#### Sri Chintalapati Varaprasada Murthy Raju Government Degree College, Ganapavaram, W.G.Dist. A.P.

Estd. 1972 Affiliated to Adikavi Nannaya University Accredited 'B' by NAAC ISO 9001:2015 Certified



Website: gdcganapavaram.ac.in Mail Id. ganapavaram.jkc@gmail.com Tel. 08818-295651 & 9985126333

#### Timely redressal of the grievances through appropriate committees:

- Grievances are submitted by students or staff either online or offline and they
  are properly recorded in the register as well as mentor-mentee record sheet.
- The grievances received are redressed in the college at three levels, depending upon the gravity of the issue raised.
  - 1. Mentor level,
  - 2. GRC level, and
  - 3. Principal level.
- As the College has an institutionalized best practice Mentor-Mentee System the mentor concerned looks into the issue, records it in the Mentee profile sheet and interacts with the student concerned where necessary. He/She makes sincere efforts to redress the grievance at mentor level.
- Grievance Redressal Committee (GRC) meets every month/bi-monthly and reviews the grievances received if any. However, if the situation demands, it conducts immediate meetings and discusses the issue in grievance. The GRC interacts with the students and tries to redress the issue with intimation to the Principal.
- If any grievance is beyond the redressal capacity of the GRC, it takes the issue to the notice of the principal who convenes a staff council meeting or CPDC meeting where necessary, and redresses the grievance.
- Sometimes, grievances like the medium of instruction cannot be redressed by the principal also. Then, the issue is represented to the higher authorities or concerned officials. Now the students are not disallowed to write in the regional language.
- Grievances like the marriage of a girl student in the middle of graduation, and the student is willing to continue her study while parents and husband may

not be willing to send her to college. In such cases, it takes about a month's time to convince the parents.

- Grievances about higher education for girls, the girl is willing for higher studies while the parents are unwilling; and the girl approaches the mentor and shares her situation orally. Mentors make sincere efforts to talk to parents and convince them for their ward's higher studies, and sometimes they fail and often they succeed. The principal also interacts with the parents in some cases.
- Seeking financial assistance is another grievance we see in the college. When a student of I Bcom from 2021-22 batch is found to be suffering from malfunctioning of lever, he approached the class mentor; and the issue is discussed at college level by all; all the students and staff come to his rescue by raising a fund of 40,000/- for his medical expenses. In a week's time, his grievance is addressed, at least partially.



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S.CH.V. P.M.R. Govt . Degree college,

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Madam.

కూడల్యకార్రాల్ శ్రీంచింద్రాల్ చెంద్రాండ్ చేశాండ్ స్ట్రీల్లో స్టర్లు స్ట్రీల్లో స్టర్లు స్టర్ల

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1) K. Revorthi I B.Com(3) 2) S. Devi " (7) 3) M. Jagadeesh " (4).

MEETING-4 27-01-2022 In view of the requests received From the students in regard to spor llotment in the time tal member Grievance Redressa ot the in the physics 0 discussed and arranging Sports hourin table. Abter discussing lege ime with emic coordinator and the principa resolved to allow the is TIA student sports and games abter 3.30pm unless hey have other practical classes or JKC classes. 9 2211/20 PRINCIPAL (F.A.C) S.CH.V.P.M.R. Govt. Degree C. Accredited "8" by NAAC p. madhu Raju 2 0 DSri GANAPAYARAM (W.G.D. @ Dr T. AKKI RAJU Lec. in English Kent (3) Dr. K. Swarupa Rani Lec. in Economics Pavan Kemar IB.com B. yognepour 10 K.N.S. SWARUPA IBA. k.n.s.swadupa

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27-10-2021 ™ප්ත්තීත්ගම්නී කීතීක්ටි 1088 -271×121

ఈ కళాశాలలో చదువుత్తన్న (I కాంపి ఉన్నత్తు పైన ముకు స్మిల్స్ ను పెంపొంపిచడం కాసం కెల్హా**చర్** ఎక్టివిరికిన్ (cultural Activities) సెర్పపోరాప రంగింది గా కారిరాబాన్నామం ఈ Activities ఉన్నారం మా skills n పెంపొందించు కూడుమం. కాలుల్లెల్ర కళ్లరలె ఎక్టివిరికెన్ ఎంప్రాట చెపోవల నం ది గా కళ్లరలె ఎక్టివిరికెన్ ఎంప్రాటు చెపోవల నం ది గా నిర్దీలు

R. Joshi (I mpc) B. Ruchitha Devi (I mpc) B. Abhinav Varia Poasad

MEETING -1 15 27-10-202 In view of requests received from the students in regard to increasing culture activities in the college, the members Grievance Redressal cell met in the physics and discuss-Lab (Room NO.04.) on 12-10-2021 -ed the issue with the members. It is resolved to recommence direction the principal for giving necessary to all departments to organise more culture events and fests in the college. 27 KHU PRINCIPAL (F.A.C) Sri P. Madhu Raju of S. CH.V.P.M.R. Govt. Degree College Accredited "B" by NAAC GANAPAVARAM (W.G.Dt.) Dr T. AKKi Raju Lecturer in English KBundan Dr K. Swarupa Rani Lecturerin Economia 3 Blipavan Kumar, II B.com B. you pau (5)KN'S SWORUPA, I B.A K.N.S.SWOOMPA Scanned with OKEN Scanner

09/11/2021 గొరవనియువైన ప్రశిపల్ గారికి, D S.CH.V.P.M.R. Govt . Degree comege, Ganapavasiam,

చదువుతున్న చిద్రార్థిని. చూకు వాహనాలు බිද්ගුණික හිතුව 205 බිඩ් බිලුව හත්වාරීම 77 కొనుచున్నాము. మరియు సికిలే డెంకుమెంటి కొడ్డాశ్ సేవు నిర్మవారాలని కొరుచున్నాము. 50කාද්ධු 205 බිහිබ බවුවගරක්වාහිත grovan as. acus

K. Lavanya II Mpcs s. venkotesh II Mpcs S. Mounika II BA K. Kumasn Ajoy II Br MEETING -2

09-11-2021 In view of the requests received from the students in regard to vehicle, shelter and skill development courses, the members of the Grievance Redressal cell met in the physics lab (Room NO.04) on 09-11-202 discussed the issue with the members. and It is resolved to recommend the principal-forgiving necessary direction to the computers faculty to enroll the sty -dents in online courses through APSSDC platform. Regarding vehicle shelter, it is resolved to represent the matter to the principal as well as the CPDC PRINCIPAL CH.V.P.M.R. Govt. Degree Accredited "B" by MAAC TVARAM (W.G.Dt.) O sri p. madhu Rasu Lecturerin physics Dr TAKKI RAJU Lecturerin Englisch 3 Dr. K. Swarupa Rani Lecturer in Economics (4) B: Xpavan Kumar II Bcom B. yagar pent (5) K. N.S. & Swarcepa IIBA K. N. S. SWOXUPA



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C.J. J. Lavanya I Boom C&J. N. Leela Granech II Brom C3J. R. Vinay IB com CHJ . V. Kishore IB com



MEETING -3 19 01-12-2021 In view of the requests received from the students in regard to insufficiency of computers in the labs, the members of the Grievance Redressal cell met in the physics Lab (Room. No 04) on 01-12-2021 and discussed the issue with the members and also with the principal. It is resolved to expedite the process of computers installation (50) in the college's new computer labs by talking to the RUSA authorities concerned. 0 QUININ PRINCIPAL (F.A.C) S.CH.V.P.M.R. Govt. Degree Collect D Sri P. Madhu Raju 2 Accredited "B" by NAAC GANAPAVARAM (W.G.DL.) Dr.T. AKKI RAJU Lec. in English Dr.K Swarupa Rani Lec. in . Economics KSu B. pavan Keemar I Brom Bryay K.N.S Swarupa TI BA K.n.s. swaxipa Scanned with OKEN Scanner

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Minutes of the meeting of Giveivance Reducessal Cell S.CH.V.P.M.R Giovt. Degree College, Gianapavavam Meeting-(1) Date:-16-10-2020 Agenda: - Students grievance for providing Canteen facilities. in the College.

Resolution: In view of the requests received from — The students in regard to provide Canteen facilities in the college. The members of the grievance Redressal Cell met in the physics lab (Room no.5) on 16-10-2020 and discussed the Canteen facilities available in the college. After discussing with the principal, it is resolved good Canteen facilities in the college campus to provide Nutritious food and beverages to the students during their breaktimes and it is also resolved to maintain discipline in the College campus.

