



OFFICE ORDER

Reconstitution of Student Grievance Redressal Committee(SGRC)

As per All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide **F.No.1-101/ PGRG/AICTE/Regulation/2019** dated 07.11.2019 for establishment of grievance redressal mechanism, the institute has Reconstituted the Student Grievance Redressal Committee for the period of two years from the year 2023-24 to address individual as well as collective grievances of the students of the college. The committee is headed by the principal, and appropriate action taken and decision of SGRC will be intimated to the complainant through email/SMS. the SGRC shall meet as and when requires and assess the merit of the complaint.

The SGRC Comprises of the following members

SI.No	Name and Designation	Officiating as
1	Dr.Karunakara S, Principal, CEC	Chairperson
2	Prof. C K Subbaraya, Registrar, Adichunchanagiri University, B G Nagar, Nagamangala	Ombudsperson
3	Dr.Sowmya Naik, Executive Officer, Professor and HoD, Dept of CSE, CEC	Member
4	Dr.Thippeswamy H N, Professor and HoD, Dept of Civil Engineering, CEC	Member
5	Dr.Rajasekhar P, Professor and HoD, Dept of Chemistry, CEC	Member
6	Mr. Satish Hande, Administrative Officer, CEC	Member



The college has made provisions for **Online Grievance Redressal mechanism** to receive grievances. The complainant can raise grievance through the following modes:

Web Portal: <https://www.cityengineeringcollege.ac.in/grievance-portal.html>

Message/Call: To member secretary contact number specified on college website to register the complaint.

Email: The complainant may raise the grievance on email id grievanceredressal@cityengineeringcollege.ac.in to register the complaint.

ERP: The complainant may raise the grievance on ERP portal through student's login.
<https://webproindia.com/cityec/StudentMaster.aspx>

Google Forms: Students can submit their grievance//complaint through google form
<https://forms.gle/QrbqnjsC1r2QqGK67>

In case of any false/frivolous complaint, the SGRC will be deemed to take appropriate action against the complainant.

Grievance Redressal Committee Contact Details

Member Secretary:

Dr. Narayana Swamy Ramaiah,

Vice Principal and IQAC Coordinator, CEC, Bangalore

Email: grievanceredressal@cityengineeringcollege.ac.in

Mobile: +91 9886424319



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PRINCIPAL

Copy To:

1. All the members concerned
2. College and Department notice boards
3. All the department HoDs
4. Host on website
5. PA to Chairman, Corporate office



CIRCULAR

29.01.24

A Grievance redressal committee meeting is scheduled on 30.01.24. All the committee members are requested to attend the meeting at 4.00 PM at Principal's Office

AGENDA:

1. Resolution to the last meeting
2. Awareness program on online grievance redressal procedures
3. ERP portal for grievances of students
4. Requirement of almirahs for new faculty members
5. Up gradation of systems

Name of the faculty	Designation	Position in the committee	Signature
1 DR THIPPESWMAY H N	PRINCIPAL	CHAIRMAN	
2 DR JYOTHI.P	VICE PRINCIPAL	MEMBER	
3 DR RAJASEKHAR P	PROFESSOR & HOD / CHEMISTRY	MEMBER	
4 DR JYOTHI	PROFESSOR & HOD / MATHEMATICS	MEMBER	
5 DR SOWMYA	PROFESSOR & HOD / CSE	MEMBER	
6 MR.SATHISH HANDE	AO / ADMIN	MEMBER	
7 MRS.AMBIKA	ASST. PROFESSOR / CSE	MEMBER	
8 MRS.VINDYA	ASST. PROFESSOR / AI&ML	MEMBER	
9 MR.SAKTHIVEL	ASSO. PROFESSOR / ISE	MEMBER	
10 DR.KARUNAKARA	HOD/MECH VICE CHANCELLOR, MANGALORE UNIVERSITY	CONVENER	
11 PROF.K.BYRAPPA		OMBUDSMAN	



MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL COMMITTEE

Minutes of the meeting of a Grievance redressal committee which is scheduled on 30.01.2024 at 4:00PM

Name of the faculty	Designation	Position in the committee	Signature
1 DR THIPPESWMAY H N	PRINCIPAL	CHAIRMAN	
2 DR JYOTHI.P	VICE PRINCIPAL	MEMBER	
3 DR RAJASEKHAR P	PROFESSOR & HOD / CHEMISTRY	MEMBER	
4 DR JYOTHI	PROFESSOR & HOD / MATHEMATICS	MEMBER	
5 DR SOWMYA	PROFESSOR & HOD / CSE	MEMBER	
6 MR.SATHISH HANDE	AO / ADMIN	MEMBER	
7 MRS.AMBIKA	ASST. PROFESSOR / CSE	MEMBER	
8 MRS.VINDYA	ASST. PROFESSOR / AI&ML	MEMBER	
9 MR.SAKTHIVEL	ASSO. PROFESSOR / ISE	MEMBER	
10 DR.KARUNAKARA	HOD/MECH	CONVENER	

