



GRIEVANCE REDRESSAL POLICY DOCUMENT(GRPD)

The TKR College of Engineering and Technology firmly believes that it is crucial for a person's overall growth to be aware of their fundamental requirements and to protect their civil liberties. In accordance with the guidelines issued by UGC and AICTE, the institute has created its ZERO TOLERANCE POLICY to combat the threat of ragging, harassment, and any other concerns. In the event of complaints of sexual harassment regarding classroom teaching, classroom management, completion of the syllabus, teaching methodology, infrastructure maintenance, improvement, etc. are made, the institute's Grievance Redressal Mechanism handles them. A "ZERO TOLERANCE POLICY" against ragging and sexual harassment is vigorously enforced by the university.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in charge of the Students' Grievance Redressal Committee or the Principal.

Objective:-

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.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the College's honor by providing a peaceful environment there and encouraging friendly student-student and student-teacher relationships, among other things.
- Encouraging the students to voice their complaints and issues openly and honestly without worrying about being victimized.
- A suggestion/complaint register has been set up in front of the administrative building, where students can anonymously register their complaints and suggestions for enhancing the college's administration and academics.
- Encouraging College students to treat one another with decency and respect, and to use the greatest restraint and patience if a conflict arises. Advising All the Students to refrain from inciting Students against other Students, teachers, and College administration
- Advising all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Any form of ragging is strictly forbidden both inside and outside the institution. Any ragging or disciplinary rule violation needs to be brought to the principal's attention immediately.
- Modes of Complaints:

The institute has provided the easiest way possible to file any grievance of the student. TKRCET has provided online mode as well as Offline mode to the student.



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Online Mode:

Institute has an exclusively dedicated column on the official site where student can file their grievance then the application is transferred to the dedicated committee according to the issue;

Students can submit applications to following the committees according to their grievances:

1. For Sexual Harrasment mail to: antisexualharassmentcommittee@tkrcet.com
2. For Ragging complaints: antiraggingcommittee@tkrcet.com
3. For Grievances: grievancedressalcommittee@tkrcet.com
4. For Internal Complaint Cell: internalcomplaintcommittee@tkrcet.com

Offline Mode:

The student can file their grievance through the helpline number, She-box (Gender sensitive issue), Complaint Box, Suggestion Box or they can give application to the Internal Complaint Committee. If the student is not satisfied then she/he can give an application to the Principal directly

Functions:-

The cases are attended to promptly on receipt of written grievances from the students. The Committee formally meets to review all cases and prepares statistical reports about the number of cases received, attended to, and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Grievance Redressal Mechanism

The Student and Staff Grievance Redressal Committees are crucial in this process since they help direct complaints made by students or staff. The following committees/cells/societies are also involved in resolving complaints or grievances of any students or staff, taking into account the nature of the complaint:

1. Anti-Sexual Harassment Committee

As per the guidelines of UGC, AICTE, and the Supreme Court an Anti-Sexual Harassment Committee has been established by TKRCET to provide a healthy and congenial atmosphere for the staff and students of the College. The group has established clear standards and procedures for a "Zero Tolerance" policy regarding sexual harassment. This committee has been tasked by the college with creating policies and guidelines for dealing with sexual harassment. By planning awareness programs and campaigns for the benefit of all College members, the committee encourages actions aimed at



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achieving gender equality, eliminating gender bias or discrimination, sexual harassment, matters against molestation, and other acts of gender-based violence.

2. Anti-Ragging Committee :

Anti-Ragging Committee will be the supervisory and advisory committee in preserving a Culture of a Ragging Free Environment on the college campus. The Anti-Ragging Committee makes sure that all regulations and laws that are currently in effect that pertain to ragging are followed. ensures that the Supreme Court of India's order, University Grants Commission (UGC) notifications, DAVV rules, and regulations, as well as the performance of the Anti-Ragging Squad, are followed. To maintain a constant watch on the students, this committee combines the power of the institution with the student committee (Chatra Suraksha Samiti).