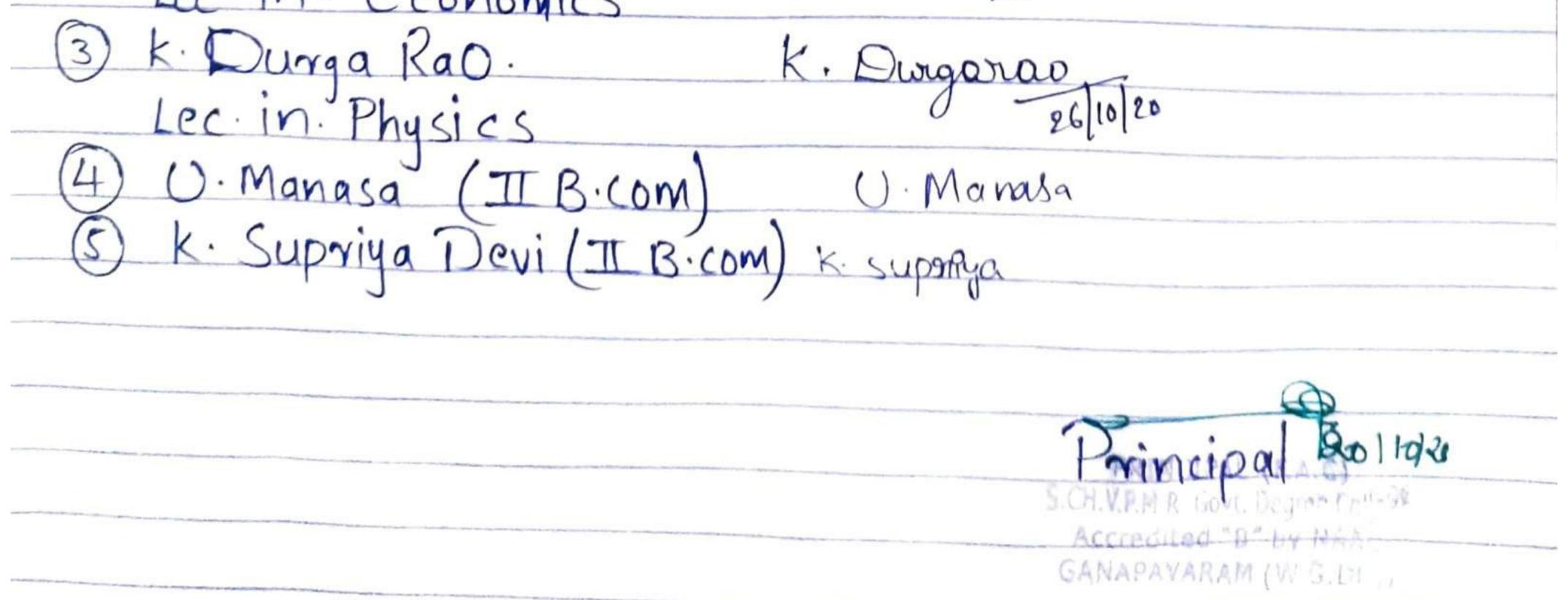
Members Signatures:-OR. Anka Rad. R.A.Radio Lec. in. Commerce. D.A. Swanto (2) P. Arawinda Swami Lec. in. Economics. K. Dunga RaO Lec.in. Physics. U. Manasa (II B. com) K. Durgons at 120 U. Manasa K. Supriya Devil IT. B.com) K superiya GANAPAVARAN (W.C.DE

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Covid-19. The members of the grievance Redressal Cell met in the Physics lab (Room no.5) on 26-10-2020 and discussed the grievance received. After discussing with the principal. It is resolved to the students essential to conduct awareness Programme regarding Covid-19 and also resolved to encourage the students to get vaccinated. Members Signatures:-DR. Anka Rao R.A. Rad 26/10/20 P.A. Awani 26/1 Lect.in. Commerce. 2 P. Arawinda Swami Lcc. in . Economics

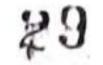


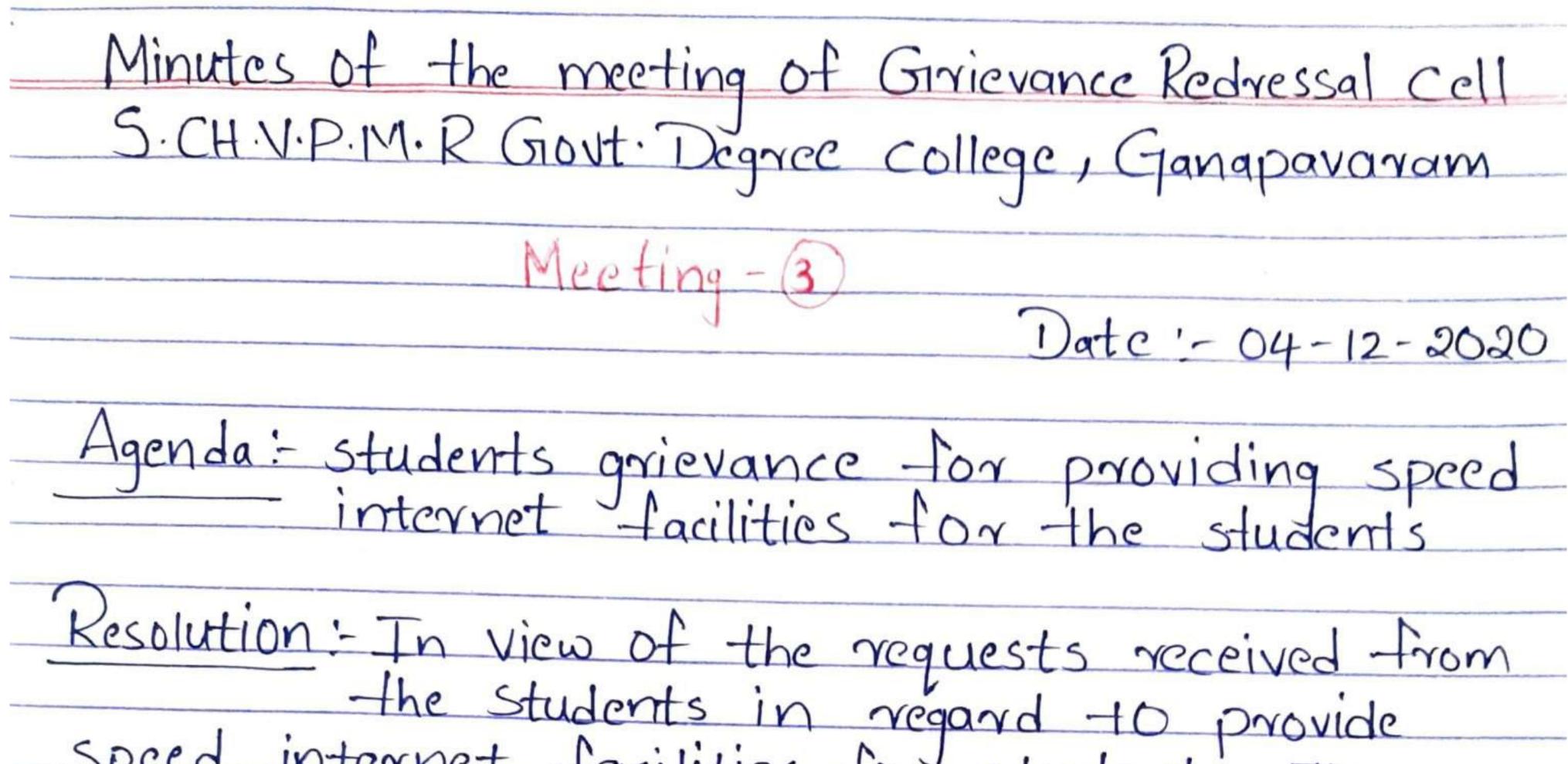
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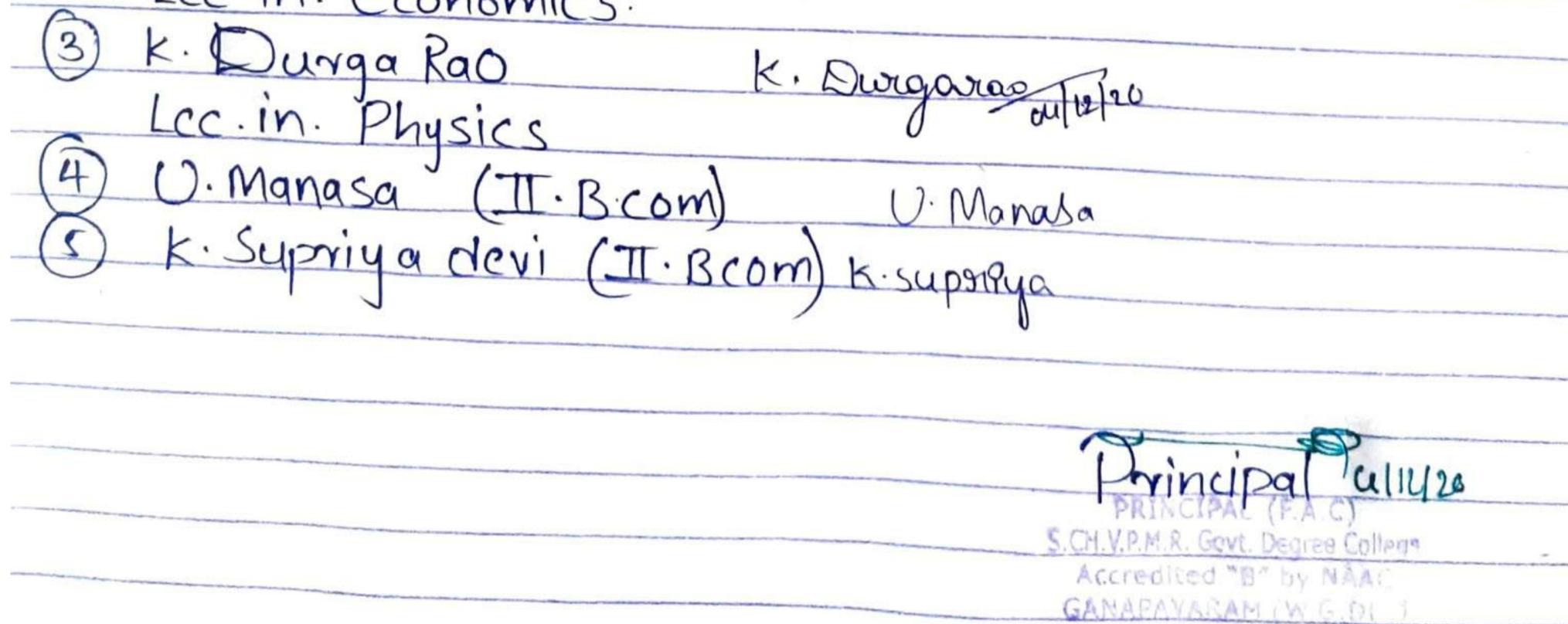
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speed internet facilities for students. The members of the Grievance Redressal Cell met in the physics lab (Room no.s) on 04-12-2020. and discussed the internet facilities available for the students in the college. After discussing with the principal. It is resolved to provide speed internet facilities at computer Lab and departments for the use of students.

