

## Salaha – The Grievance Redressal Committee

Date 01/08/2013

This is to notify that the college management has decided to constitute “ Salaha “ the Grievance Redressal Committee” under the chairmanship of principal. The following persons are hereby nominated for the committee.

Sl.No.	Name	Designation	Role
1	Dr.Puttamadappa C	Principal	Chairman
2	Ravi Shankara M N	Asst.. Professor	Convener
3	Gnanendra D S	Asst. Professor	Member
4	Agalya P	Asst. Professor	Member
5	Padmanabha G	Asst. Professor	Member
6	Damodaran A	Asst. Professor	Member
7	Prashant kumar HP	Asst. Professor	Member
8	Chaitra	Asst. Professor	Member
9	Deepthi Ponnacha	Student ECE dept	Member

### Roles

This committee is formed for the benefit of students, staff and faculty members of Sapthagiri College of Engineering (SCE) , Bangalore.

### Responsibilities

Create and implement a mechanism to handle the reported grievances/suggestions.

→ Install Grievance / suggestion boxes at important places in the campus accessible to students/ staff / faculties.

→ Grievance / Suggestion boxes are opened at the closing hours of III Saturday of every month or whenever if it is required.

→ Accept written grievances from students and staff

→ The name and identity of the person who reported Grievance shall be kept confidential.


→ The Grievance committee meeting to be conducted twice in a year or as and when it is required based on the grievances or suggestions received.

→ All received complaints / suggestions are analyzed, complied in the meeting and forwarded to concerned departments for necessary action.

→ Forward the findings to the Management if necessary for further action.

Wishing you all the best,

  
Convener

  
Principal  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore- 560 057

  
Principal  
Sapthagiri College of Engineering  
14/5, Chikkasandra, Hesaraghatta Main Road  
Bangaluru - 560 057

## **Grievance Reddressal Committee (Salaha)**

### **Strategic Operating Procedure (SOP)**

#### **Introduction:**

GRC stands for **Grievance Reddressal Committee** an institution -based organization with a mission to make the college a better place for students, staff and faculty. The **Grievance Reddressal Committee** is a statutorily constituted body which aims at the overall development of the college by resolving the grievances / complaints received and implementing suggestions given by students / staff / faculty for creating a healthy atmosphere in the campus. The **Grievance Reddressal Committee** is comprising of Principal as Chairperson, a Convener, one faculty member from each department and a student representative. It is a very active organization constituted based on UGC guidelines, working in the college to resolve the grievances and to implement suggestions received on timely basis approach.

**Grievance Reddressal Committee, Sapthagiri College of Engineering, Bangalore**

**Name** – The name of this association shall be “SALAHA”

#### **Aim**

This committee is formed for the benefit of students, staff and faculty members of Sapthagiri College of Engineering (SCE), Bangalore to address their grievances, implement suggestions etc.

#### **Operating Procedure**

Create and implement a mechanism to handle the reported grievances/suggestions.

→ Install Grievance / suggestion boxes at important places in the college campus accessible to students/ staff / faculties.

→ Enrolling all the students / staff / faculty to grievance cell so that they can report their grievances online through college website (sapthagiri.org.in)

  
**Principal**  
**Sapthagiri College of Engineering**  
Chikkasandra, Hesaraghatta Road  
Bangalore- 560 057

- Grievance / Suggestion boxes are opened at the closing hours of III Saturday of every month or whenever if it is required.
- Accept written grievances from students, staff and faculty.
- Accept grievances / suggestions reported to proctors by their proctees.
- Check the grievance portal regularly and note down the grievances.
- The name and identity of the person who reported Grievance shall be kept confidential.
- The Grievance committee meeting to be conducted twice in a year or as and when it is required based on the grievances or suggestions received.
- All received complaints / suggestions are analyzed, compiled in the meeting and forwarded to concerned departments for necessary action.
- Forward the findings to the Management if necessary for further action.
- The compiled grievances details and its resolution reports to be sent AICTE regularly.
- Monitor the resolutions / suggestions implemented on timely basis and discuss the same in the subsequent committee meetings for further improvement.

  
Principal  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore-560 057



**Circular**









SCE/GRC/2014/001

Date 28/7/2014

A meeting of grievance committee has been convened on 30/07/2014 at Principal chamber at 2-00 pm. All the committee members are hereby informed to attend the meeting without fail.

**Agenda :** (i) To discuss the grievances / suggestions received

(ii) To analyze the resolutions taken in the previous meeting.

