



**TELANGANA SOCIAL WELFARE RESIDENTIAL  
DEGREE COLLEGE FOR WOMEN , MANCHERIAL,  
DIST: MANCHERIAL-504208**



**(Affiliated to Kakatiya University , College Code: 635)**

**D.Sumathi**

**7995010674**  
**M.A. (Ph.D)**

**Principal**

**Mobile:**

**E-mail: Prl-rdcw-mncrl-swrs@telangana.gov.in**









**TELANGANA SOCIAL WELFARE RESIDENTIAL  
DEGREE COLLEGE FOR WOMEN , MANCHERIAL,  
DIST: MANCHERIAL-504208**



**(Affiliated to Kakatiya University , College Code: 635)**

**CH.Saritha Subhashini**  
M.Sc.,PhD  
Principal

**Mobile: 7995010674**  
**E-mail: Prl-rdcw-mncrl-swrs@telangana.gov.in**

### **GRIEVANCE REDRESSAL CELLGUIDELINES**

The Student's Grievance Redressal Cell is a statutory committee to facilitate the redressal of grievances and complaints lodged by the students and to examine the issue in a fair manner and arrive at inferences for recommending remedial measures. The Chairman of the Cell is the Principal and Senior faculty members from each stream are the members, with a provision of being reconstituted every year.

#### **Objectives of the Committee**

The main objectives of the Cell are as follows

- To examine various issues and grievances raised by the students in the matters like harassment, victimization, unfriendly treatment or any other grievance which disturb the learning process of the student.
- To address complaints related to student to student relationship, student to teacher relationship, student to non-teaching staff relationship and the relationship between student and the academic community.
- To encourage the students to lodge their grievances freely and frankly without any fear of being victimized while assuring confidentiality.
- To consolidate and examine the complaints/ grievances/ suggestions put by the students on Academic, Administrative, Infrastructural and any other matters in the complaints/ suggestion box
- To encourage students to follow moral and ethical values and to desist from undesirable activities in the college campus and uphold the dignity of college by promoting cordial relationships with everyone.

#### **Scope of the Committee**

The Student's Grievance Redressal Cell will receive grievances in writing from the students about any of the following matters-

- Academic Matters- The grievances of the students regarding academics i.e., completion of regular class work, teaching methodology, approach and accessibility of the teacher, availability of the learning materials, lab hour schedule/timetable or any other academic matter.
- Administrative Matters- The grievances related to college administration and support services that include certificates like Bonafide, Scholarships from the office, inconvenient schedule of fees collection, functioning of the Library and related matters.

- Other Matters- The Cell will also examine the grievances related to other facilities and support services for Mess, recreation, problems of sanitation, water availability, availability of transport during examinations and all other matters not falling under the purview of other committees.

#### Procedure for lodging complaints

Complaint/Suggestion Box - There is a complaint box installed in campus under lock and key and students are encouraged to drop in their grievance. To encourage students to feel free, the box is named as suggestion box. The Grievance Redressal Cell opens the box in Principal's chamber and sorts the suggestions and grievances fortnightly.


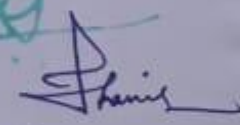
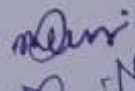
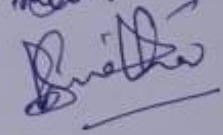
#### Mechanism of Redressal of Grievances of Students and Staff

- After receiving a written grievance/ complaint in drop box the meeting of the committee is convened by the Principal to look into the matter.
- If the names of the students are mentioned in the complaint and depending on the severity of the issue they will be called for an explanation. Otherwise the committee will conduct an enquiry into the matter and suggest solutions/remedial measures.
- If there is any merit in the complaint, the cell will recommend appropriate measures for the redressal of the grievances. Suggestions/remedial measures of Academic grievances will be suggested to respective Faculty/Departments. Administration related matters are forwarded to the Office In-charge and other matters to the respective support service In-charges.

#### Actions of the Committee

The recommendations made by the Cell will be discussed by the Staff Council and appropriate measures will be initiated to redress the grievance. It will be implemented by the Principal of the college under the monitoring of the Cell.

#### MEMBERS OF THE GRIEVANCE COMMITTEE

Sl.No	Name of the Member	Designation	
1	Dr. Ch. Saritha Subhashini	Principal	
2.	T. Kavitha Rani	Vice-Principal	- 
3.	Tulsi Biswas	D.L in English	- 
4.	P. Sumitha	D.L in English	- 



09/08/2021

### Circular Office order

The following Grievance Redressal Committee is constituted to deal with grievances related to students for the academic year

The committee will discuss student grievances which are submitted, resolve the grievances, report to the concerned.

