



AVANTHI'S St. THERESSA INSTITUTE OF Engineering & Technology

Phone : 08952- 281061

Cell : 7893433345

9704755549

(Approved by AICTE, Recognised by the Govt. of A.P., & Affiliated to JNTU - GV, Vizianagaram)

Garividi (Cheepurupalli) Vizianagaram Dist - 535 101

website : www.sttheressaengg.ac.in

e-mail : astiet@sttheressaengg.ac.in

Date:12.07.2025

Establishment of Offline and Online Grievance Redressal Mechanism

Objective:-

To provide an accessible, transparent, and efficient grievance redressal system for students, faculty, staff, and stakeholders of the institution, ensuring timely and fair resolution of all complaints and concerns.

GRIEVANCE REDRESSAL COMMITTEE

NAME	DESIGNATION	ROLE	PHONE NUMBER	SIGNATURE
Dr. J. Bala Bhaskara Rao	Principal	Chairperson	7893433345	<i>J. Bala</i>
Sri. B.V. Ramana	Vice Principal	Co-ordinator	9885774883	<i>B. V. Ramana</i>
Smt. P. Madhavi	HOD-EEE	Member	9052014922	<i>P. Madhavi</i>
Dr. R. Vara Lakshmi	HOD-MECH	Member	7095728741	<i>R. Vara</i>
Sri. N.C. Sekhara Rao	HOD-ECE	Member	8143465908	<i>N. C. Sekhara</i>
Sri. M. Uma Maheswara Rao	HOD-CSE	Member	9502806557	<i>M. Uma</i>
Smt. A. Krishanaveni	HOD-CSE AIML	Member	9676663725	<i>A. Krishanaveni</i>
Sri. J. Appalanaidu	HOD-H&BS	Member	8121987431	<i>J. Appal</i>
Sri. D. Kiran Kumar	HOD-MBA	Member	9949039464	<i>D. Kiran</i>
Sri G. Anil Kumar	Administrative Officer	Member	9704755549	<i>G. Anil</i>
Mr. R. Manikanta	IV B. Tech EEE Student	Member	8367052098	<i>R. Manikanta</i>

A. Offline Grievance Redressal Mechanism

- **Grievance Boxes:** Locked grievance boxes are placed at key locations within the campus where grievances can be submitted anonymously.
- **In-Person Submission:** Complaints can be submitted directly to the Grievance Redressal Committee (GRC) by visiting the Administrative Office during working hours.
- **Grievance Register:** A physical register is maintained to record all complaints, steps taken, and final resolutions.
- **Regular Committee Meetings:** The GRC meets periodically to review and resolve pending issues.

B. Online Grievance Redressal Mechanism

- **Institution Website Portal:** An online grievance submission form is available on the official website: www.sttheressaengg.ac.in.
- **Email Submission:** Grievances may also be submitted via email to: sttheressa99@gmail.com.
- **Acknowledgment System:** Each online grievance will receive a confirmation email and a unique complaint ID for tracking.
- **Confidentiality Maintained:** All complaints will be treated with strict confidentiality and professionalism.

C. Grievance Resolution Procedure

1. Grievance submitted through offline/online mode.
2. Acknowledgment sent to the complainant (if contact details are provided).
3. Grievance is forwarded to the appropriate committee.
4. Resolution is undertaken within 7–15 working days.
5. Action taken is recorded, and the outcome is communicated to the complainant.

D. Monitoring and Review

- Monthly review meetings of the GRC.
- Compilation of quarterly and annual reports for internal assessment.
- Continuous improvement based on feedback and grievance trends.

This mechanism is designed to uphold the dignity, safety, and rights of all individuals associated with **Avanthi's St. Theresa Institute of Engineering & Technology**, fostering a culture of respect and mutual trust.



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Dr. J. Bala Bhaskara Rao	Principal Chairperson	7893433345	Sttheressa 99@gmail.com
Sri. B.V. Ramana	Vice Principal Co-ordinator	9885774883	bvreee@gmail.com
Smt. P. Madhavi	HOD-EEE Member	7382699005	p.madhu.229@gmail.com
Dr. R. Vara Lakshmi	HOD-MECH Member	7095728741	varalakshmi.reddi@gmail.com
Sri. N.C. Sekhara Rao	HOD-ECE Member	8143465908	chandratanmaya15@gmail.com
Sri. M. Uma Maheswara Rao	HOD-CSE Member	9502806557	umajrfnit@gmail.com
Smt. A. Krishana Veni	HOD-CSE AIML Member	9676663725	krishnaveni.ampolu@gmail.com
Sri. J. Appala Naidu	HOD-H&BS Member	8121987431	naidu.sri84@gmail.com
Sri. D. Kiran Kumar	HOD-MBA Member	9949039464	dunnakirankumar@gmail.com
Sri G.Anil Kumar	Administrative Officer Member	9704755549	anil.anishik@gmail.com
Mr. R. Manikanta	IV B. Tech EEE Student Member	83670 52098	rmkmani99@gmail.com
Mr. Swetha rani tiwari	IV B. Tech CSE Student Member	9490526372	Swetharanitiwari19@gmail.com


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Principal 12/07/2024
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