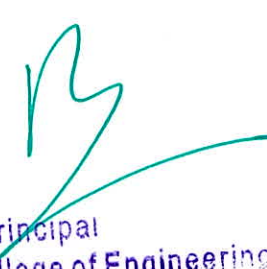
Sl.No.	Name	Designation	Role	Signature
1	Gnanendra D S	Asst. Professor	Member	
2	Agalya P	Associate Professor	Member	
3	Padmanabha G	Asst. Professor	Member	
4	Damodaran A	Asst. Professor	Member	
5	Prashant kumar HP	Asst. Professor	Member	
6	Chaitra	Associate Professor	Member	
7	Bhavya N P	Asst. Professor	Member	
8	Deepthi ponachha	Student ECE dept	Member	

**Convener**



  
**Principal**

Principal  
Sapthagiri College of Engineering  
14/5, Chikkasandra, Hesaraghatta Main Road  
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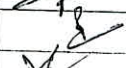

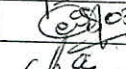
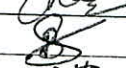


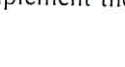
  
**Principal**  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore-560 057

**Grievance Redressal Committee**

**MINUTES OF THE MEETING**

Date 30/07/2014

Today on 30<sup>th</sup> of July 2014 from 2-00 pm onwards a meeting of Grievance Redressal Committee (GRC) held at the Principal's Office to discuss the following agenda in presence of the following members.

Sl.No.	Name	Designation	Role	Signature
1	Gnanendra D S	Asst. Professor	Member	
2	Agalya P	Associate Professor	Member	
3	Padmanabha G	Asst. Professor	Member	
4	Damodaran A	Asst. Professor	Member	
5	Prashant kumar HP	Asst. Professor	Member	
6	Chaitra	Associate Professor	Member	
7	Bhavya N P	Asst. Professor	Member	
8	Deepthi Ponachha	Student ECE dept	Member	

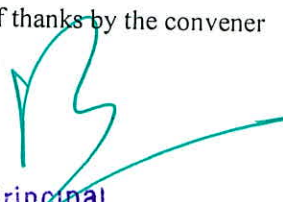
Principal gave opening remarks to the members.


The committee discussed the grievances/ suggestions received and ways to resolve / implement them. The summary of the discussions is given below.

	Agenda	Remarks
1	Requirement of common room for students/staff (girls/ladies).	The committee unanimously accepted the student requirements to have a common room facility in the college and forwarded the request to the management through principal for necessary action and implementation
2	Need of digital library and soft copies of study materials	The committee unanimously accepted the suggestion received to have a digital library facility in the college and forwarded the request to Principal for necessary action and implementation The committee accepted suggestion received to store the notes/handouts and related study materials in the digital form in college library and a request has to be sent to concerned department heads for the implementation of the same through their staff members at the earliest. The other suggestion to have e-books in digital library is also unanimously accepted and the librarian is to be informed to do the needful.
3	Inter branch cultural / technical activities	Committee requested the principal to imitate the process in co-ordination with branch heads.

The meeting was concluded with the vote of thanks by the convener

  
Convener

  
Principal  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore- 560 057

  
Principal  
Sapthagiri College of Engineering  
#14/5, Chikkasandra, Hesaraghatta Main Road  
Bangalore- 560 057



## Annual Report of Grievance Reddresal Committee - 2013-14

### Summary of the activities of Grievance Reddresal Committee for 2013-14

The first Grievance Reddresal committee meeting for the academic year 2013-14 was held on 30<sup>th</sup> july 2014 at 2 pm. The agenda of meeting was to discuss about the grievances/suggestions received by students for academic year 2013-14 and to discuss about the ways to resolve the Grievances.

The details are given below.

	Grievances / suggestions	Remarks
1	Requirement of common room for students/staff (girls/ladies)	1.Letter written to principal requesting him to forward the student request for common room to management for necessary action. (SCE/GRC/Resol-01 dt 04/08/2014)
2	Need of digital library and soft copies of study materials	2.Letter written to principal requesting him to upgrade the library. (SCE/GRC/Resol-02 dt 04/08/2014)
3	Inter branch cultural / technical activities	Committee requested the principal to initiate the process in co-ordination with branch heads.



Convener



Principal

Sapthagiri College of Engineering  
14/5, Chikkasandra, Hesaraghatta Main Road  
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Principal

Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore- 560 057

SCE/GRC/Resol - 01

Date: 04/08/2014

From,  
The Convener,  
Grievance Redressal Committee,  
SCE, Bangalore.

To,  
The Principal,  
SCE, Bangalore

Respected Sir;

Subject: Requisition for Common room (for ladies) and Digital library


Students have requested for a common room for ladies and a digital library. In this regard, the Grievance Redressal Committee (GRC) unanimously accepted the student's suggestion and request you to look into their request. Kindly oblige and do the needful.