Principal welcomed all the committee members and asked Convener to start the meeting

Resolution of last meeting were discussed. Most of the grievances resolved

Convener and Members collected the Grievances received by students and staff

1. Resolution to the last meeting
2. Awareness program on online grievance redressal procedures
3. ERP portal for grievances of students
4. Requirement of almirahs for new faculty members
5. Upgradation of systems

- Suggestion is given by the convener to organize Awareness program on online grievance redressal procedures
- ERP portal can be used for collecting grievances of students using login id's
- Each ERP coordinators can give the instructions to enter in ERP. Also instructed students to give grievance if any through website
- Requirement of almirahs for new faculty members as they are facing the problem to keep the blue books, textbooks and notes.
- First year students were complained about the system which they are using in MATLAB. Members discussed about the upgradation of the system
- Chairman of the committee noted all the grievances and promised to resolve the issues arised and any other issues asked to report
- Meeting concluded with vote of thanks



Convener

PRINCIPAL



Student Grievance Redressal Committee (SGRC)

Minute of Meeting

Minutes of the meeting held on 01-03-2024 at 3.00 pm at principal's chamber.

Agenda:

- Reconstitution of SGRC
- Implementation of Online SGRC
- Any other points after approval of chair

The committee members present for meeting are as follows

Sl.No	Name and Designation	Officiating as
1	Dr.Karunakara S, Principal, CEC	Chairperson <i>S Karunakara</i>
2	Prof. C K Subbaraya, Registrar, Adichunchanagiri University, B G Nagar, Nagamangala	Ombudsperson <i>C K Subbaraya</i>
3	Dr.Sowmya Naik, Executive Officer, Professor and HoD, Dept of CSE, CEC	Member <i>Sowmya Naik</i>
4	Dr.Thippeswamy H N, Professor and HoD, Dept of Civil Engineering, CEC	Member <i>Dr. Thippeswamy H N</i>
5	Dr.Rajasekhar P, Professor and HoD, Dept of Chemistry, CEC	Member <i>P. Rajat</i>
6	Mr. Satish Hande, Administrative Officer, CEC	Member <i>Satish Hande</i>

- Chairman, Dr. Karunakara S greeted all the members and started the meeting as per the agenda
- Resolution of last meeting were discussed and all the grievances have been resolved.
- Awareness on online grievances has been done to all students. Provisions for reporting grievances through web portal, SMS/Call, Email, ERP and through google forms has been created for the benefit of the students.
- The notification of reconstitution was notified based on vacancies created upon certain members either attaining superannuation/demitting the office from August 2023 to Jan 2024.
- Chairman of the committee noted all the grievances and promised to resolve the issues arised and any other issues reported.
- Meeting concluded with vote of thanks by member secretary

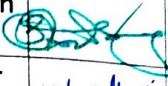
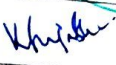





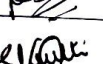
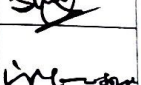
P. Rajat
Member Secretary

S Karunakara
PRINCIPAL

CITY ENGINEERING COLLEGE

GRIEVANCE REDRESSAL COMMITTEE

Minutes of the meeting held on 13.4.23 at 3:00 AM at Principal's chamber. The committee members present for the meeting as follows

Sl.No.	Name	Designation	Status	Signature
1	Dr.Thippeswamy	Principal	Chairman	
2	Dr.Sujatha	HOD,Physics	Member	
3	Dr.Rajasekhar	HOD,Chemistry	Member	
4	Dr.Sowmya Naik	Executive Officer	Member	
5	Sathish Hande	Administrative Officer	Member	
6	Dr.Jyothi P	Vice Principal	Member	
7	Ms.Lakshmi	Asst. Professor,CSE	Member	
8	Ms.Shruthi	Asst.Professor,CSE	Member	
9	Mr.Vinay	Asst.Professor. Civil	Member	

At the outset the Chairman of the Committee welcomed the members of the committee and briefed about the grievances.

- Resolution of last meeting were discussed with members
- The following grievances are noted and collected by the students and faculty members
 - Frequent cleaning of washrooms
 - Removal of Honey comb in the campus
 - Replacement of old curtains
 - Cleanliness of ladies lounge
 - Extension of routes of Transportation facility
 - Irregularity of some staff members
 - Modernization of toilets

All the requirements are noted and with lot of discussions, Chairman of the committee suggested to take necessary actions to resolve the problems immediately. Chairman of the committee thanked all the members.

Convener

Principal