Members Signatures:-DR. Anka Rao R.A. Rao 120 Lec. in Commerce. 2 P. Arawinda Swami Lec. in. Economics.







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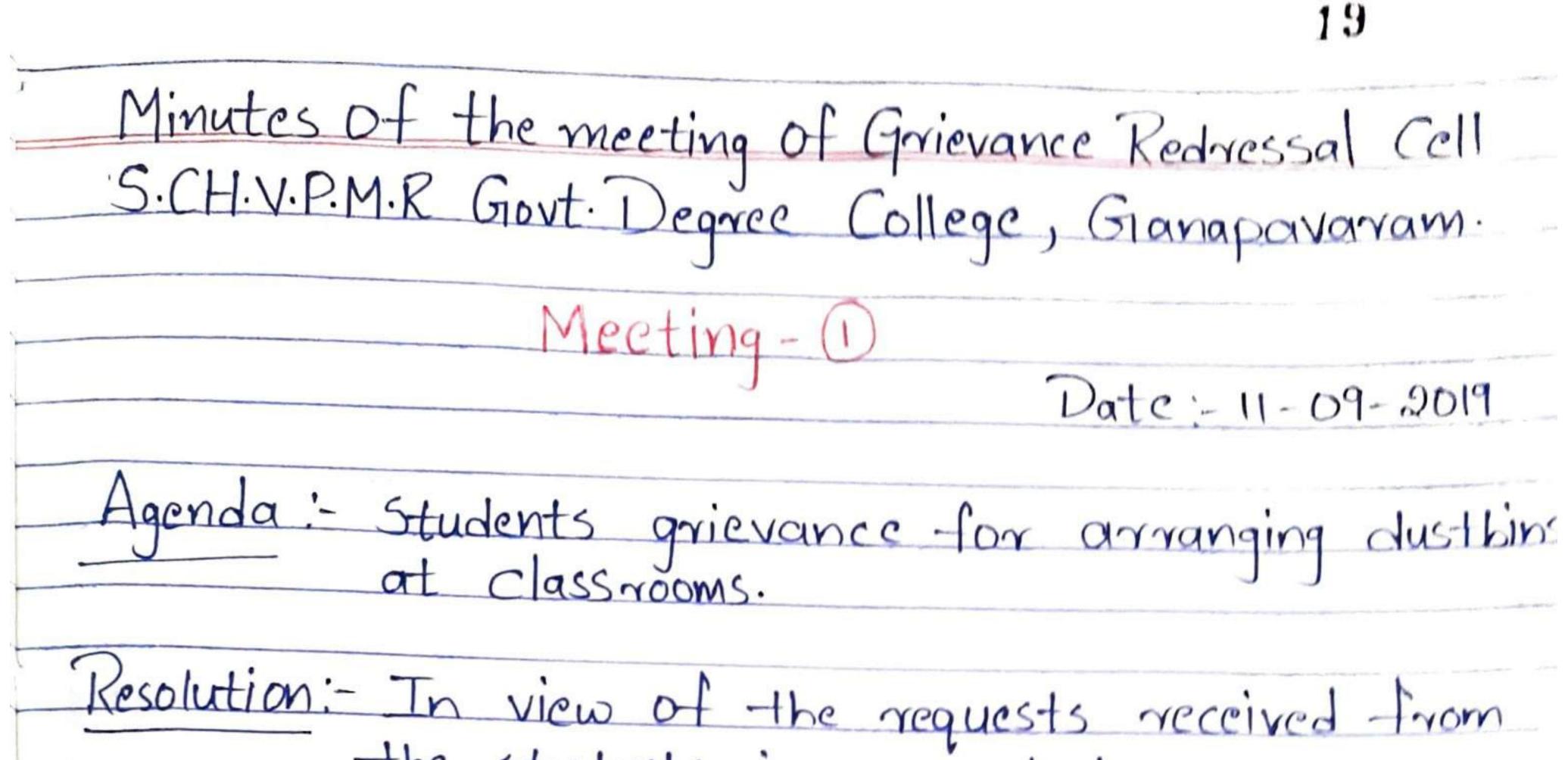
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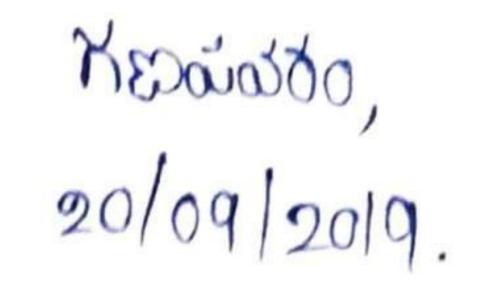


dust bins at classrooms. The members of the grievance redressal cell met in the physics lab (Rommo.5) on 11-09-2019 and discussed the facilities available at classrooms. After discussing with the principal, it is resolved to provide all essential aminities to the students and arrange dustbins for each classroom. It is also resolved to maintain good hygiene in the College. Memberrs Signatures:-D R. Anka Rao Lec. in Commerce R.A.Ragijette D.A. Murine · Arrawinda Swami Lcc. in Economics K. Dunga Rao Lecin Physics S.K. Foujiya (III B.com) S.K.foujiya B. Ramya Svi (III B. com) B. Ramya Loui ferend. Incipal many is by dealer CUMPERED LA TRIS STA



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Thank you sir.