Thanking You,

Yours Sincerely,



The Convener



Principal  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore- 560 057

SCE/GRC/Resol-02

Date: 04/08/2014

From

The Convener,  
Grievance Redressal Committee,  
SCE, Bangalore.

To

The Principal,  
SCE, Bangalore.

Dear Sir/Madam,

Subject: Requisition for study materials / e -books stored in digital library for students.

Students have requested for study materials/e - books, lecture notes in digital form (soft copy) and the same to be stored in the library. In this regard, the grievance committee unanimously accepted the student's suggestion and request you to inform the concerned departmental heads for the implementation. Kindly oblige and do the needful.

Thanking You,

Yours Sincerely,



The Convener

cc- To all department HOD's

cc- Chief librarian



Principal

Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
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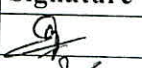


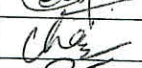




**Circular**

SCE/GRC/2014/001

Date 28/12/2014


A meeting of grievance committee has been convened on 02/01/2015 at Principal chamber at 2-00 pm. All the committee members are hereby informed to attend the meeting without fail.

- Agenda :** (i) To discuss the grievances / suggestions received  
(ii) To analyze the resolutions taken in the previous meeting.

Sl.No.	Name	Designation	Role	Signature
1	Gnanendra D S	Asst. Professor	Member	
2	Agalya P	Associate Professor	Member	
3	Padmanabha G	Asst. Professor	Member	
4	Damodaran A	Asst. Professor	Member	
5	Prashant kumar HP	Asst. Professor	Member	
6	Chaitra	Associate Professor	Member	
7	Bhavya N P	Asst. Professor	Member	
8	Shraddha Kannan	Student CSE dept	Member	

  
Convener

  
**Principal**  
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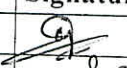

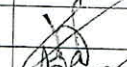




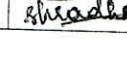
  
**Principal**  
Sapthagiri College of Engineering  
14/5, Chikkasandra, Hesaraghatta Road  
Bangalore- 560 057

**Grievance Redressal Committee**

**MINUTES OF THE MEETING**

Date 02/01/2015

Today on 2<sup>nd</sup> of January 2015 from 2-00 pm onwards a meeting of Grievance Redressal Committee (GRC) held at the Principal's Office to discuss the following agenda in presence of the following members.

Sl.No.	Name	Designation	Role	Signature
1	Gnanendra D S	Asst. Professor	Member	
2	Agalya P	Associate Professor	Member	
3	Padmanabha G	Asst. Professor	Member	
4	Damodaran A	Asst. Professor	Member	
5	Prashant kumar HP	Asst. Professor	Member	
6	Chaitra	Associate Professor	Member	
7	Bhavya N P	Asst. Professor	Member	
8	Shraddha Kannan	Student CSE dept	Member	

Dr. Ashwath Kumar assumed as chairman of the committee.

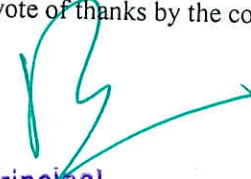
Principal gave opening remarks to the members.


The committee discussed the grievances/ suggestions received and ways to resolve / implement them.  
The summary of the discussions is given below.

	Agenda	Remarks
1	Insufficient lights / fans in I year class room.	The committee decided to visit the canteen as well as class rooms to resolve the problem.
2	Canteen food quality	
3	Industrial visits for students	Committee requested the principal to initiate the process in co-ordination with branch heads.
4	Extension of transport facility to Abbigere.	Committee requested the principal to look into the student needs and act accordingly in consultation with the management
5	College bus timing at pick point.	Committee decided to speak to the transport department to resolve the issue.

The meeting was concluded with the vote of thanks by the convener

  
Convener

  
Principal  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Road  
Bangalore-560 057

  
Principal  
Sapthagiri College of Engineering  
Chikkasandra, Hesaraghatta Main Road  
Bangalore - 560 057

**Circular**










SCE/GRC/2014/002

Date 28/7/2015

A meeting of grievance committee has been convened on 30/07/2015 at principal chamber at 2-00 pm. All the committee members are hereby informed to attend the meeting without fail.

**Agenda :** (i) To discuss the grievances / suggestions received

(ii) To analyze the resolutions taken in the previous meeting.

Sl.No.	Name	Designation	Role	Signature
1	Gnanendra D S	Asst. Professor	Member	
2	Agalya P	Associate Professor	Member	
3	Padmanabha G	Assistant Professor	Member	
4	Damodaran A	Asst. Professor	Member	
5	Prashant kumar HP	Asst. Professor	Member	
6	Madhushree	Asst. Professor	Member	
7	Chaitra	Associate Professor	Member	
8	Bhavya N P	Asst. Professor	Member	
9	Shraddha	Student CSE	Member	

**Convener**



  
**Principal**

Sapthagiri College of Engineering  
14/5, Chikkasandra, Hesaraghatta Main Road  
Bengaluru - 560 057

  
**Principal**

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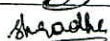




**Grievance Redressal Committee**

**MINUTES OF THE MEETING**

Date 30/07/2015

Today on 30<sup>th</sup> of July 2015 from 2-00 pm onwards a meeting of Grievance Redressal Committee (GRC) held at the Principal's Office to discuss the following agenda in presence of the following members.

