessed by the principal / convenor and appropriate action will be taken and the decision of the GRC will be intimated to the complainant.

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute. The Committee members are:

S.No.	Name	Position	Designation/ Department
1	Dr.R.Lokanadham	Chairman	Principal
2	Prof. N Kiranmai	Convener	HOD-FME
3	Dr.A.Chennakesava Reddy	Member from University	Professor- Mechanical
4	Dr.P.Venkat Rao	Member	Dean-Student Affairs
5	Dr.K.Purushotham Prasad	Member	HOD-ECE
6	Dr.C.SasiKala	Member	HOD-EEE
7	Dr.M.Ashok Kumar	Member	HOD-ME
8	Dr.G.Ramu	Member	HOD-CSE
9	Dr. D. Murali	Member	Dean-CSE
10	Prof.D.Venkatesh	Member	HOD-CE
11	Prof.B.Viswanandham Kasi	Member	HOD-MBA
12	Mr. P.Ramesh	Member	Student

Functions:

- To accept grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted by the Students and Staff to take necessary steps immediately.
- To represent the grievances to the concerned section which may include academic, transport, maintenance, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been resolved.

Copy to:

1. All the members of the committee.
2. Office File.



ESTD : 2007

Dr. R. Lokanadham
PRINCIPAL
NARSIMHA REDDY ENGINEERING COLLEGE
Survey No. 518, Maisammaguda (V), Dhulapally (P),
Medchal (M), Medchal Dist, Hyderabad-500100

Web : www.jntuh.ac.in
E Mail : pa2registrar@jntuh.ac.in
Phone : Off: +91-40-32422256
Fax : +91-40-23158665



JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD
(Established by Govt. Act No. 30 of 2008)
Kukatpally, Hyderabad – 500 085, Telangana, India

Cir.No. DAFA/SGRC/ Ombudsperson/2023

Date: 19-12-2023

CIRCULAR

The Managements / Principals of all Constituent & Affiliated Colleges are hereby informed to display the details of the OMBUDSPERSON nominated by the University (along with photograph) in the respective College websites and the student notice boards. Please note that it is mandatory as per the directions of AICTE / UGC.

The details of the OMBUDSPERSON nominated by the University

1. Name : **Dr. R. Sayanna**
2. Designation : **Former Vice-Chancellor Kakatiya University, Warangal & Former Professor & Head, Department of Physics, Osmania University, Hyderabad**
3. E mail : **ombudsperson@jntuh.ac.in**

4. Photograph :



This is for your information and immediate action.


19/12/23
REGISTRAR

To
The Managements / Principals of all Affiliated colleges of JNTUH.
Copy to: PA to Vice-Chancellor / Rector / Registrar, JNTUH for information.

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NRCM/ GRC/2024-2025

Date:12.08.2024

CIRCULAR

As per the directive from the Principals office dated 12.08.2024 ,the following members have been appointed to address the issues related to the Grievance Redressal.

All appointed members are kindly requested to collaborate effectively to address the concerns of all stake holders of the institution

S.No.	Member Name	Designation in the Committee	Designation	Signature
01	Dr.R.Lokanadham	Chairman	Principal	
02	Prof.N.Kiranmai	Convener	Hod -FME	
03	Dr.A.Chennakesava Reddy	Member from University	Professor, Mechanical	
04	Dr.P.Venkat Rao	Member	Dean-Student Affairs	
05	Dr. C Sasikala	Member	HOD, EEE	
06	Dr.M.Ashok Kumar	Member	HOD, ME	
07	Dr. Purushotham Prasad Kaliseti	Member	HOD, ECE	
08	Dr.G.Ramu	Member	HOD, CSE	
09	Dr.D.Murali	Member	Dean CSE	
10	Prof D.Venkatesh	Member	HOD-CE	
11	Prof.B.Viswanadham Kasi	Member	HOD, MBA	
12	Mr.P.Ramesh	Member	Student	


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NARASIMHA REDDY ENGINEERING COLLEGE
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- Copy to: (1) Deans
(2) All HoD's
(3) All Committee Members-GRC
(4) Controller of Examination
(5) Administrative Office
(6) The Chairman (For Kind Information)



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NRCM/ GRC/2024-2025/01

Date:3.10.2024

CIRCULAR

This is to inform that all the members of Grievance Redressal Committee are requested to attend the meeting which is scheduled to be held on October 4th 2024 i.e Thursday at 2:00 P.M in Conference Hall.

Agenda of the Meeting:

- Welcome and introduce the committee members.
- To sensitize Grievance Redressal guidelines issued by the UGC and AICTE to ensure compliance and effective resolution of the grievances
- Regarding appointment of Ombudsman for grievance redressal committee from the university
- Awareness among the Stake Holders to Resolve the Issues
- Confirmation and action taken report of the previous meeting
- To hear and address the Grievances received from the Stake Holders

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Grievance Redressal Committee

Minutes of Meeting Held On 4/10/2024

With reference to Circular NRCM/ GRC/2024-2025/01 dated on 3rd October 2024, a meeting was held on 4th October 2024 with all the members of Grievance Redressal Committee.