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-the students in regard to provide parking area for cycle and scooters, the mem-bers of the grievance redressal Cell met in the physics Lab (Room no. 5) and discussed the parking facilities available in the college After discussing with the principal, It is resolved to students park their cycles and scooters at parking place available in the college parking shed. Memberrs Signatures:-O R. Anka Rao R.A. Rao 3019/19 DP. Arawinda Rao Swami P.A. Awaningon Lec.in. Economics k. Dunga Rao Lecin-Physics K. Dwgore Tation S·k· Foujiya B·Ramija Sri 4 (III B.com) S.K. Faujiya (III B.com) B. Romya Say S Principal Tolly S, CH. V P.M.R. Govt. Degree Cold Accredited b by NAME GANAPAVARAM (W G.Dt.)

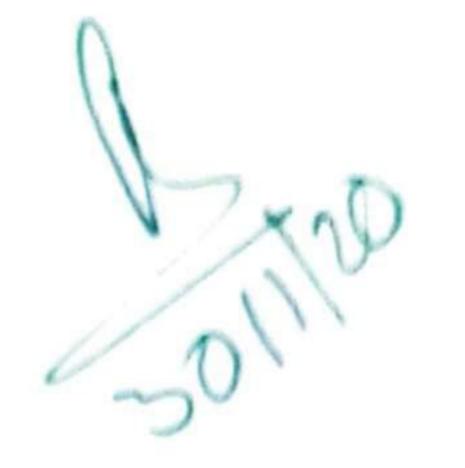




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5. CH. V. P. M.R. George College, Gienapavortam. Granapamaram, 30-01-2020.



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Thanking you sir,

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M. Nani III-B.Z.C S. Duya IBBZC Ch. Tip IBZC P Snothi Ist 8-2-C Minutes of the meeting of Givievance Redressal Cell S.CH.V.P.M.R GIOVT. Degree College, Gianapavaram Meeting - 3 Date: 30-01-2020 Agenda: Students grievance for providing Sanitizers at classrooms. Resolution:- In view of the requests received from the students in regard to provide Sanitizers at classrooms, the members of the arievance redressal cell met in the physics lab

grievance redressal cell met in the physics lab (Roomno.s) and discussed the essential measures to prevent Covid-19. After discussing with the principal, it is resolved to take all precautionary measures to prevent covid-19 and it is also resolved to arrange Sanitizers at classrooms for students and staff.

Members Signatures:-DR. Anka Rao R.A. Rading Lec. in Commerce (2) P. Arawinda Swami P.A. Swani Lcc. in. Economics. 3 k. Dunga Rao K
4 Lcc.in. Physics.
4 S.K. Foujiya (III B. com)
5 B. Ramya Sri (III B. com) K. Durgaros 1/2020 S.K. Focijiya B. Ramya Soy Principal Some S.CH.V.P.M.R. G.V. Degree College Accrudition "B" by NAAC GANAPAVARAM (W.G.DL.)

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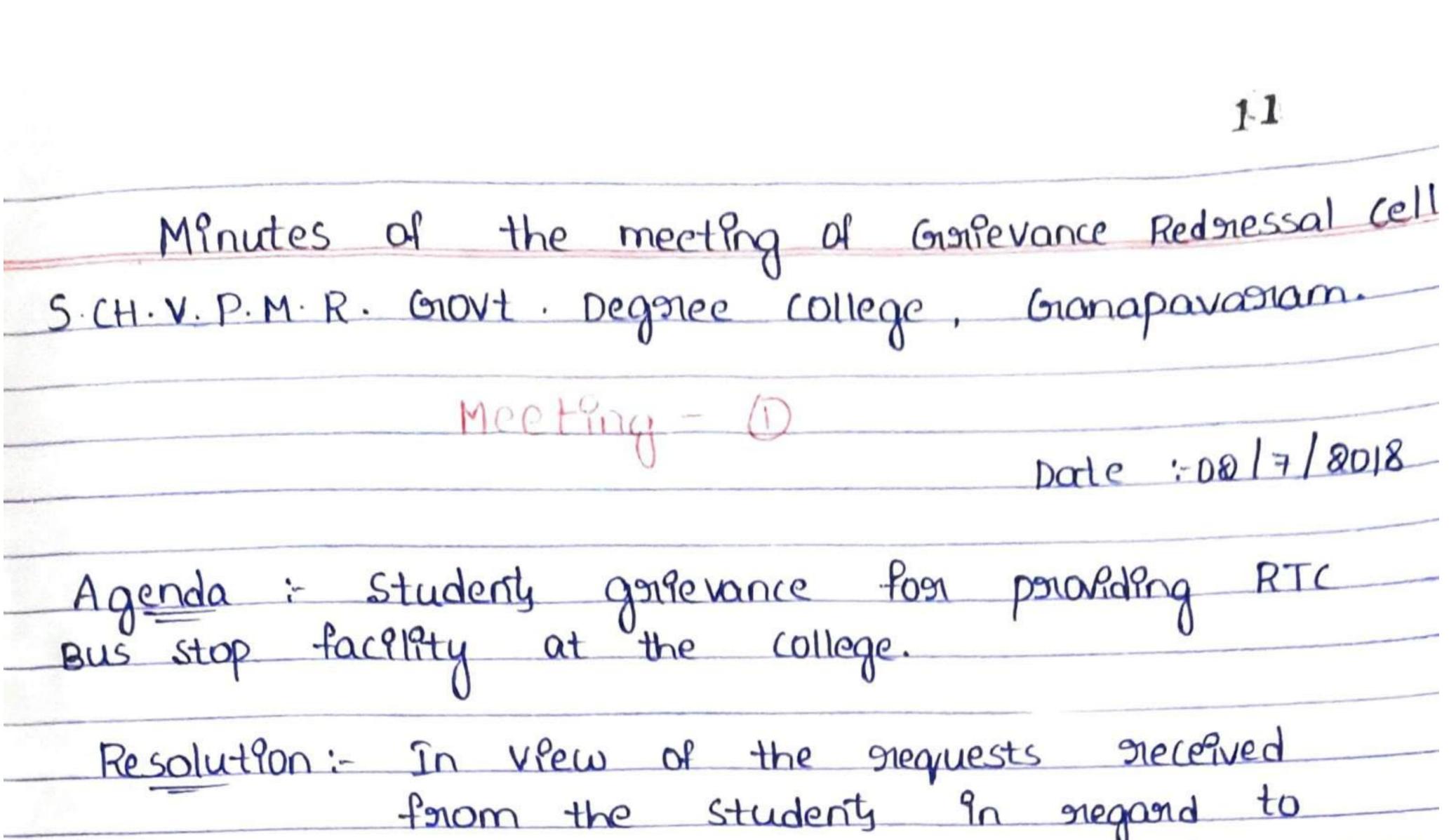
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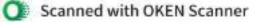
1. Naga Lakshmi II BZC (66) 2. Ch. Sandeep II BZC (55) 3N. Siva II MPC (16) 4. Venteatesh II mpc (27)



