

GRIEVANCE AND REDRESSAL CELL

(2025-2026)

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01	25/08/2025	Reorganizing of GRC
02	16/09/2025	Student Grievance Regarding Improper Functioning of ACs, Lights, Fans, Facilities in block 1 Laboratory
03	25/11/2025	Reorganizing of GRC



CMR ENGINEERING COLLEGE

UGC AUTONOMOUS

(Approved by AICTE - New Delhi Affiliated to JNTUH and Accredited by NAAC & NBA)



Ref: CMREC/GRC/01/2025-26

DATE: 25/08/2025

CIRCULAR

All Heads of Departments (HoDs), the Administrative Officer (A.O.), and members of the Grievance Redressal (GR) Committee are hereby informed to attend a meeting with the Principal on 26/08/2025 at 11:00 AM, as per the scheduled program.

Agenda: Reorganizing of GRC

Venue: Block -I Principal Chamber


PRINCIPAL

Copy submitted to:

1. Management file (MF)

DEAN	A.O	H&S	ECE	CSE	CSM	CSD	IT	SPORTS	T&P
									

2. Office



Grievance Redressal Committee for the academic year 2025-26

CMREC/GRC/01/2025-26

DATE:26/08/2025

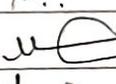
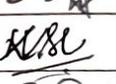
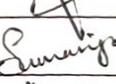
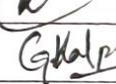
Minutes of the Meeting

TIME: 11:00AM

VENUE: PRINCIPAL CHAMBER

The meeting was chaired by the Principal. The proceedings commenced with a welcome address delivered by the Chairman,

Attendees

S.No.	Name of the Member	Dept	Designation	Role of the Member	sign
1	Dr. A. Srinivasula Reddy		Principal	Chairman	
2	Mr. M. Durga Prasad	Admin	Administrative Officer	Member	
3	Dr. S. Ramakishore Reddy	ECE	Dean Academic	Member	
4	Dr. Suman Mishra	ECE	HOD / Professor	Member	
5	Dr. Sheo Kumar	CSE	HOD / Professor	Member	
6	Dr. Pingili Madhavi	AI&ML	HOD / Professor	Member	
7	Dr. M. Ashwitha Reddy	IT	HOD / Professor	Member	
8	Dr. M. Laxmaiah	DS	HOD / Professor	Member	
9	Dr. K.V.Reddy	H&S	HOD / Professor	Member	
10	Dr. S. Poongodi	ECE	Dean IQAC	Member	
11	Dr. S. P. Singh (1st year)	H&S	Academic Dean	Member	
12	Mrs. N. Sumanjali	DS	Asst. Prof	Member	
13	Mrs. T. Jyothi	H&S	Asst. Prof.	Member	
14	Mrs. J. Kalpana	H&S	Asst. Prof.	Member	
15	Mrs. G. Kalpana	ECE	Asst. Prof	Member	

16	Mr D Siva Raj Kumar	AI&ML	Asst Prof	Member	<i>Siva</i>
17	Mrs T Sarika	IT	Asst Prof	Member	<i>Sarika</i>
18	Dr M Amru	Exam Cell	COF	Member	<i>Amru</i>
19	Mr G Shyam Sundar	Sports	PD	Member	<i>Shyam</i>
20	Mr J Koteswara Rao	Admin	Account Officer	Member	<i>Koteswara</i>
21	Mrs B Prashanthi	CSE	Parent Representative	Member	<i>Prashanthi</i>
22	P Yakshini	III AI&ML	Student Representative	Student Coordinator	<i>Yakshini</i>
23	Akula Vaishnavi	CSE II	Student Representative,	Student Coordinator	<i>Vaishnavi</i>
24	M. Guru charan Reddy	ECE III	Student Representative,	Student Coordinator	<i>M-G-Charan</i>
25	Ch. Santhosh	DS III	Student Representative	Student Coordinator	<i>Santhosh</i>
26	Anjan Rao Nadipelly	H&S CSD	Student Representative	Student Coordinator	<i>Anjan</i>
27	Pulishetti Akshara	H&S CSE	Student Representative	Student Coordinator	<i>Akshara</i>
28	Korada Gopika	H&S CSM	Student Representative	Student Coordinator	<i>Gopika</i>

