



VIGNAN'S INSTITUTE OF INFORMATION TECHNOLOGY (AUTONOMOUS)

(Approved by AICTE-New Delhi, Affiliated to JNTUK, Kakinada)
Beside VSEZ, Duvvada, Vadlapudi Post, Gajuwaka, Visakhapatnam - 530 049.

Ref: No. VIIT/Principal/Order/2020/07/01

Date: 15-07-2020

OFFICE ORDER

The following Grievance Redressal Committee is nominated to deal with grievances related to students and Staff for the Academic Year 2020-21. The committee will discuss any faculty/student grievances which are submitted, resolve the grievances, report to the concerned and submit feedback to PC.

Frequency of meetings: Once in a month or when required / on Demand Basis

Committee for Students Grievances

S.No.	Name of the person	Designation	Status of the person
1	Dr. B. Arundhati	Principal	Chairperson
2	Dr. K. Madhusudhana Rao	Dean Student Affairs	Member
3	Dr.Ch. Hari Govinda Rao	Dean IQAC	Member
4	Dr. Syed Kamalludin	Dean Academics	Member
5	Smt. K. Sravanthi	In Charge Students-Discipline	Member
6	Mr. G. Thiagarajan	Head Grievance Cell	Member Secretary

Copy to: Rector Office

CEO for Information

Vice principal (Academics)

- Officer L/CS
- Individuals
- Office files Web-site Coordinator




Principal
PRINCIPAL
VIGNAN'S INSTITUTE OF
Information Technology (A)
Beside: VSEZ, Duvvada, Visakhapatnam-49

Name	HoD- Civil	HoD- EEE	HoD- MECH	HoD- ECE	HoD- CSE	HoD- IT	HoD- ECM	HoD- BS&H	HoD- MCA	HoD- MBA



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Ref: No. VIIT/ GRC/2020/08/01

Date: 17-08-2020

CIRCULAR

The Grievance Redressal Committee members are requested to assemble in principal office at 3.30PM on 20-08-2020 to discuss on various grievances received from students and faculties.

Copy To:

1. Dr. K. Madhusudana Rao, Dean Student Affairs
2. Dr.Ch.Hari Govinda Rao, Dean IQAC
3. Dr. Syed Kamalludin, Dean Academics
4. Smt. K. Sravanthi, Incharge Students-Discipline
5. Shri. G.Thiagarajan, Head Grievance Cell


Principal
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Ref: No. VIIT/ GRC/2020-21/01

Date:20-08-2020

Minutes of the Grievance Redressal Committee Meeting

Members Present:

S.No	Name of the Member	Designation	Role	Signature
1	Dr.B.Arundhati	Principal	Chairperson	
2	Dr. K. Madhusudhana Rao	Dean Student Affairs	Member	
3	Dr.Ch. Hari Govinda Rao	Dean IQAC	Member	
4	Dr. Syed Kamalludin	Dean Academics	Member	
5	Smt. K.Sravanthi	In charge Students-Discipline	Member	
6	Shri. G. Thiagarajan	Head Grievance Cell	Member Secretary	

Points Discussed:

1. Dr. K. Madhusudhana Rao, Member expressed his view that many students are facing problem with poor internet connection and the difficulties in attending on line examinations.Principal along with other committee members advised the students to write online examinations in any nearby internet centre with safety precautions if possible.
2. Dr. K. Madhusudhana Rao, Member announce that some students expressed their grievances for not getting refund of reimbursement under Jagannanna Vidya devana. Principal states that the college has not received the reimbursement amount for the last two years. As soon as the college gets the reimbursement, it will refund it to students.
3. Dr. Syed Kamalludin, Dean Academics report that many students are facing different problems to attend the online classes continuously in spite of their family health issues.Committee and other members advise that students to collect relevant material and they can clarify doubts in attending online classes.
4. Dr. K. Madhusudhana Rao, Member representing that students are asking for Sanitizers should be kept at the washrooms and the college is not following the rules kept by the government they are conducting the classes with 60 students in one



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class, not following social distancing this is not fair. Committee said that our management is following covid rules and we are conducting classes for students only with 30 students in a slot.

5. G. Thiagarajan, Member suggested that some students are asking for improvisation of medical facilities within the campus. Committee intimated that we will arrange the requirements as per student's request.


Member Secretary


Principal
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Grievance Redressal Committee – Action Taken Report Against the
Meeting held on 20-08-2020

S.No	Resolution	Action Taken
1	Many students are facing problem with poor internet connection and the difficulties in attending online examinations.	Principal along with other committee members advised the students to write online examinations in any nearby internet centre with safety precautions if possible.
2	Some students expressed their grievances for not getting refund amount of reimbursement fee under Jagannanna Vidya devana (JVD)	Principal said that the college has not received the reimbursement amount for the last two years. As soon as the college gets the reimbursement, it will refund it to students.
3	Many students are facing different problems to attend the online classes continuously in spite of their family health issues.	Committee along with the other members advised that students to collect relevant material from respective faculty or from their friends and study the material when they are unable to attend class and if they have any doubts they can clarify while they attend online classes.
4	Students are asking for Sanitizers should be kept at the washrooms and sanitizing the classrooms continuously as college is not following the rules kept by the government, they are conducting the classes with 60 students in one class, not following social distancing this may lead to health issues.	Committee said that our management is following covid rules and we are conducting classes for students only with 30 students in a slot and no need to worry about the hygienic in the campus we will take care about it surely.
5	some students are asking for improvisation of medical facilities within the campus.	Committee intimated that we will arrange the all-necessary requirements as per students request without fail.