The main objectives of this cell are as follows:

- To aware the students of the dehumanizing effect of ragging inherent in its perversity.
- To keep a continuous watch and vigil over ragging to prevent its occurrence and recurrence.
- To promptly and stringently deal with the incidents of ragging brought to our notice.
- To generate an atmosphere of discipline by sending a clear message that no act of ragging shall be tolerated and any act of ragging shall not go unnoticed and unpunished.
- To supervise the Anti-Ragging squad, Chatra-Suraksha Samiti, and assist Student Grievance Redressal Committee.

3. Anti-Ragging Squad :

The functions of the Anti-Ragging Squad will be to keep a vigil and stop the incidences of Ragging, if any, happening/reported in the places of Student aggregation, Classrooms, Canteens, Buses, Grounds, Hostels, etc. The main objective is to maintain a ragging-free campus. To create awareness about ragging, to ensure a student-friendly environment at all times, and to assist Anti Ragging Committee.

4. Chatra Suraksha Samiti :

As a preventive committee, Chatra Suraksha Samiti has a cell that is solely focused on empowering female students because there are almost 50% of them in the institution. The Chhatra Suraksha Committee, which includes local female police officials and other individuals, is established with this in mind. The committee teaches the female student's self-defense techniques and develops their strength and independence. The committee educates female students about GOOD TOUCH BAD TOUCH and many privileges by holding workshops and distributing information.

5. Internal Complaint Committee

The committee is designed to handle complaints about mentoring of any kind, excluding ragging and sexual harassment. The committee's mission statement is to address any issues that may arise on campus connected to the mess, the hostel, any smoking- or alcohol-related issues, etc. All of the institution's needs and issues are handled by this committee.



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6. Student Grievances Redressal Committee

The Committee makes an effort to address simple concerns and complaints from students of various types, such as incorrectly filled out internal or viva questions, attendance-related problems, etc. It guarantees students that any complaints will be handled sensitively and confidentially once they are made. There is a "She-Box" set up at the institution for gender awareness. The institute encourages its students to use the suggestion boxes positioned at various locations to voice good ideas and complaints. They can also talk to the other students in the cell or any other teacher they feel like approaching. All complaints submitted through "She-Box" are handled in the strictest of confidence, and the sensitive nature of the situation is acknowledged and dealt with.

7. Hostel Welfare Committee

The Committee's major objectives are to uphold law and order on the hostel grounds and coordinate the daily needs of the hostel, mess, and cafeteria. This committee handles concerns about the hostel's food quality, facilities like hot water, air conditioning, internet accessibility, hygiene, and good, round-the-clock security, including a dog squad, night security, and camera surveillance.

8. Conduct Surveillance Committee

The committee's original goals were to provide total campus security and uphold the Code of Conduct. As its name implies, they serve as the institution's disciplinary body for staff, administration, and students. Through their elected representatives, the members themselves assist the teaching and administrative staff, monitor, and control behavior. They observe student behavior on campus and report it to the Internal Complaint and Discipline Society so that the necessary measures can be taken. This committee is in charge of handling complaints involving theft, drug abuse, use of profane or abusive language, drinking on campus, and drug abuse.

9. Staff & Student Welfare Committee

The Staff & Student Welfare Committee's goal is to actively listen to, communicate with, and identify the needs of students and staff based on the organization, faith, reason, service, and community. The Committee supports and enhances the growth, welfare, and best interests of staff through effective leadership, ensuring that the student/staff are closely engaged with the variety of institutional concerns contributing to the success of the organization. In line with the institute's vision, mission, and proposed strategic plan, the Student Welfare Committee is in charge of creating, assessing, and evaluating programs as well as determining the course for student affairs.

10. Disciplinary Society

The primary objectives of the Disciplinary Society lie behind the edge mark it creates among the students which are to maintain discipline and to regulate the conduct of students, conducting events all indoors and outdoors and maintaining the records of the same. The class representatives directly work with the management by assisting their batch coordinators in managing the affairs of their batch. Disciplinary Society is a common body for the students of the law. Other than these Committees/ Societies there are various other ways to raise a grievance, these are as under:



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1. She Box

Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized is the major objective of *She-Box*. *She Box* is installed in which the female students, who want to remain anonymous, put in writing their grievances which are gender-sensitive, or their suggestions for improvement of the Academics / Administration in the College.