The Chairman proposed the following

Agenda: Reorganizing of GRC

Minutes of Meetings

1. **General Discussion:** A general discussion was conducted regarding the rules and regulations to be followed by the Grievance Redressal Cell for the Academic Year 2025–2026.
2. **Discussion with Members:** The committee members, along with newly joined faculty members and student representatives, discussed the objectives, structure, and procedures of the Grievance Redressal Committee.
3. **Information to Student Coordinators:** The Student Coordinators were informed about the GRC rules, regulations, and processes for grievance handling as per institutional norms
4. **Future Meetings:** It was decided that the committee members will convene as and when required to review ongoing activities and address any grievances received.

Meeting Concluded With:

A collective agreement to ensure transparent, fair, and efficient handling of grievances and to maintain a harmonious academic environment within the institution.

GRC Link for complaint through website for Faculty and students:

<http://cmrec.almagrievance.com/>

**Just fill the form.
We'll get back to you.**

Fully equipped portal for identifying and managing GRIEVANCES.



APPENDIX-15

Grievance Redressal Mechanism for Students and Faculty

1) Grievance Redressal Mechanism for Students

In order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F.No.1- 101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. Non-compliance of the above Regulations shall call for punitive action.

Guidelines for Establishment of Grievance Redressal Mechanism for students and faculty.

Refer: Redressal of Grievance of Students Regulation, 2019 vide F.No.1-101/PGRC/AICTE / Regulation / 2019 dated 07.11.2019 and **Appendix 6.3.2**.

2) Grievance Redressal Mechanism for Faculty / Staff

It is mandatory for all Technical Institutions to address the grievances of faculty/staff members including service matters at the Institution level itself. A Grievance Redressal Committee (GRC) for faculty/staff members shall be constituted by each Institution to look into the grievances of the faculty/staff members. The composition of the GRC shall be as follows:

- a) Principal of the Institution as Chairperson
 - b) One Senior Professor of the affiliating University as a Member
 - c) One official from University or State DTE (Directorate of Technical Education) (to be nominated by DTE/University Vice Chancellor) as a Member
 - d) One Senior Faculty (not below Associate Professor) as Member.
- i. A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
 - ii. The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.
 - iii. In case faculty/staff is not satisfied with the decision of Grievance Redressal Committee, they may appeal to the concerned affiliating University/State DTE (in case of diploma institute) for redressal of their grievance.

The University level or DTE level Grievance Redressal Cell established by the University or DTE shall address such grievances and settle the matter at State/University level.

An Institution shall furnish, prominently, on its website, all relevant information in respect of the Grievance Redressal Committee(s) coming under its purview.

Refer: All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) regulations, 2021 vide F.no. 1-103/AICTE/PGRC/Regulation/2021 dated 25.03.2021



CMR ENGINEERING COLLEGE

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DATE: 16/09/2025

Ref: CMREC/GRC/02/2025-26

CIRCULAR

It is hereby informed to all HODs, Administrative Officer, and members of the Grievance Redressal Committee that a meeting is scheduled with the Principal to address the grievance raised by students regarding improper functioning of ACs, lights, fans facilities.

Agenda: Student Grievance Regarding Improper Functioning of ACs, Lights, Fans Facilities in block 1.

