



# AVANTHI'S St. THERESSA INSTITUTE OF Engineering & Technology

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

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website : [www.sttheressaengg.ac.in](http://www.sttheressaengg.ac.in) e-mail : [astiet@sttheressaengg.ac.in](mailto:astiet@sttheressaengg.ac.in)

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## 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 Lakshmi</i>
Sri. N.C. Sekhara Rao	HOD-ECE	Member	8143465908	<i>N. C. Sekhara Rao</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. Appalanaidu</i>
Sri. D. Kiran Kumar	HOD-MBA	Member	9949039464	<i>D. Kiran Kumar</i>
Sri G. Anil Kumar	Administrative Officer	Member	9704755549	<i>G. Anil Kumar</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](http://www.sttheressaengg.ac.in).
- **Email Submission:** Grievances may also be submitted via email to: [sttheressa99@gmail.com](mailto: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.