Frequency of meetings: Bimonthly (or) when required

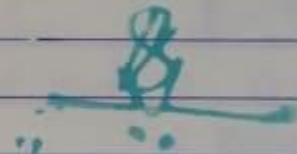
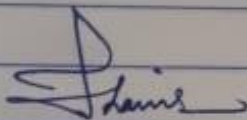
### Committee for Student Grievances.

S.No	Name of the person	Designation	Status of the person	Signature
1	Dr. Ch. Saritha Subhashini			
2	T. Kavitha Rani	Vice-Principal		
3	Tulsi Biswas	HOD-English	Member	
4	P. Sunitha	DL in English	Member	
5	J. Alekhya	BA III	Student member	J. Alekhya
6	R. Keshavathi	MScs III	Student Member	R. Keshavathi
7	Ch. Nikitha	BZC III	Student Member	Ch. Nikitha
8	P. Vinila	B.Com CA III	Student Member	P. Vinila
9	B. Soujanya	MPC III	Student Member	B. Soujanya
10	P. Anjali Devi	B.Com G-III	Student Member	P. Anjali Devi
11	O. Rakini	MZC-III	Student Member	O. Rakini

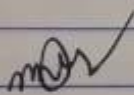
11/08/2021

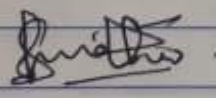
## Circular

The following Grievance Redressal committee members are informed to assemble in principal office at 11 AM on 14/08/2021 to discuss and plan remedial measures for grievances of students.



PRINCIPAL  
TSWRDC(W), MANCHERIAL

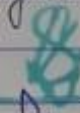
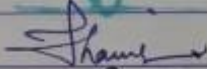
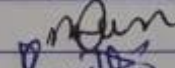
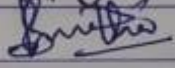
1) Tinku Biswas -   
Lect. in English

2) P. Sumitha -   
Lect. in English



14/08/2021

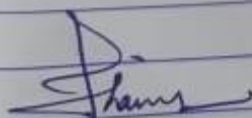
## Minutes of the Grievance Redressal Committee Meeting

S.No	Name of the Member	Designation	Role	Signature
	Dr. Ch. Saritha Subrahini	Principal		
	T. Kavitha Rani	Vice-Principal		
	Tulsi Biswas	DL in English	Member	
	P. Sunitha	DL in English	Member	
	J. Alekhya	BA - III	Student member	J. Alekhya
	B. Keshavathi	MScs - III	"	B. Keshavathi
	Ch. Nikitha	BZC - III	"	Ch. Nikitha
	P. Vinila	B'com CA II	"	P. Vinila
	B. Soujanya	MPC III	"	B. Soujanya
	P. Anjali Devi	B'com Gr - III	"	P. Anjali Devi
	D. Rahini	MZC - III	"	D. Rahini

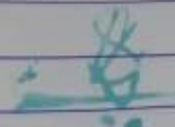
## Points Discussed

\* Tulsi Biswas, member suggested that students are asking about the repair of clogged washrooms. Hence committee decided to solve the problem.

\* P. Sunitha, member suggested that students are asking about to repair fans & dim light. Hence committee decided to solve the problem.



VICE PRINCIPAL  
TSWRDC(W), MANCHERIAL  
Dist: Mancherial



PRINCIPAL  
TSWRDC(W), MANCHERIAL

Requesting letter

30/06/2024

To,  
The principal mam,  
TSWRDC (W),  
Manchester

Respected madam,

Subj: - Request to repair clogged washrooms

With the reference to the subject cited, We CR's of 21 Groups  
Would like to bring to your notice that, on behalf of  
all the students in our college. We are facing problem  
clogging of excess water in washrooms. As we have high  
Strength but, washrooms are not well (water string etc)

So, We are kindly requesting you to take necessary action  
to repair the washrooms

Thanking you mam

From,

M. Kaveeri → BA-III years

2) B. Akanksha → B.com (A) III yrs

3) J. Deepa → Mpc III yr

4) D. Poojitha → B.com Gen III yr

5) P. Sadhana → B.Zc. III yrs

6) R. Swetha → M.SCS-III yrs

7) V. Pragathi → M.Zc-III yrs



31/07/2021

The principal madam,  
P.S.W.R.D.C (W),  
Manchesterial.

Sub:- Requesting to repair fans and dim lights  
Respected madam.