Venue: Block -I Principal Chamber on 17/09/2025 at 11:00 am


PRINCIPAL

Copy submitted to:

1. Management file (MF)

DEAN	A.O	H&S	ECE	CSE	CSM	CSD	IT	SPORTS	T&P
									

2. Office



Curriculum Redressal Committee for the academic year 2024-25

CONF/CR/02/2024-25

DATE: 17/09/2024

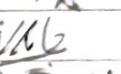
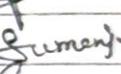
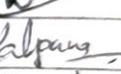
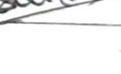
Minutes of the Meeting

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17	Mrs.T. Sarika	IT	Asst. Prof.	Member	

18	Dr. M. Amru	Exam Cell	COF	Member	<i>Amru</i>
19	Mr. G Shyam Sundar	Sports	PD	Member	<i>G Shyam Sundar</i>
20	Mr. J. Koteswara Rao	Admin	Account Officer	Member	<i>Koteswara Rao</i>
21	Mrs. B. Prashanthi	CSE	Parent Representative	Member	<i>Prashanthi</i>
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The Chairman proposed the following

Agenda: Student Grievance Regarding Improper Functioning of ACs, Lights, Fans Facilities in block 1.

Minutes of Meetings

Discussion:

1. The student representatives brought to notice that some laboratories were facing issues such as non-functional air conditioners, insufficient lighting, fans not working properly.
2. The committee acknowledged the inconvenience caused to students and emphasized the need for prompt maintenance to ensure a conducive learning environment.

Decision Taken:

1. The Principal directed the "Administrative Officer" to take immediate action by coordinating with the Maintenance Department to inspect all class laboratory facilities.
2. Necessary repairs and replacements of AC units, fans, and lighting fixtures were to be completed within three working days.
3. A maintenance log is to be maintained by each department HOD to monitor the condition of laboratory utilities periodically.

Resolution:

The grievances were addressed on priority, and all reported maintenance issues were resolved promptly. Functionality of all lab facilities was restored, ensuring a comfortable and efficient working environment for students and staff.

Conclusion:

The committee appreciated the swift action taken by the administration and maintenance team in addressing the grievance. The students were informed about the resolution, and normal operations resumed without further inconvenience. A note of appreciation from the committee members and student representatives for the timely response and resolution of the grievance.

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To,
The GRC
CMREC.

Respected Sir/Madam,

We, the students of the institution, respectfully submit this complaint for the kind consideration of the Grievance Redressal Committee. We wish to bring to your attention certain maintenance-related issues observed in a few laboratories, including non-functional air conditioners, insufficient lighting, and malfunctioning fans.

Laboratory sessions are a vital part of the academic process, and the present conditions are causing inconvenience to students and affecting the smooth conduct of practical classes. A safe and comfortable laboratory environment is essential to ensure effective learning and productivity.

In this regard, we kindly request the Grievance Redressal Committee to look into the matter and take appropriate action by directing the concerned authorities to carry out necessary inspections and maintenance work at the earliest.

We hope for your timely intervention and resolution of this grievance.

Thanking you.

B. NANDINI *B.Nandi*
258RI A67D7
K. Abhiram Kumar
258RI A66F2 *Abhi*



Yours sincerely,
Student Representative
1st year CMREC.

To
The GRC
CMR Engineering College
Kandlakoya Medchal

Date: 5th March 2026

Subject: Acknowledgement and Thanks for Resolving Student Issues

Respected Sir/Madam,

We, the students of CSE (AI&ML), 3rd year 2nd Semester, would like to express our sincere gratitude to the Grievance Redressal Committee for addressing and resolving the issues that we had previously brought to their attention.

The issues we are faced before are

1. A/C are not working properly
2. Fans in the classrooms
3. Lab Equipments

These are resolved by your college, we are appreciate the proor action and support provided by the college administration in resolving our concerns.

We thank the committee and the management for their Coope and timely response

Thank you.

Yours faithfully,

T. Samyuktha AIML 238RIAG6659 T. Samyuktha

K. Anjali AIML 238RIAG6630 *Anjali*

B. Nandini 258RIAG7D7 *Bnandini*

K. Abhiram Kumar 258RIAG66F2 *Abhi*





CMR ENGINEERING COLLEGE

UGC AUTONOMOUS

(Approved by AICTE - New Delhi, Affiliated to JNTUH and Accredited by NAAC & NBA)



Ref: CMREC/GRC/03/2025-26

DATE: 25/11/2025

CIRCULAR

It is here by informed to all HOD'S, Administrative officer and Members of the Grievance redressal committee that they have to attend the meeting with principal on **26/11/2025** at 11:00 am as per schedule

Agenda: Reorganizing of GRC and appointment of University Nominee
Procs.No.JNTUH/DAAC/Affiliations/GRC/8R/2025.