2. Complaint & Suggestion Box

Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized is the major objective of the complaint box. A complaint & Suggestion Box is installed in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improvement of the Academics / Administration in the College.

3. RTI Officer

Institutional Public Information Officer is the RTI Officer. The objective of this institution is to dispense information requested either by the staff or by the students. Any query related to academics, examination, internal, crash course, Transfer Certificate, etc. is dispensed by the Officer in due time. The details of the RTI Officer are provided on the website of the Institution as well on the notice boards available in various blocks of the Institution's campus.

4. Mentor-Mentee Program

The program offers a Faculty member as a mentor for students, who under the supervision of the assigned mentor aim at acing academics, alongside boosting skills and confidence. Each student has been allotted a mentor and the mentor has chalked-out responsibilities to take care of all the mentees and to always support them as and when required. In case a student has any grievance, whether relating to academics or in case of need of any personal counseling, he/she can directly contact the mentor. The mentor guides the student and tries to solve the problem at the grass root level. If it cannot be done, then the complaint is forwarded to the concerned committee.

5. Peer Scholar Program

The peer Scholar Program is where a senior student is assigned as a peer to junior students to better-off academic performance and also to provide emotional support in their time of need. In case of any grievance the students can seek the help of their respective scholar and the scholar must solve the reported grievance at the personal level or report it to the concerned committee.

6. Camera CCTV:

The Institution has a key responsibility to ensure the ongoing safety of both its students and teachers while on school premises. The institution has installed CCTV surveillance systems everywhere on campus which are excellent deterrents against incidents occurring during working hours, whether that is bullying, unauthorized access, or criminal activity such as vandalism. Through CCTV the whole campus is covered in the camera. CCTV systems alone ensure the Institution provides recorded evidence of active vandalism, fights, thefts, or any kind of misconduct, which also helps in scrutinizing students' grievance redressal.



7. Helpline Numbers:

Helpline numbers are provided to the students who want to complain regarding anything whether it's related to ragging, any kind of harassment, hostel welfare, etc. The complaints later are allocated to the concerned committee. The helpline numbers are active for 24 x7 and just one dial away.

- Dr. K. Padmaja Devi (+91-9059104630) for Anti Sexual Harassment
- Dr. A. Suresh Rao (+91-9866490867) for Anti Ragging
- Dr. K. Raju (+91-9989202109) for Student Grievance Redressal
- Dr. K. Rajinikanth (+91- 8498085223) for Internal Complaint

8. Female Psychiatrist:

Institute provides every possible remedy available to the students; Institute has appointed an excellently trained female psychiatrist Mrs. Sudha Rani, especially for the counseling of female students who seeks any help regarding mental illness, Gender –Sensitive issues and she gives counseling for the female students who are facing problem in their life/college life/career related anxiousness, etc. Mrs. Sudha is noted to have an empathic and helping approach.

9. Mental and Physical Wellness Committee:

The Mental Health & Wellness Committee is committed to promoting mental health awareness and holistic health from an equitable lens to serve the diverse needs of our student population by providing information, activities, and services to increase emotional, psychological, physical, spiritual, and social well-being. The main objective of this committee is to raise awareness and reduce the stigma around mental health through culturally-relevant events, activities, social media campaigns, workshops, and conferences to support personal development, and retention, and create a sense of belonging.

10. Counseling Cell:

The Guidance and Counseling cell aims to provide comprehensive guidance programs and services that will equip students with the necessary knowledge, attitude, and skills to become mature and socially responsible individuals. It aims to promote a just and humane society. The cell nurtures students through different activities and allows students to cross hurdles in the academic year thereby marching smoothly towards success. Apart from this, it helps the students to overcome class, social, and cultural barriers to complete their college education. The Guidance and Counseling Committee is looked after by a teaching faculty. Apart from the main in charge, the other faculty members take up specific roles in the activities conducted. The committee identifies students who require services on priority along with their areas of deficiency and suggests the improvement required. The students once identified, are given academic as well as personal counseling.

Procedure:-

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The students may register their grievances online at



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- The GRC will act upon those cases which have been forwarded along with the necessary documents.
- The GRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.

The Committee is requested to Contribute effectively to dispose of the grievances at the earliest.