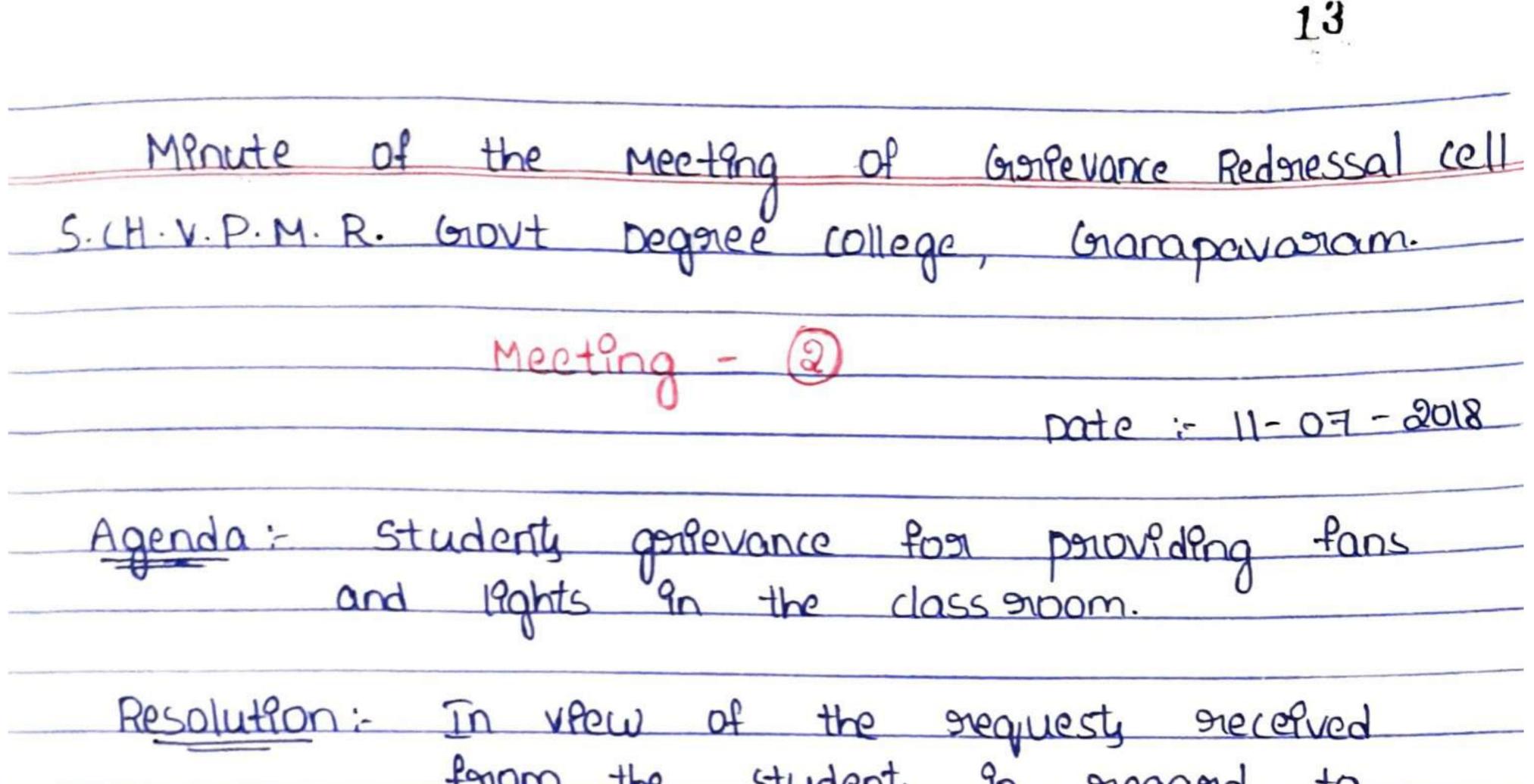
provide RTC Busstop at the college. The members of the gerievance enderessal cell. Met in the physics lab (Room - 5) on 02/07/2018 and discussed the gerievance encerved form studenty. After discussing with perincipal, It is encouved to contact the RTC Authorities and encyuest them to periovide the Bus stop facility at the college.

Members segnatures:-1) smt · k. pormesuage & peren ? lec. In. Maths DP. Assavenda swamp. P.A: Swamp lec. 9n. Economies K. Durgaro 02/7/12 (3) K. Duorga Maa. lec. 90. phys9cs.
(3) B. Vogaya Ragu [1 B. com. BV. Raju B. com. B. Range Soi B. Ramya Sop pornapatos S.CH.V.P.M.R. Govi. Dearne College Accredited "B" by PART. SANAPAVARAM (W.G.DL.)

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form the studenty in oregand to porovide fons and lights in the classonoms. The members of the gorrevance and oredressal cell met in the physics lab (or on 11-07-2018 and discussed the gorrevance oreceived form the studenty. After discussing with porticipal, It is oresolved to repagor fans and lights and porovide good facilities for the studenty in the classonoms.

Members signatures:-

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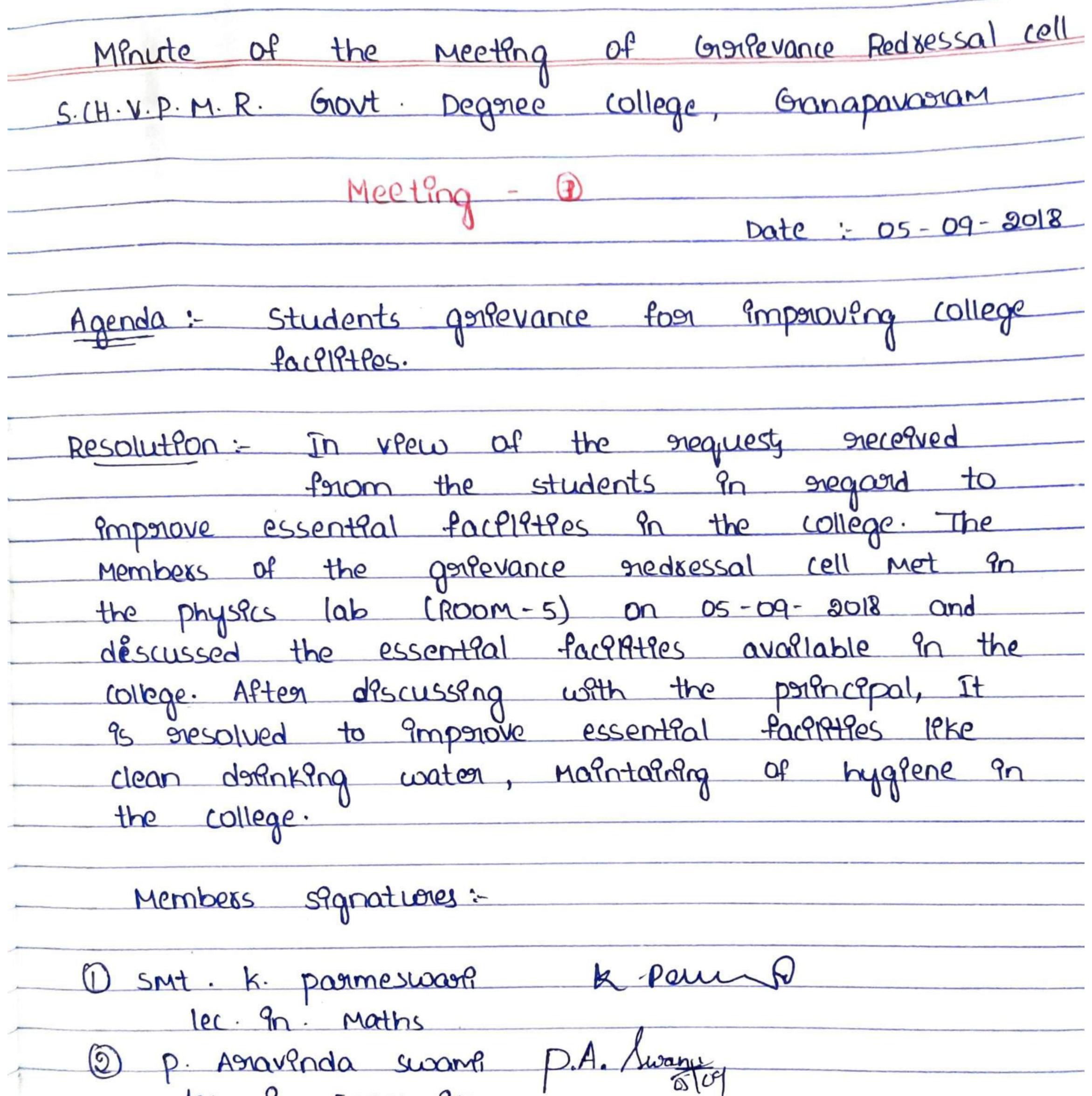
# 05/09/2018