Venue: Block -I Principal Chamber


PRINCIPAL

Copy submitted to:

1. Management file (MF)

DEAN	A.O	H&S	ECE	CSE	CSM	CSD	IT	SPORTS	T&P
								Shyam	

2. Office





Grievance Redressal Committee for the academic year 2025-26

CMREC/GRC/03/2025-26

DATE:26/11/2025.

Minutes of the Meeting

TIME: 11:00AM

VENUE: PRINCIPAL CHAMBER

The meeting was chaired by the Principal. The proceedings commenced with a welcome address delivered by the Chairman.

Attendees

S.No.	Name of the Member	Dept	Designation	Role of the Member	sign
1.	Dr. A. Srinivasula Reddy		Principal	Chairman	
2.	Dr. A. Raghu Ram	EEE	Professor	University Nominee	
3.	Mr. M. Durga Prasad	Admin	Administrative Officer	Member	
4.	Dr. S. Ramakishore Reddy	ECE	Dean Academic	Member	
5.	Dr.K.V.Reddy	H&S	Prof/HOD	Member	
6.	Dr. Suman Mishra	ECE	Prof/HOD	Member	
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16.	Mrs. G. Kalpana	ECE	Asst. Prof	Member	
17.	Dr. M. Amru	Exam Cell	COE	Member	

18.	Mr.D.Sivaraj Kumar	AI&ML	Asst. Prof.	Member	<i>Sivaraj</i>
19.	Mrs.T.Sarika	IT	Asst. Prof.	Member	<i>Sarika</i>
20.	Mr. G.Shyam Sundar	Sports	PD	Member	<i>Sr</i>
21.	Mr. J. Koteswara Rao	Admin	Account Officer	Member	<i>Koteswara Rao</i>
22.	Mrs.B. Prashanthi	CSE	Parent Representative	Member	<i>Prashanthi</i>
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29.	Korada Gopika	H&S CSM	Student Representative	Student Coordinator	<i>Gopika</i>

Minutes of the Meeting (MoM)

Agenda: Reconstitution of the Grievance Redressal Committee with the Appointment of the University Nominee for the Academic Year 2025–2026

Proceedings of the Meeting

1. Opening Remarks

The Chairman welcomed all the members and informed the committee that, as per UGC/AICTE guidelines, the Grievance Redressal Cell is being reorganized for the Academic Year 2025–2026, including the **appointment of the University Nominee** to strengthen transparency and compliance.

2. Appointment of University Nominee

In accordance with the guidelines prescribed by AICTE and UGC, it is proposed to appoint a University Nominee as an external member of the Grievance Redressal Cell (GRC) for the Academic Year 2025–2026. This appointment is intended to ensure impartiality, transparency, and strict adherence to regulatory and statutory requirements in the grievance redressal process.

The University Nominee shall function as an independent oversight authority, responsible for monitoring grievance redressal activities, ensuring compliance with prescribed norms and timelines, and upholding the principles of natural justice. The Nominee will also provide expert guidance in the examination of complex grievances and support informed and unbiased decision-making.

The inclusion of a University Nominee strengthens institutional accountability, minimizes potential conflicts of interest, and aligns the functioning of the Grievance Redressal Cell with AICTE and UGC regulations, thereby enhancing the overall credibility and effectiveness of the grievance redressal mechanism.

General Discussion

A detailed discussion was held regarding the rules, regulations, and grievance-handling procedures to be followed by the Grievance Redressal for the Academic Year 2025–2026, in line with UGC regulations and institutional policies.