Member Secretary



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Ref: No. VIIT/ GRC/2019-20/01

Date: 24-01-2020

Minutes of the Grievance Redressal Committee Meeting**Members Present:**

S.No	Name of the Member	Designation	Role	Signature
1	Dr. B. Arundhati	Principal	Chairperson	
2	Dr. K. Madhusudhana Rao	Dean Student Affairs	Member	
3	Dr. Syed Kamalludin	Dean Academics	Member	
4	Dr. Rojeena Mathew	Head Women Protection Cell	Member	
5	Shri. G.Thiagarajan,	Head Grievance Cell	Member Secretary	

Points Discussed:

1. Dr. B.Arundhati, Principal and other committee members are happy to know that a second kabaddi Court is established beside seminar Hall No:1 and a one day workshop was conducted to interested students on batting and bowling skills by Mr. Naga Raju, NIS, VDC Coach.
2. Dr. B.Arundhati, Principal thanks the management for awarding increments to staff members and also happy to note that our library is now functioning with a dedicated reading room with systems.
3. Dr. Syed Kamalludin, Dean Academics notice that students are requesting for issuing more books and it is accepted by principal and here onwards UG Students will be issued 3 books instead of two and PG Students will be issued 4 books instead of 3 books.
4. G.Thiagarajan, Member Secretary reporting that there were complaints from ladies Hostel Students regarding menu and committee members allocated some coordinators to rectify this problem and it can be solved by selecting a menu as per students wish.
5. Dr. Rojeena Mathew, Member discussing that staff and students are complaining about lack of buckets and Mugs in wash Rooms. The committee decides to intimate the same to the manager to go for flexible jet pipe attachments to water taps at the earliest.
6. Dr. K. Madhusudhana Rao, Dean Student Affairs notice that after knowing about the single shift arrangement, students complained that there weren't enough seats in the buses. Committee members informed the same to transport manager. Now the transport



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Department has introduced one bus from city at LIC building, one bus from Gajuwaka at R.K. Hospital and one from Pendurthi. Now students are not having any issue.

7. Dr. K. Madhusudhana Rao, Dean Student Affairs addressed that students have complained about the restroom doors cannot be locked and that the female staff members have asked for a dust bin in the restroom. The committee said that we will be informed to Dean Administration of the same thing so they can take respective action.
8. The college has received complaints from a parent that one VIIT staff is manhandling the student. After enquiry it was found true and the management terminated the services of two staff members (Mr. Ch. Raj Kumar, Asst. Professor Mathematics Department and Mr. S. Balaji, Asst. Professor, Mechanical Engineering department).

Member Secretary

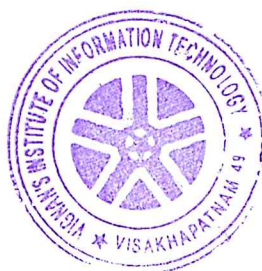
Principal

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Meeting held on 24-01-2020

S.No	Resolution	Action Taken
1	Dr. B.Arundhati, Principal thanks the management for awarding increments to staff members and also happy to note that our library is now functioning with a dedicated reading room with systems.	The principal along with other committee members appreciated the efforts of all faculty members for getting good incentive for their extreme hard work.
2	Dr. Syed Kamalludin, Dean Academics notice that students are requesting for issuing more books.	Committee Members of the meeting accepted by principal decision and here onwards UG Students have been issued 3 books instead of two and PG Students have been issued 4 books instead of 3 books.
3	G.Thiagarajan, Member Secretary reporting that there were complaints from ladies Hostel Students regarding menu.	Committee members allocated some coordinators and they rectified this problem and solved it by selecting a menu as per students wish.
4	Dr. K. Madhusudhana Rao, Dean Student Affairs notice that after knowing about the single shift arrangement, students complained that there weren't enough seats in the buses.	Committee members informed the same to transport manager. Now the transport Department has arranged one bus from city at LIC building, one bus from Gajuwaka at R.K. Hospital and one from Pendurthi. Now students are not having any issue.
5	Dr. K. Madhusudhana Rao, Dean Student Affairs addressed that students have complained about the restroom doors cannot be locked and that the female staff members have asked for a dust bin in the restroom.	The committee said that we have been intimated to Dean Administration of the same thing, so they took respective action and resolved it.


 Member Secretary


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