## To Rossawers anguer rags S.ch.v.p.M.R Govt. Degree college, Ganapavaram,

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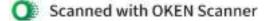
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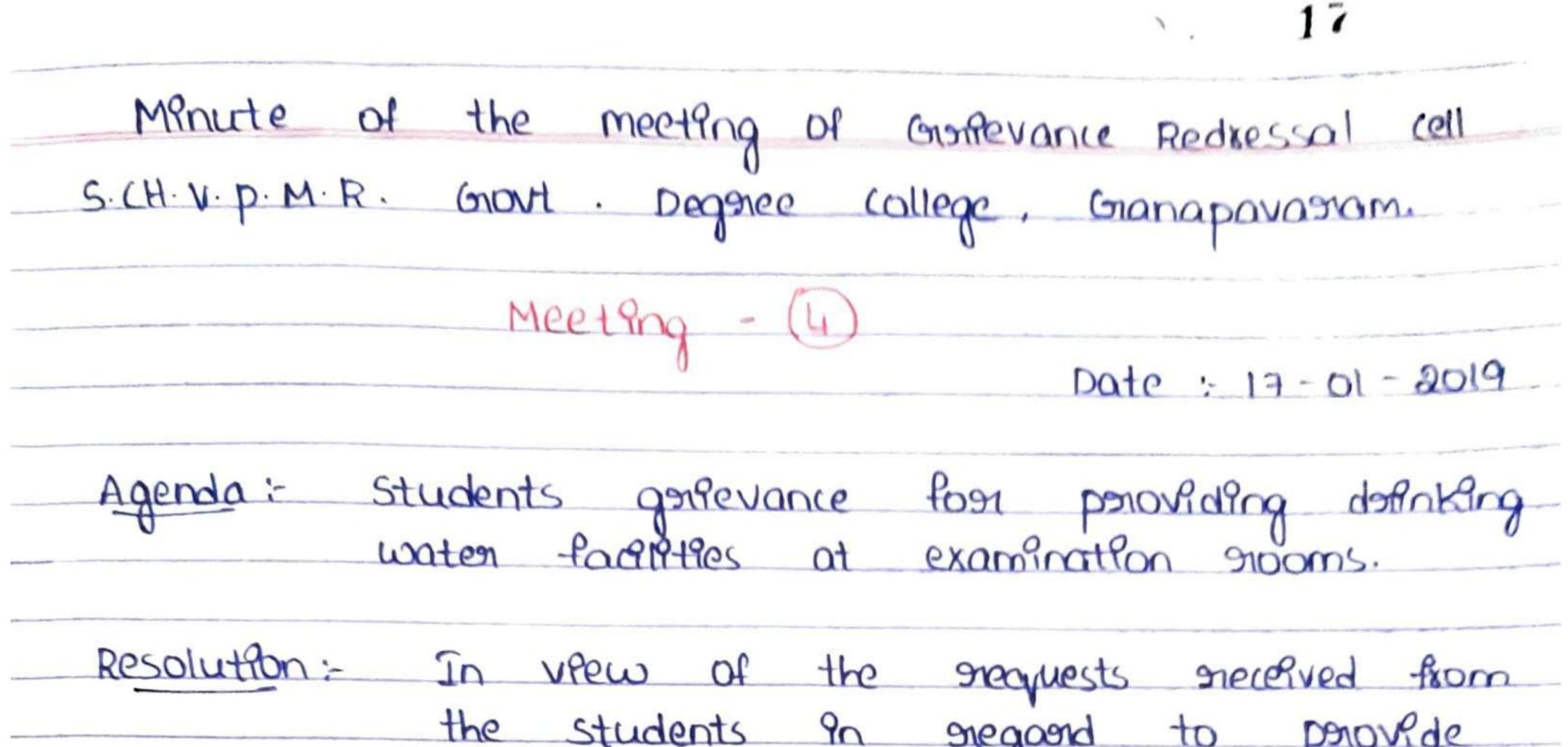
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the students in negoend to provide definiting water factifities at examination moorns during university exams the members of the genevance medicessal cell met in the physics lab (ROOM-5) and discussed genevance mecelied from the students. After discussing with the performance the students. After discussing with the performance to the students during the examinations at examinato the students during the examinations at examination moorns and factilitate students all the essential amenities for the students.

Members signatures:

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A. Trinoidhoisoi II Mpcs

k. Nagendra buby I mpcs



Resolution: In view of the requests received from the students in regard to provide Kabaddi coco and volley ball courts, The members of the Grievance Redressal cell met in the physics lab (Roon No: 5) on 05-08-2017 and discussed the feasibility for providing Kabaddi coco and volley ball courts. After discussing with the in change po and principal, It is resolved to provide proper courts for students to play Kabaddi; coco and volley ball in college ground.

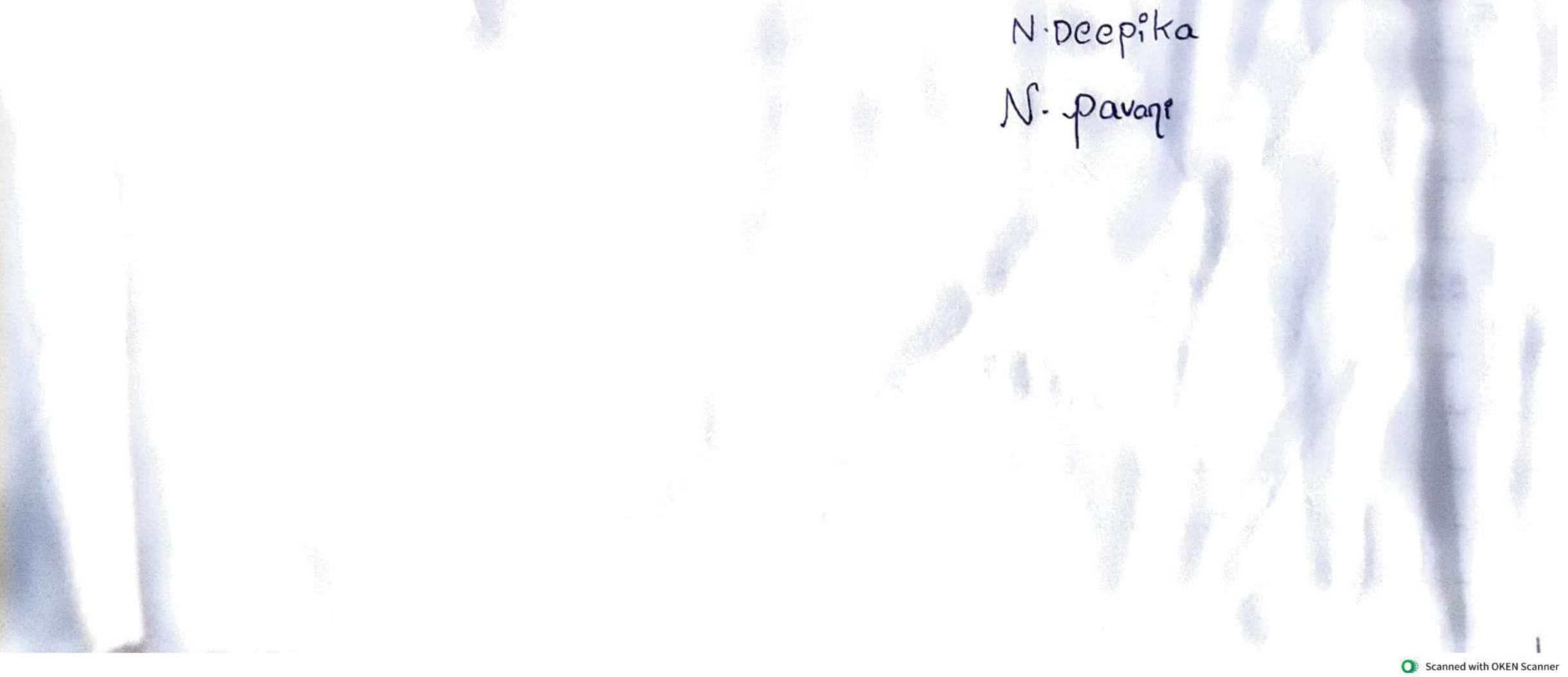
members signatures Osmt K. parameswari K. Paring Lecturer in matthe @ P. Aravida Suami p.A. Swom /05/08/14 Lecturer in Economics 3 K. Durga Rad Lecturer in physics K. Durgono 5/08/17 K. Ramya II B.SC K. Ramya B. Vijaya Raju IB.com B.V. Raju Principal (FA.C) S.CH. P.M.R. Gov: Degree College Accredited "B" by NAAC GANAPAVARAM (WG.DL.)