3. Discussion with Committee Members

The committee members, newly joined faculty members, student representatives, and the University Nominee discussed the objectives, structure, jurisdiction, and standard operating procedures of the Grievance Redressal to ensure effective and impartial grievance resolution.

4. Orientation to Student Coordinators

Student Coordinators were oriented on the GRC framework, grievance submission procedures, defined timelines for disposal, appeal and escalation mechanisms, and modes of communication, strictly as per institutional guidelines and AICTE/UGC norms.

5. Future Meetings

It was resolved that the Grievance Redressal will meet periodically or as and when required to review grievances received, monitor resolutions, and ensure continuous improvement in grievance-handling mechanisms.

Conclusion of the Meeting

The meeting concluded with a collective assurance to uphold fairness, confidentiality, transparency, and accountability in addressing grievances, under the guidance of the University Nominee, thereby maintaining a harmonious and student-centric academic environment.

GRC Online Complaint Portal

Faculty and Students may submit grievances through the institutional GRC portal:
<http://cmrec.almagrievance.com/>



Web : www.jntuh.ac.in
E Mail : pro2registrar@jntuh.ac.in
Phone : Off: +91-40-32422256
Fax : +91-40-23158665



PROCEEDINGS OF THE
JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD
(Established by Govt. Act No. 30 of 2008)
Kukatpally, Hyderabad - 500 085, Telangana, India

Present: Dr. K. Venkateswara Rao, Registrar

Procs.No.JNTUH/DAAC/Affiliations/GRC/8R/2025

Date: 20-11-2025

Sub:- JNTUH - DAAC - Nomination of Grievance Redressal Committee (GRC)
member - Orders issued - Reg.

Ref:- 1. F. No. AICTE-SCRO/GRC/2021-22/33, dated 22-04-2021 from Asst.
Director & Regional Officer, South Central Regional Office, Hyderabad.
2. Note orders of the Hon'ble Vice-Chancellor, dated: 17-11-2025.

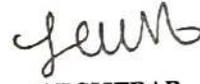
ORDER:

Vide reference (1) cited, the Hon'ble Vice-Chancellor is pleased to nominate the following Professor to act as a Member of the Grievance Redressal Committee to the following College for a tenure of three years from the date of issue of this order.

Name of the College	Name of the Grievance Redressal Committee Member
CMR Engineering College (8R) Kandlakoya Village, Medchal Road, Medchal	Dr. A.Raghu Ram Professor of EEE, JNTUH

The above officer is requested to attend the meetings of the Grievance Redressal Committee of the above College as and when conducted by the Institution.

As per the University rules, the College management has to pay the traveling allowance and daily allowance to the Grievance Redressal Committee Member for attending the meetings.


REGISTRAR

To:

The Principal of the concerned College with a request to invite the above member to attend the meetings of the Grievance Redressal Committee.

Copy to:

1. The Chairman/Secretary of concerned College.
2. The Grievance Redressal Committee Member of the College.

Web : www.jntuh.ac.in
E Mail : pa2registrar@jntuh.ac.in
Phone : Off: +91-40-32422256
Fax : +91-40-23158665



JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

(Established by Govt. Act No. 30 of 2008)

Kukatpally, Hyderabad - 500 085, Telangana, India

Cir.No. DAFA/SGRC/ Ombudsperson/2023

Date: 19-12-2023

CIRCULAR

The Managements / Principals of all Constituent & Affiliated Colleges are hereby informed to display the details of the OMBUDSPERSON nominated by the University (along with photograph) in the respective College websites and the student notice boards. Please note that it is mandatory as per the directions of AICTE / UGC.

The details of the OMBUDSPERSON nominated by the University

1. Name : **Dr. R. Sayanna**
2. Designation : **Former Vice-Chancellor Kakatiya University, Warangal & Former Professor & Head, Department of Physics, Osmania University, Hyderabad**
3. E mail : **ombudsperson@jntuh.ac.in**
4. Photograph :



This is for your information and immediate action.