A registry to register the complaint is established and kept in the Principal's office under the supervision of Dr. K. Raju Dean of Student Welfare. On receipt of the Compliant, the staff in charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee". The Committee will meet, with Information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

In the case, the complainant is not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.

The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the Institution will be reported to AICTE for appropriate action.

In case of any false/frivolous Complaint, the ombudsman may order appropriate action against the Complaint.

Online

Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of Studies, and other Administrative or Academic Committees constituted by the University.
- Decisions concerning the award of scholarships, fee concessions, medals, etc.
- Decisions made by the University concerning disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by the competent authority on assessment and examination results.



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Establishment of a Grievance Redressal Committee.

To comply with the AICTE Regulation for addressing, a student or Parent's grievance in a Technical Institution, the "Grievance Redressal Committee" TKRCET has been constituted with the following Staff in different positions to enquire about the nature and extent of the grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

GRIEVANCE REDRESSAL COMMITTEE:

The Student or Person, who is willing to launch any complaints, shall send their representation for redressal of their grievance to the following Grievances Redressal Committee.

All aggrieved parents and stockholders may also thenceforth approach the Grievance Redressal Committee.

Any member of TKRCET (staff/student) can represent their issue through electronic or paper media to any designated member in the department, cell, or committee or through the Grievance Redressal Register available at the Administrative Office Reception counter. The institute has the following committees to deal with specific matters to maintain good order, discipline, and a harmonious environment on campus. The timel redressal of the grievance through appropriate committees is shown in Table.1

Table.1 Grievance Redressal Committee

S. No	Type of complaint	Time frame for Action Taken.
1	Ragging	Within Two Days
2	Sexual Harassment	Within Two Days.
3	Student Grievances	Within One week



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The designated bodies are:

GRIEVANCE REDRESSAL COMMITTEE:

The main role of the committee is to address the complaints from Students and Staff. Table. 2 shows that, Grievance Redressal Committee members.

Table.2 Grievance Redressal Committee

S. No	Name	Designation	Position
1	Dr. D. V. Ravi Shankar	Professor	President
2	Dr. A. Suresh Rao	Professor	Chairman
3	Dr. K. Raju	Professor	Convenor
4	Dr. A. Jaya Lakshmi, university nominee.	Professor	Member
5	Mrs. K. Padmaja Devi	Representative of Faculty Members	Member
6	Mrs. K. Sukanya	Involved in Youth Activities	Member
7	Mr.A. Srinivas Rao	Representation of Parents	Member
8	SI. Meerpét	Civil and Police Administration	Member
9	Mr. G. L. N. Reddy	Non-Teaching Staff	PIO
10	Mr. Y. Somi Reddy	Non-Teaching Staff	APIO
11	Mr. G. Srinivas Reddy	Chief Librarian	Member

Anti-Ragging Committee: The role of the committee is to monitor, prevent and deter Ragging incidents in the Institution. Table. 3 shows that Anti-Ragging Committee contact details, phone numbers and E mail IDs.

Table. 3 Anti-Ragging Committee

S.N o	Name	Role	Designation	Mobile Number	EmailID
1	Dr. D. V. Ravi Shankar	President	Principal	9666573666	principal@tkrcet.com
2.	Dr. A. Suresh Rao	Chairman	Vice Principal	9866490867	deanoffice@tkrcet.com antiraggingcommittee@tkrcet.com
3	Dr. K. Raju	Convenor	Professor	9989202109	kadururaju@tkrcet.com grievancedressalcommittee@tkrcet.com
4	Mr. Mahender Reddy	Police Representative	Sub-Inspector	9490617342	policestationmeerpét@gmail.com
5	Mr. Bhupal Reddy	Local Media	Reporter	9491080832	bhupaleenadu@gmail.com
6	Mr. A. V. Apparao	NGO	Senior Advocate Member	9849017467	apparao@gmail.com



