



# **T. SUBBARAMI REDDY & T. BALARAMA KRISHNA DEGREE COLLEGE**

(Affiliated to Andhra University : Accredited by NAAC : Approved by UGC)

Mango Grove, Srinagar, Gajuwaka, Visakhapatnam – 530 026 (A.P)

Web site: [www.tsrtbkcollege.com](http://www.tsrtbkcollege.com) e-mail: [principal.tsrtbk@gmail.com](mailto:principal.tsrtbk@gmail.com)

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Ref:

Date:

## **UNDERTAKING**

### **STUDENT GRIEVANCE REDRESSAL CELL**

Ref No: 001/GRC/25-26

Dated: 02/07/2025

Subject: Establishment of Student Grievance Redressal Cell-Reg

As per the UGC Notification No: 1406982/2018 (Redress of grievances of students) Regulations, 2019, the Redressal of Grievance of students committee was established in TSR & TBK Degree College on 11/05/2019 and this committee is reconstituted as per the guidelines published in Gazette of India 11/04/2023 by the UGC and it is renamed as STUDENTS GRIEVANCE REDRESSAL COMMITTEE (SGRC) and also mandatory in all the Higher Educational Institutions (HEIs) in India. The main objective of this committee is resolving of grievance of students, parents and others. The grievance application form is available on college office/website the full text is available in our Website [tsrtbkcollege.com](http://tsrtbkcollege.com). The Student Grievance Redressal committee has formed for the academic year 2025-2026 as given below

#### **Student Grievance Redressal Cell Committee:**

S.No	Name	Designation	Phone No.	Email Id
1	S.Vishnuvardhana Rao	Principal	9346434347	Principal.tsrtbk@gmail.com
2	V.D.N.Subhashini	Co-ordinator, IQAC	9000451803	Subashiniaug25@gmail.com
3	K.Nischala Deepthi	P.G Co-ordinator	9440631628	<a href="mailto:nischaladeepthi@gmail.com">nischaladeepthi@gmail.com</a>
4	T.Srinivas Rao	HOD of Computer Science	9110727182	<a href="mailto:tsrao@ymail.com">tsrao@ymail.com</a>
5	V.Sanyasi Naidu	HOD of Analytical Chemistry	9701333610	Sanny.arya@gmail.com
6	S.Srinu	HOD of Mathematics	7702144172	Ssrinu.s428@gmail.com
7	P.Chandana	HOD of Chemistry	9908590199	Chandana1pedarla@gmail.com
8	P.Bhavani Shankar	P.G II Year Student	6302723636	<a href="mailto:pataballabhavanishankar@gmail.com">pataballabhavanishankar@gmail.com</a>
9	R.Ravi Kiran	U.G III Year Student	8688847710	<a href="mailto:Rkiran7022@gmail.com">Rkiran7022@gmail.com</a>
10	N.Teja	U.G II Year Student	8985523631	<a href="mailto:Tejanarapadu01@gmail.com">Tejanarapadu01@gmail.com</a>

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The purpose of the SGRC is to hear, investigate and resold a student complaint, grievance may approach the committee members in person, or in consultation with the HOD. In case the person is unwilling to appear in self-grievance may be dropped in writing at the letter box suggestion box in college office.

**Student Grievance Redressal Cell Policy:**

To promote the welfare of students TSR & TBK Degree College has a robust mechanism for handily student grievance related to academic and non-academic matters. Academic matter the grievance related to Academic matters like admission, Mid-Examinations and final examination are addressed by specific committees designed for the purpose.

**Objectives:-**

1. To develop a responsible and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the college.
2. To accept the genuine grievances from the students and suggest remedial members to solve in the stipulated period of time.
3. The grievance redressal committee of the college shall monitor status by progress of grievance and furnish report on G.R position to the principal.
4. The committee ensures effective solution for the students grievances with an impartial and fair approach.
5. It also encourages the student to express their grievances/problem freely and friendly without and fear of being victimized.

**Mission:**

1. To provide the students access to immediately, hassle free recourse to have their grievance redressed.
2. To enlighten the students as their duties and responsibilities to access benefits due under the policies.
3. To establish structured interaction with students to elicit information on their expectations.



**Working of the committee:**

1. A student lodges a complaint through complaint box or directly approaches to the cell members or fill form online at website [www.tsrtbk.com](http://www.tsrtbk.com)
2. The issue is taken for considerations in the Grievance Redressal Committee meeting.
3. If the grievance found correct and true, the committee directly related department or person to take members.
4. It is ensured that the grievance are resolved in time impartially and confidentially.

**Measures to avoid Grievances:**

1. Induction programmes
2. Sensitization of students during lectures & practical sessions.
3. Inculcating human values among the students through extracurricular and curricular activities.
4. Inducing the critical thinking through quest lectures and takes.
5. Through activities of students council, students club etc..

**Other Activities of the cell:**

1. To arrange the time to time meeting of the cell.
2. To maintain and update the proceeding book and the mentor of the meetings.
3. To participate in the meeting program related to student grievance organized by University/other college.
4. To communicate the activities of the cell to various stakeholders.

S. Vishnuvardhana Rao

Principal

Principal  
TSR & TBK Degree College  
Mangogrove, Srinagar  
Gajuwaka, Visakhapatnam-20