Sl.No.	Name	Designation	Role	Signature
1	Gnanendra D S	Asst. Professor	Member	
2	Agalya P	Associate Professor	Member	
3	Padmanabha G	Assistant Professor	Member	
4	Damodaran A	Asst. Professor	Member	
5	Prashant kumar HP	Asst. Professor	Member	
6	Madhushree	Asst. Professor	Member	
7	Chaitra	Associate Professor	Member	
8	Bhavya N P	Asst. Professor	Member	
9	Shraddha	Student CSE	Member	

The Chairman of the committee gave opening remarks to the members.

The committee discussed the grievances/ suggestions received and ways to resolve / implement them.  
The summary of the discussions is given below.

	Agenda	Remarks
1	Request for Yoga club / Gym facility	Committee requested the principal to look into the student needs and act accordingly in consultation with the management. The Gym facility is already available in the college, committee decided to visit the Gym to know the condition.
2	Extension of library timings in off hours	The library is opening till 7 pm and committee to send a request to librarian to open the library up to 9 pm during exam time.
3	Request for Curtains in the class room	Request letter to be sent to administration officer.
4	Extension of Sankalp to two days	Committee members accepted the student request and requested the principal to act accordingly in consultation with the management.

The meeting was concluded with the vote of thanks by the convener

**Convener**



**Principal**

**Sapthagiri College of Engineering**  
Chikkasandra, Hesaraghatta Road  
Bangalore-560 057

**Principal**

**Sapthagiri College of Engineering**  
14/5, Chikkasandra, Hesaraghatta Main Road  
Bangalore - 560 057

## Annual Report of Grievance Reddresal Committee - 2014-15

### Summary of the activities of Grievance Reddresal Committee for 2014-15

The first Grievance Reddresal committee meeting for the academic year 2014-15 was held on 2<sup>nd</sup> January 2015 at 2 pm. The agenda of meeting was to discuss about the grievances/suggestions received by students for academic year 2014-15 and to discuss about the ways to resolve the Grievances.

The second Grievance Reddresal committee meeting was held on 30<sup>th</sup> July 2015 at 2.0 pm to discuss the grievances/suggestions received by the students and ways to resolve the same. Also to discuss about the progress of previous grievances resolutions.

The details are given below.

	Grievances / Suggestions	Remarks
1	Insufficient lights / fans in I year class room.	The. Committee members visited the class rooms and found two fans and two tube lights are not working properly. Informed the facility department to look into the problem. 2.The committee visited the canteen and found the food quality. satisfactory. Informed the canteen manager about student's grievances and advised to maintain hygenity.
2	Canteen food quality	
3	Industrial visits for students	Committee requested the principal to initiate the process in co-ordination with branch heads.
4	Extension of transport facility to Abbigere.	Committee requested the principal to look into the student needs and act accordingly in consultation with the management
5	College bus timing at pick point.	Committee spoke to the transport department and informed the students grievances about bus timing and requested to maintain the timings
6	Request for Yoga club / Gym facility	The committee members visited the Gym and found equipments working fine.
7	Extension of library timings in off hours	The library is opening till 7 pm and committee to send a request to librarian to open the library up to 9 pm during exam time.
8	Request for Curtains in the class room	Committee members inspected the class room and informed administration officer to do the needful.
9	Extension of Sankalp to two days	Committee members accepted the student request and request letter sent to principal (SCE/GRC/Resol – 03 dated 03/08/015)

Convener



**Principal**

**Sapthagiri College of Engineering**  
Chikkasandra, Hesaraghatta Road  
Bangalore-560 057

Principal





SCE/GRC/Resol-03

Date: 03/08/2015

From,  
The Convener,  
Grievance Redressal Committee,  
SCE, Bangalore.

To  
The Principal,  
SCE, Bangalore.

Dear Sir/Madam,

Subject: Requisition for rollback of Sankalp function to two days.

The Grievance redressal committee received the request from students for the annual day (Sankalp) to be conducted for two days instead of one day. In this regard, committee members are unanimously accepted the student's demand and on the behalf of the committee. I request you consider students demand and do the needful. Kindly oblige.

Thanking You,

Yours Sincerely,



The Convener



Principal  
Sapthagiri College of Engineering  
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