Members Present:

S.No.	Member Name	Designation in the Committee	Designation	Signature
01	Dr.R.Lokanadham	Chairman	Principal	
02	Prof.N.Kiranmai	Convener	Hod -FME	
03	Dr.A.Chennakesava Reddy	Member from University	Professor, Mechanical	
04	Dr.P.Venkat Rao	Member	Dean-Student Affairs	
05	Dr. C Sasikala	Member	HOD, EEE	
06	Dr.M.Ashok Kumar	Member	HOD, ME	
07	Dr. PurushothamPrasad Kalisetti	Member	HOD, ECE	
08	Dr.G.Ramu	Member	HOD, CSE	
09	Dr.D.Murali	Member	Dean CSE	
10	Prof D.Venkatesh	Member	HOD-CE	
11	Prof.B.Viswanadham kasi	Member	HOD, MBA	
12	Mr.P.Ramesh	Member	Student	

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- To sensitize Grievance Redressal guidelines issued by the UGC and AICTE to ensure compliance and effective resolution of the grievances
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- Confirmation and action taken report of the previous meeting
- To hear and address the Grievances received from the students and staff
- Awareness among the Stake Holders to Resolve the Issues

Grievances Received:

- A total of 1 Grievance received from the following student. The Committee called the stake holder to discuss the Grievance posted. After hearing the Grievance from the stake holder, with due discussion all the committee members felt that the Grievance is an acceptable grievance and resolve the Same

S.No	Name Of the Aggrieved Stake Holder	Department	Grievance Related to	Grievance Received on	Brief Description of Grievance
1	Krithika	II CSE	Transport	1 st Oct 2024	Bus is Starting Late in the starting Stop and driver is not punctual.

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Grievance Redressal Committee

Action Taken Report

The Grievance and Redressal Committee Meeting was held on 4-10-2024. The following are the actions taken for the discussions held and suggestions given during the meeting.

S.No	Name Of the Aggrieved Stake Holder	Department	Grievance	Action Taken
1	Krithika	II CSE	Bus is Starting Late in the starting Stop and driver is not punctual.	Informed to Route Number 5 Bus Driver, Bus Incharge and Transport Incharge about Change of Timing of the Bus which may be comfortable to all the students

S. K. S.
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Grievance & Redressal Form

The form typically includes specific fields and sections to gather relevant information and details about the grievance.

The respondent's email (krithikagoudp@gmail.com) was recorded on submission of this form.

Name of the Student / Staff / Stake Holders *

P. Krithika goud

Roll Number

23X01A05R1

Mobile Number *

9121601243

Department *

CSE

Category of Grievance *

- Academics
- Examinations
- Administration
- Facilities (Canteen, Hostel, Transport, Sports)
- Others

Describe Your Grievance *

Am from route 5 bus and am from 1st stop, it's always been late to the first stop, there is no punctuality, I think better to share the location by driver so that we'll get to know the location and board the bus on time and also driving is too rash. I hope this will change.

This form was created inside of Narsimha Reddy Engineering College.

Google Forms



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NRCM/ GRC/2024-2025/02

Date:13/12/2024

CIRCULAR

This is to inform that all the members of Grievance Redressal Committee are requested to attend the meeting which is scheduled to be held on December 14th 2024 i.e Saturday at 2:00 P.M in Conference Hall.

Agenda of the Meeting:

- Confirmation and action taken report of the previous meeting
- To hear and address the Grievances received from the students and staff

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Grievance Redressal Committee

Minutes of Meeting Held On 14/12/2024

With reference to Circular NRCM/ GRC/2024-2025/02 dated on 13th December 2024, a meeting was held on 14th December 2024 with all the members of Grievance Redressal Committee

Members Present:

S.No.	Member Name	Designation in the Committee	Designation	Signature
01	Dr.R.Lokanadham	Chairman	Principal	
02	Prof.N.Kiranmai	Convener	Hod -FME	
03	Dr.A.Chennakesava Reddy	Member from University	Professor, Mechanical	
04	Dr.P.Venkat Rao	Member	Dean-Student Affairs	
05	Dr. C Sasikala	Member	HOD, EEE	
06	Dr.M.Ashok Kumar	Member	HOD, ME	
07	Dr. Purushotham Prasad Kalisetti	Member	HOD, ECE	
08	Dr.G.Ramu	Member	HOD, CSE	
09	Dr.D.Murali	Member	Dean CSE	
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Grievances Received:

- A total of 1 Grievance received from the following student. The Committee called the stake holder to discuss the Grievance posted. After hearing the Grievance from the stake holder, with due discussion all the committee members felt that Grievance is an acceptable grievance and resolve the Same

S.No	Name Of the Aggrieved Stake Holder	Department	Grievance Related to	Grievance Received on	Brief Description of Grievance
1	B.Praneeth	IV CSE	Administration	12th DEC 2024	Paid part payment of transport fees and it is deducted from my account, but it is not reflecting in my Erp portal

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Grievance Redressal Committee

Action Taken Report

Grievance and Redressal Committee Meeting was held on 14-12-2024. The following are the actions taken for the discussions held and suggestions given during the meeting.

S.No	Name Of the Aggrieved Stake Holder	Department	Grievance	Action Taken
1	B.Praneeth	IV CSE	Paid part payment of transport fees and it is deducted from my account, but it is not reflecting in my Erp portal	Advised Accountant to verify in the portal and resolve the issue at the earliest. Inform the same to the student about the status of payment

S. K. S.

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[Handwritten Signature]

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