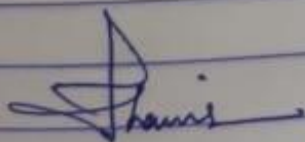
on Behalf of the students P.S.W.R.D.C (W)  
Manchesterial, In this institution there is no  
sufficient fans and lights so, we are Requesting  
to replace or repair and kindly look  
into this and provide the facilities.

Thank you.

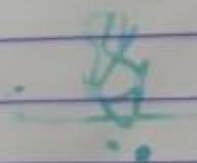
14 | 08 | 2021

Grievance Redressal Committee - Action Taken Report  
Against - the meeting held on 14/08/2021

No.	Resolution	Action Taken.
1.	Tulsi Biswas, member suggested that students are asking about the repairs of clogged washrooms.	The grievance committee instructed to the sanitation person to sort out the problem.
2.	P. Sunitha, member suggested that students are asking about to repair fans & dim light.	The grievance committee instructed to the particular person & asked to resolve the problem.



**VICE PRINCIPAL**  
TSWRDC(W), MANCHERIAL  
Dist: Mancherial



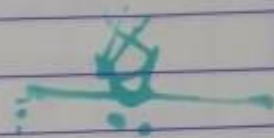
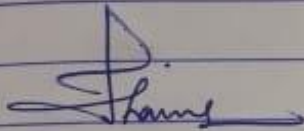
**PRINCIPAL**  
TSWRDC(W), MANCHERIAL



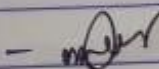
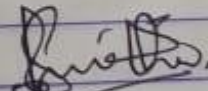
22/02/2022

## Circular

The following Grievance Redressal committee members are informed to assemble in principal office at 11 AM on 25/2/22 to discuss and plan remedial measures for grievances of students.

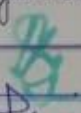
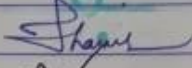

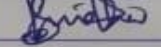


PRINCIPAL  
TSWRDC(W), MANCHERIAL

- 1) Juki Biswas -   
(Lect. in. English)
- 2) P. Sumitha -   
(Lect. in. English)

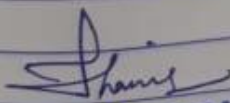
25/02/2022

## Minutes of the Grievance Redressal Committee Meeting

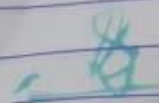
No	Name of the Member	Designation	Role	Signature
	Dr. Ch. Sasitha Subhashini	Principal		
	T. Kavitha Paru	vice-Principal		
	Tulsi Biswas	HOD-English	Member	
	P. Sunitha	DL-English	Member	
	J. Alekhya	BA III	Student member	J. Alekhya
	R. Keshavathi	MScs - III	"	R. Keshavathi
	Ch. Nikitha	BZC - III	"	Ch. Nikitha
	P. Vinila	B.com CA - III	"	P. Vinila
	B. Soujanya	MPC - III	"	B. Soujanya
	P. Anjali Devi	B.com G - III	"	P. Anjali Devi
	O. Rohini	MZC - III	"	O. Rohini

## Points discussed:

- \* Tulsi Biswas, member suggested that students are asking about the inadequate chairs in the classroom. Committee decided to solve the problem.
- \* P. Sunitha, member suggested that students are asking about the cool water during summer. Hence committee decided to solve the problem.



VICE PRINCIPAL  
TSWRDC(W), MANCHERIAL  
Dist: Mancherial



PRINCIPAL  
TSWRDC(W), MANCHERIAL



Requrest letter

Date:- 11/10/2021  
Day:-

TO

The Principal mam,

TSWRDCWJ,  
Manchester.

Respected Madam,

Sub: Requrest to provide sufficient chairs for students in Classroom with the reference to the subject cited, where 21 groups, would like to bring to your notice that as the chairs are inadequate to the ratio of few students are sitting on the floor.

So, we are requesting you provide more chairs to address this matter urgently.

Thanking you Madam,

Sub:- Requesting to provide cool water during summer regarding.

Respected mam.

on Behalf of the students of P.S. W.R. D. C. W. Manchehal. In this Institution regarding during summer there is no sufficient cool water. So, kindly provide facilities

Thank you.



25/02/2022

Grievance Redressal Committee - Action Taken Report  
Against the meeting held on

S.No	Resolution	Action Taken
1	Tulsi Biswas, members suggested that students are asking about the inadequate chairs in the class room.	The grievance committee decided & instructed to Record Assistant to solve the raised problem.
2	P. Sunita, member suggested that students are asking about the cool water during summer.	The grievance committee decided & instructed to the A.T. & decided to provide Bangon.



**VICE PRINCIPAL,**  
TSWRDC(W), MANCHERIAL  
Dist: Mancherial



**PRINCIPAL,**  
TSWRDC(W), MANCHERIAL