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7	Dr. K. Rajinikanth	Faculty Members	Professor	8498085223	rajinikanth@tkrcet.com internalcomplaintcommittee@tkrcet.com
8	Mr. Chandrashekhar	Faculty Members	Assistant Professor	8143785269	chandrashekhar@tkrcet.com
9	Mr. Vikas	Faculty Members	Assistant Professor	9704117789	vikas@tkrcet.com
10	Dr. MD Qutubuddin	Faculty Members	Assistant Professor	9885842147	mdqutubuddin30@tkrcet.com
11	Mrs. Jaya Lakshmi	Faculty Members	Associate Professor	9390909007	jayalakshmi@tkrcet.com
12	Mr. G. Srinivas Reddy	Faculty Member	Chief Librarian	8498085220	tkrcetlibrary@gmail.com
13	Mr. A. Srinivas Rao	Parents Representatives	Homemaker	8142427385	srinivasraoa@gmail.com
14	A. Rakesh	Student Representatives	Student President	9154067856	20k91A0203@tkrcet.com
15	K. Madhukar	Senior students	Student	8688601721	konagantimadhukar07@gmail.com
16	K. Srilatha	Senior students	Student	9100314484	21k95a0324@tkrcet.com
17	U. Vamshi Krishna	Senior students	Student	7729851125	20k91a0167@tkrcet.com
18	D. Rakesh	Senior students	Student	6301866381	20k91a0217@tkrcet.com
19	Mr. R. Narsaiah	Non-Teaching Member	Technician Gr-I	9348220585	narsaiah@tkrcet.com
20	Mrs. Geetha	Non-Teaching Member	Jr.Assistant	9491352764	geethagirimarakani@gmail.com



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3. Anti-Sexual Harassment Cell: The role of this cell is to prevent sexual harassment on campus, and is empowered to deal with cases concerning sexual harassment of women staff and students. Table.3 shows that Prevention of sexual harassment /Women Protection Cell contact details phone numbers and Mail Ids.

Table.3 Prevention of sexual harassment /Women Protection Cell

S.N o	Name of the Institute	Members of the Women Protection Cell with Designation	Mobile	Mail Id	
1	TKR College Of Engineering&Technolo gy (Autonomous)	Chairman: Dr. D. V. Ravi Shankar	9666573666	principal@tkrcet.com	
2		Convener/ Coordinator Dr. K. Padmaja Devi Asst.Prof - ECE	9059104630	padmajadevi@tkrcet.com antisexualharassmentcommittee@tkrcet.com	
Members					
3		Dr. K. Sukanya Asst.Prof Dept.ofECE	7013193769	sukanyakurapati@tkrcet.com	
4		Dr. C. Uma devi Asst.Prof. Dept.ofH&S	9848289961	uma@tkrcet.com	
5		S. Sangeetha Sarali Asst.Prof. Dept.ofEEE	9849443217	sangeethasarali@tkrcet.com	



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ANTI-RAGGING SQUAD

S.NO	NAME OF THE FACULTY	DEPT.	MOBILE NO
1.	Dr. D. V. S. R. ANIL KUMAR	H&S	9440365690
2.	Dr. K. RAJINIKANTH	H&S	8498085223
3.	Dr. A. SURESH RAO	CSE	9866490867
4.	Dr. G. GOPALA KRISHNA	MECH	9490322346
5.	K. V. R. SATYA SAI	CIVIL	9885622969
6.	Dr. S. NARSHIMA	EEE	8639581157
7.	Dr. D. NAGESHWAR RAO	ECE	9912713150
8.	Dr. N. SATYANARYANA	IT	7569107473
9.	Dr. V. KRISHNA	CSE(DS)	9849996581
10.	Dr. B. SUNIL SRINIVAS	CSE(AI&ML)	9885856780

Mentoring Cells at Hostel Level (Boys)

S. No	Name of the Member	Role	Designation
1	P. JOHANSON	Convener	Chief Warden
2.	M. MANOJ	Members	Asst. Warden
3.	D. NARESH	Members	Asst. Warden
4.	S. KARNAKAR	Member	Mess In charge
5.	S. VIVEK	Member	Student Committee Member

Mentoring Cells at Hostel Level (Girls):

S. No	Name of the Member	Role	Designation
1	CH. RAVALI	Convener	Warden
2.	MD. GOUSIA	Members	Residential Warden
3.	B. SRAVANTHI	Members	Asst. Warden
4.	K. SRILATHA	Members	Mess In charge
5.	V. LAHARI	Member	Student Committee Member