19/12/23
REGISTRAR

To
The Managements / Principals of all Affiliated colleges of JNTUH.
Copy to: PA to Vice-Chancellor / Rector / Registrar, JNTUH for information.



INVOICE TO

CMR Engineering College

Name : PRINCIPAL
Phone : 92487 27229
Address : Kandlakoya, Medchal,
Hyderabad
GST No :

Invoice Date:

Invoice Date : 10 March 2025
Issue Date : 10 March 2025
Reference ID : #PDQ25031005

INVOICE

Invoice No: PDQ23240305

S. No	Description	Quantity	Price ₹	Total ₹
1	Grievance Redressal portal - Renewal	1	6,500.00	6,500.00



Payment Method

Payment to be Made through Check in favor of **PDQ Softech Pvt. Ltd**

Account Details

Account No : 918020080362256
Name : PDQ Softech Private Limited.
Bank : AXIS Bank Ltd.
Branch : Kalyan Nagar
IFCS Code : UTIB0000515.



Terms & Conditions

All services are non-refundable. Payment must be completed within the specified period to avoid service disruption.

Sub Total ₹ 6,500.00

Tax: GST 18% ₹ 1,170.00

GRAND TOTAL ₹ 7,670.00

THANK YOU FOR YOUR BUSINESS



PDQ Softech Pvt. Ltd.

PDQ Softech Pvt.
Ltd

Plot 12, Oval Building, Labs, Hyderabad Technology
Park
Hyderabad, 500071, Telangana
India
Tel: 040-49530553
Email: sreekanth@pdqsoftech.com

Bill To
CMR Engineering College

Attn: Principal
Address: Kandlakoya, Medchal, Hyderabad, 501401, Telangana
India
Tel: 9248727229
Email: info@cmrec.ac.in

Invoice No 10535

Reference No: 4479888763873808
Date: 23/03/2024

No	Description	Unit Price [Fixed]	Quantity	Discount	Tax	Subtotal
1	Grievance Redressal Portal With SSL	6,500.00	1.00	0.00	0.00	6,500.00
Total				0.00	0.00	6,500.00
Six Thousand Five Hundred Rupees				Grand Total (Rs)		6,500.00
Six Thousand Five Hundred Rupees				Paid (Rs)		0.00
				Balance (Rs)		6,500.00

Note:

Account Details

A/c No: 918020080362256
 Name: PDQ Softech Private Limited.
 Bank: AXIS Bank Ltd.
 Branch: Kalyan Nagar IFCS Code: UTIB0000515.



Buyer: CMR Engineering College

Signature & Stamp

Signature & Stamp

PDQ Softech Pvt.
Ltd.

Level 2, Oval Building, iLabs, Hyderabad Technology
Park,
Hyderabad, 500071 Telangana,
India
Tel: 040 49530553
Email: sreekanth@pdqsoftech.com

Billing to

CMR Engineering College

Attn: Principal
Address: Kandlakoya, Medchal Hyderabad 501401 Telangana
India
Tel: 9248727229
Email: info@cmrec.ac.in

Invoice No 10494

Reference No: 4774582776068207

Date: 18.04.2023

No	Description	Unit Price [Fixed]	Quantity	Discount	Tax	Subtotal
1	Renewal of Grievance Redressal Portal With SSL	6,500.00	1.00	0.00	0.00	6,500.00
Total				0.00	0.00	6,500.00
Six Thousand Five Hundred Rupees				Grand Total (Rs)		6,500.00
				Paid (Rs)		0.00
Six Thousand Five Hundred Rupees				Balance (Rs)		6,500.00

Note:

Service will be available for One Year from the time of Purchase
Renewal of the Service will be charged 6,500 Rs Per Year

Account Details

A/c No: 918020080362256
Name: PDQ Softech Private Limited.
Bank: AXIS Bank Ltd.
Branch: Kalyan Nagar IFCS Code: UTIB0000515.



Buyer: CMR Engineering College

Signature & Stamp

Signature & Stamp