

GRIEVANCE REDRESSAL CELL

The Miracle Educational Society Group Of Institutions, Affiliated to JNTUK, provides an effective method to promptly resolve all the students and staff Grievances. The Grievance Redressal Cell was constituted by the Principal of the college as per the regulations of UGC. A Grievance is any dissatisfaction, whether expressed or not, whether valid or not, arising out of anything that is directly connected to the institute and which a student or staff thinks, believes or even feels, is unfair, injustice or inequitable. All the grievances of the students or staff are resolved through the Grievance Redressal Cell in a systematic way. Grievances can be related to academic, administrative, facilities, discrimination or unfair treatment.

Objective of the Grievance Redressal Cell:-

- ❖ To implement the policy to investigate, review complaints of students and staff.
- ❖ To create awareness of availability of members for students and staff to report grievances.
- ❖ To explore the cause of grievances.
- ❖ To sort out the reported grievance with effective solution.

Action Plan:

The complaint management mechanism is carried out in the following way in the institution-

- ❖ The Department level grievances are attended by the concerned Class In charge, Mentors and Head of the Department.
- ❖ The student coordinator and staff coordinators of Grievance Redressal Cell act as facilitators to communicate and sort out the grievances at the departmental level
- ❖ Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- ❖ Student with a grievance may approach Principal/Dean to submit his/her grievance in a proper format.
- ❖ Students are encouraged to use the suggestion box/ complaint box placed on the campus to express constructive suggestions and grievances.
- ❖ The college assures students that once a complaint is made, it will be treated with confidentiality.

Students or staff can resolve their grievances by contacting the following:

1. Dr. A. Arjuna Rao
Director & Principal
aaao@miracleeducationalociety.com
2. Prof. A.Murali
Professor, Dept. of ECE
manumothu@miracleeducationalociety.com

GRIEVANCE REDRESSAL CELL COMMITTEE FOR A.Y 2019 -20

| S.No | Name of the Staff | Designation | Designation in committee |
|-------------|-------------------------------|-----------------------------|---------------------------------|
| 1 | Dr.A. Arjuna Rao | Director & Principal | Chairperson |
| 2 | Dr.B. Srinivas Rao | Dean | Vice- Chairperson |
| 3 | Prof. A.Murali | Professor, Dept. of ECE | Convener |
| 4 | Mr.A. Atchyuta Rao | Assoc. Prof., Dept. of CSE | Co-Convener |
| 5 | Mr.N. Satyanarayana | Assoc. Prof., Dept. of BS&H | Member |
| 6 | Mr.D.V.V.Satyanarayana Murthy | Professor, Dept. of CIVIL | Member |
| 7 | Mr.B. Muralidhar | Assoc. Prof., Dept. of EEE | Member |
| 8 | Mr.R. Naga Raju | Asst. Prof., Dept. of MECH | Member |
| 9 | | Student Representative | Member |
| 10 | | Student Representative | Member |

Note: Student can approach the Grievance Redressal Cell and submit their grievances in this format Grievance Appeal Form – Please find the attachment and create a link for it.



MIRACLE EDUCATIONAL SOCIETY

GROUP OF INSTITUTIONS (B.Tech, M.Tech, MBA & MCA)

(Approved by AICTE & Affiliated to JNTU Kakinada)

Miracle City, Bhogapuram - 535 216, Vizianagaram Dist., AP

Phone: 0891-6696601, 9440803925, Fax: 0891-6623549, www.edulokam.com

Code: MRCL

STUDENT APPEAL APPLICATION

Name: Grievance id: MRCL/GCFC/Dept/ A Y -

Student ID Number:

Discipline:

Mailing Address (Dept):

Mobile Phone:

e-mail:

Program/Course(s):

Present/passed out

Did you seek information or assistance before making a complaint?

NO

Yes, from

Staff member(s) or Committee from whom have you already sought a resolution about this complaint?

Name:

Position:

Name:

Position:

Please outline the basis of your *original* complaint: Please describe the most recent resolution offered:

From whom did you receive the final notification of the resolution, and when?

Name/Position:

Date:

State what outcome(s) you are seeking from this appeal: Other

Comments:

Signature of the student/parent

(Office use only)

Expected date of Resolution of the grievance-----

Signature of I/C (GCFC)

Signature of the grievance handling authority