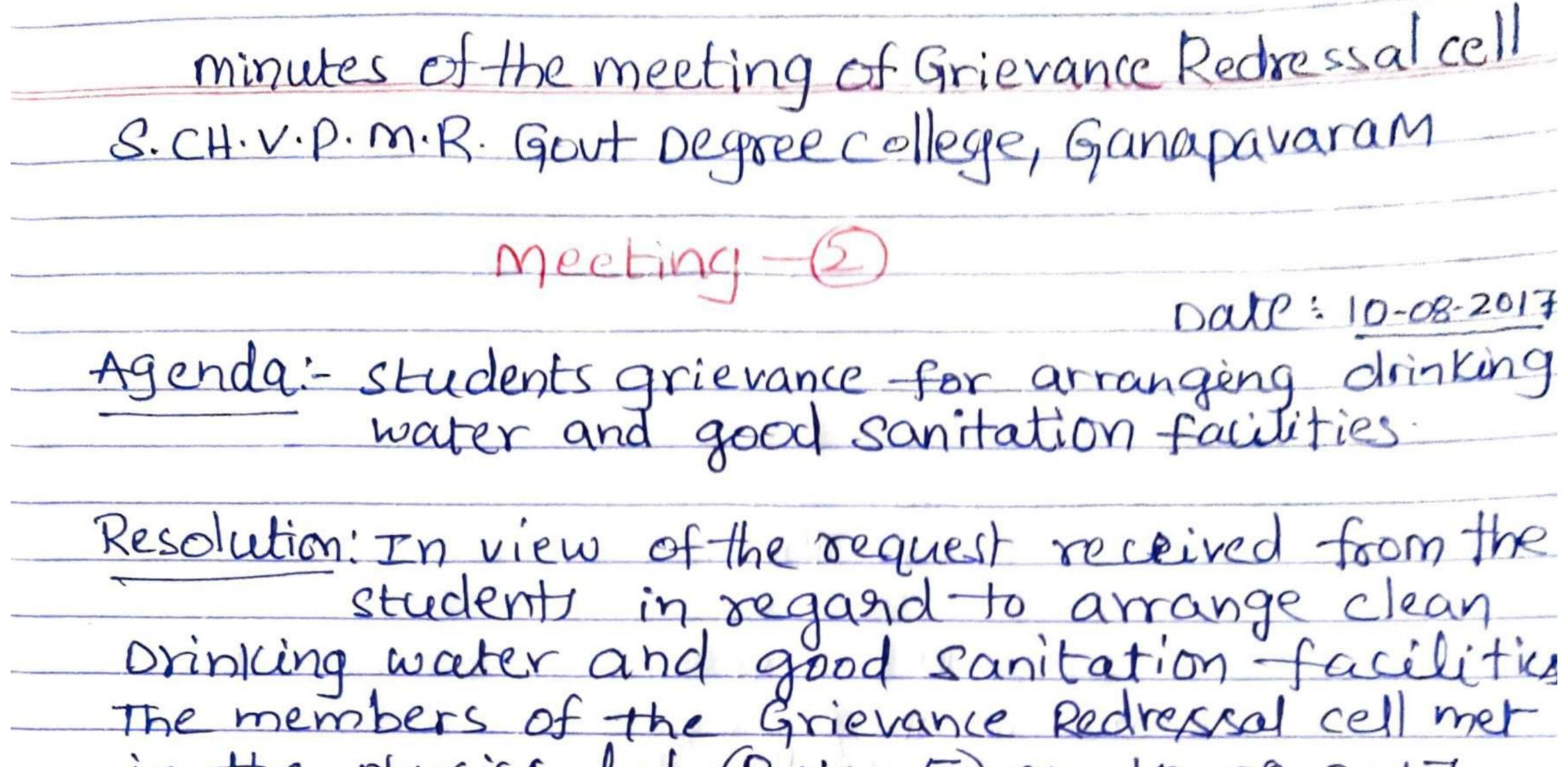
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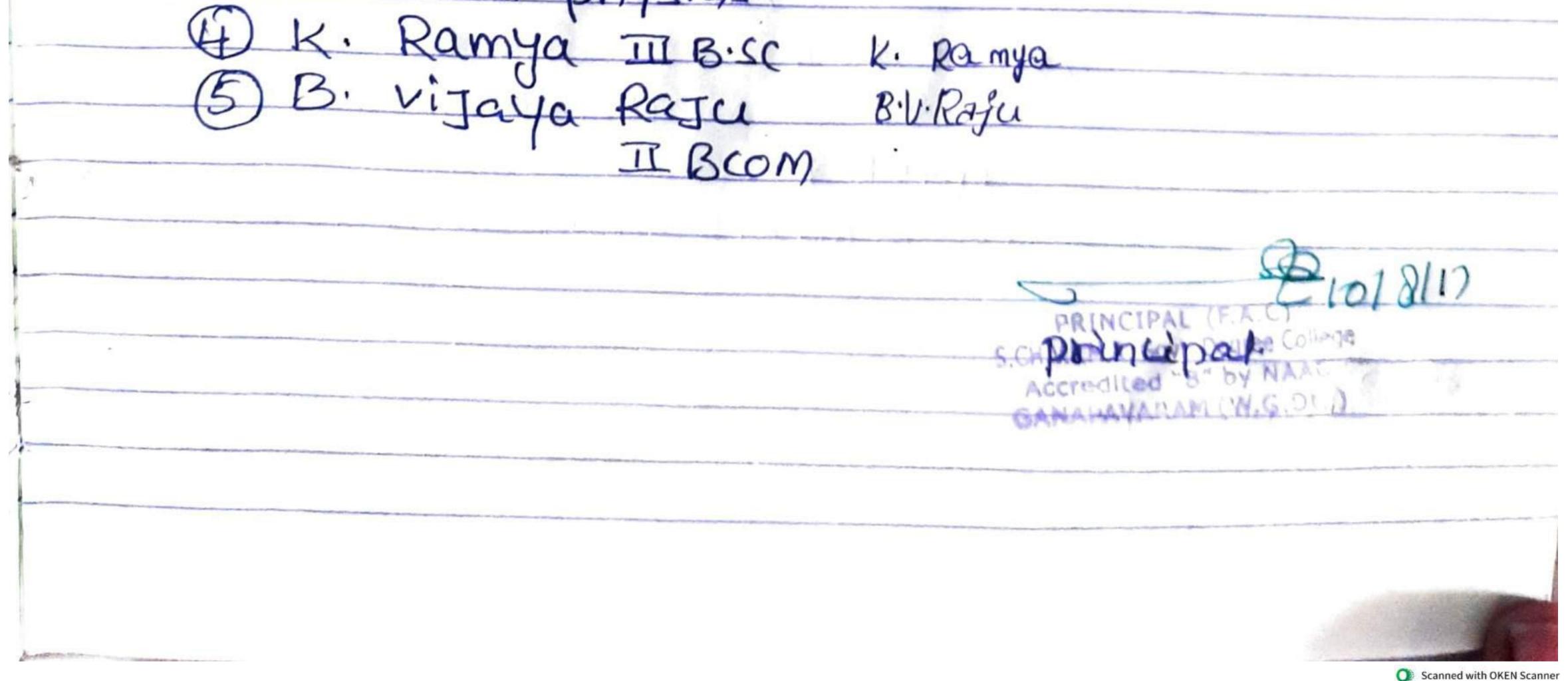
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in the physics leeb (R.No: 5) on 10-08-2017 and discussed the grievance of the students with members and principal, It is resolved to arrange clean drinking water and good sanitation -n facilities in college. Members signatures D smt K. parameswari the peren Lec. in maths P. Anavinda Swami D.A. Swani Lecin Economics -10-08-2017 K. Durga Rao Lec. in. physics K. Dwgone 10/8/17





