



K. S. R. M. COLLEGE OF ENGINEERING

(UGC-AUTONOMOUS)

Kadapa, Andhra Pradesh, India – 516 005

Approved by AICTE, New Delhi & Affiliated to JNTUA, Ananthapuramu.

An ISO 14001:2004 & 9001:2015 Certified Institution



NAAC DVV Clarifications	
SUMMARY SHEET	
Criterion – 5	Student Supporting System
Metric No:	5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases 1. Implementation of guidelines of statutory/regulatory bodies 2. Organization wide awareness and undertakings on policies with zero tolerance 3. Mechanisms for submission of online/offline students' grievances 4. Timely redressal of the grievances through appropriate committees
DVV Query	HEI has given an active link for "Complaint Registration Form". Also, it's likely that students might have other grievances, such as hostel-related issues or general concerns. Therefore, HEI should furnish: i. Minutes of meetings held regarding all student grievances/complaints raised during AY2022-23 and their subsequent resolutions. ii. Itemized bills for expenses related to materials purchased, repair work, or replacement of furniture and fixtures in addressing the aforementioned grievances. 2. HEI has to provide AY-wise and committee-wise record(s) which show(s) only the number of teaching or non-teaching staff /students grievances, first, received, and then forwarded to the concerning committee, and then resolved or pending. 3. HEI needs to provide, i. Minutes of meeting held for all student's grievances/complaints raised by the students in AY2022-23 and resolved thereafter, and ii. Bills of expenses incurred on material purchased or repairing work or replacing furniture and fixtures, in the matter of resolving concerned-raised/grievances/complaints.
HEI's Response	The HEI has an active link for grievances "Complaint Registration Form" on the institute website. For other grievances such as hostel or general concerns, the HEI receives the grievances of the stakeholders and acknowledges the students' grievances after a fundamental inquiry by gathering specific details. Based on the nature and type of grievance, the issue will be forwarded to the concerned committee/department. After the grievance redressal, a follow up is made with aggrieved to ensure that their concerns have been resolved satisfactorily. As per DVV requirement, the HEI is hereby providing the grievances received, documented with respect to hostel or general raised by the aggrieved and also the redressal during the AY 2022-23.



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File Description	Weblink of the File
Minutes of meetings regarding student grievance, Resolutions, action taken report for A.Y 2022-23.	Click Here
Bills for Action taken on grievances/complaints for A.Y 2022-23.	Click Here
A.Y wise grievances/complaints forwarded to concern committee.	Click Here