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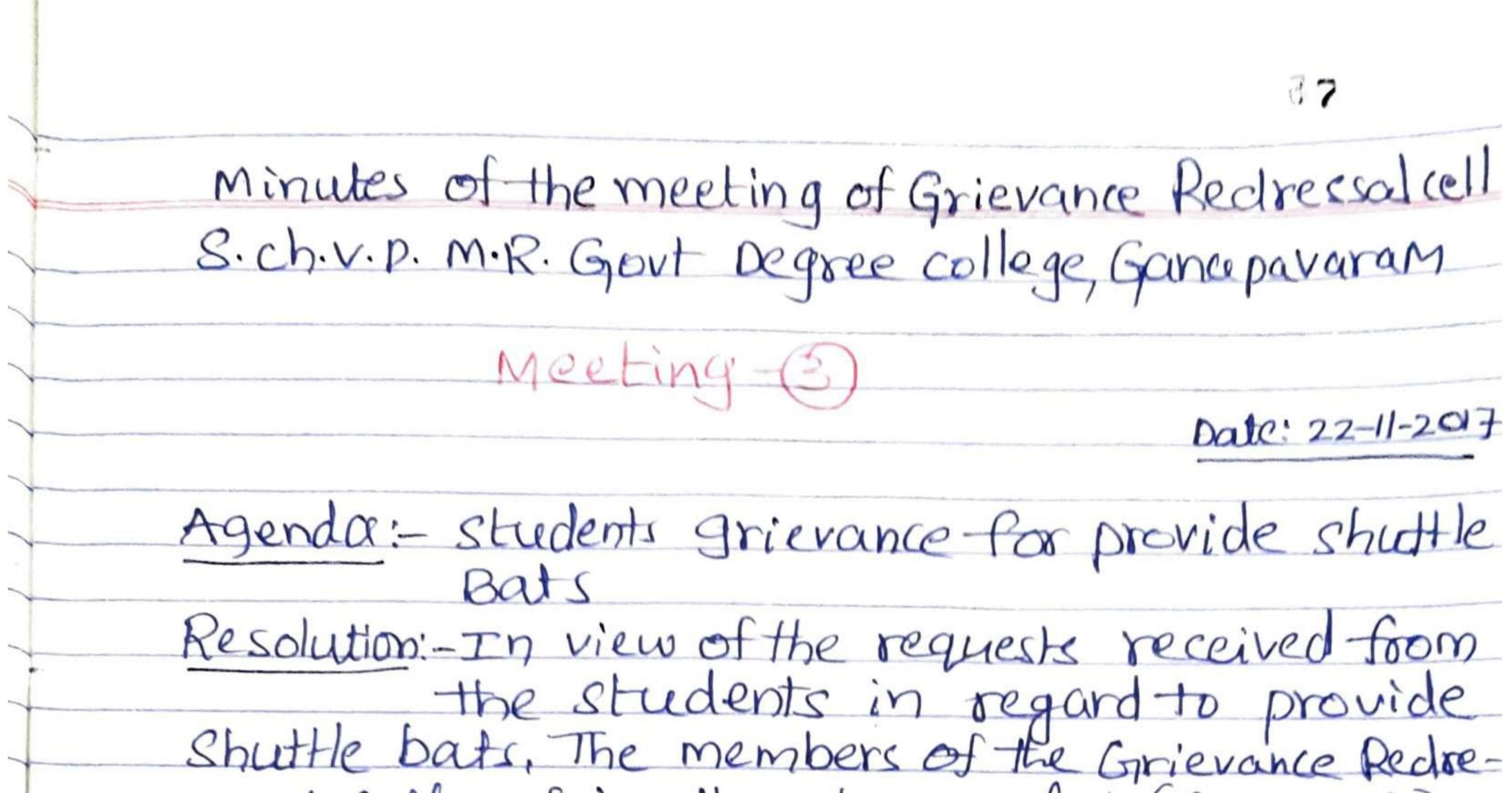
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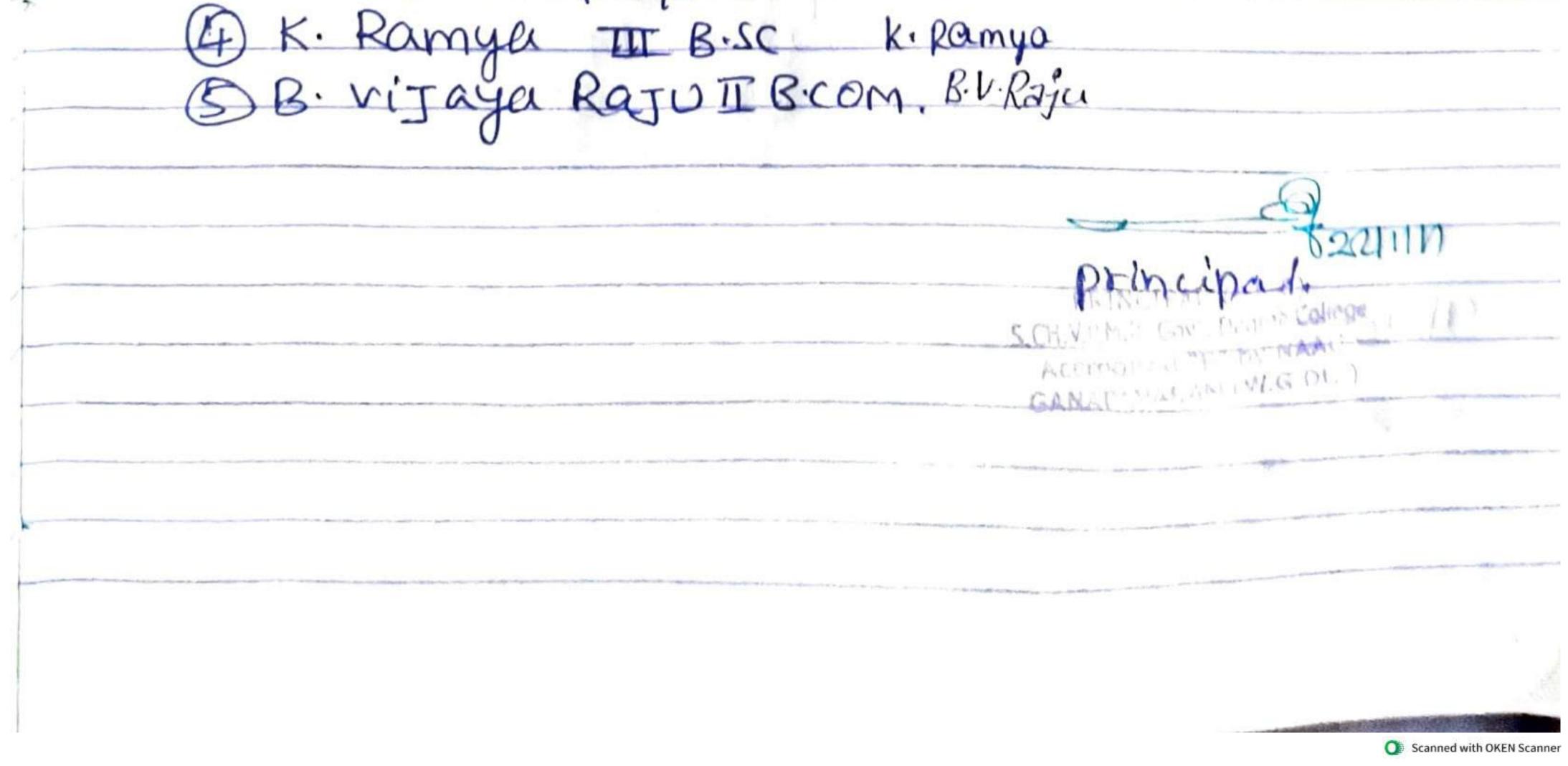
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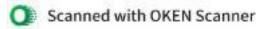


- ssal cell met in the physics lab (R.NO: 05) and discussed the grievance. Abter discussion with the principal, This resolved to provide Shuttle bats for students in the evening Scasion Members signatures D Smt K. parameswari Lecin maths & Perenno P.A. Swart 2 p. Aravinda Salami Lecin Economics 3 K. Durga Rao Lec in physica K. Durgaree 11/17



ago K. Revolti NO.3. I. com (v) S. Devi RN:7 Drom

M. Jagadesh Rono:4 I Blom



9 Minutes of the meeting of Grievance Redressal cell S.ch.V.p. M.R. Govt Degree college, Ganapavavary. Meeting-(F) Date: 27-11-2017 Agenda:- students grievance for arrange library period in time table. Resolution: In view of the requests received from the students in regard to Library perice in the time table, the members of the Grievance Redressal Cell met in the physics lab (R. No: 05 on 27-11-2017 and discussed the feasibility for arranging a library period in the college time table. After discussing with the academic coordi-nator and the principal. It is resolved to allow students for library after 4 pm unless they have other practical classes or JKC Classes.

Members signatures

& peren 2 O smt K. parameswari Lec.in. maths Dp. Aravinda Swami P.A. Swami Lec.in. Economics 27/11 3 K. Durge Rao Lec. in physics K. Diogone 11/17 EDK. Ramya III B.SC K. Ramyo 5 B. Vijaya Raju II BLOM BVKagu SCH. VPN.R. Covi. Degree College ACC COVE DE DY MAAC ACC COVER EN WAAC GANAFAVARAM (W.G.DL.,)



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