

1. What is a grievance?

A grievance refers to problems and issues that employees experience over the course of their employment. Grievances can cover a broad range of concerns, from potentially illegal actions such as unethical recruitment, workplace discrimination, sexual harassment or victimisation, to concerns about wages, how a poor relationship between two employees has been managed, a complaint about the quality of food in the canteen or a disagreement over holiday arrangements.

The mechanism should also allow for confidential complaints to be raised and addressed.

2. What is a grievance mechanism?

A grievance mechanism is a procedure that provides a clear and transparent framework for addressing grievances related to the recruitment process and in the workplace. This typically takes the form of an internal procedure for complaints, followed by consideration and management response and feedback.

Grievance procedures should be tailored to meet the needs of each organization, according to the sector, country, culture and workforce composition. There is no prescribed form for grievance mechanisms.

What is not an effective grievance mechanism?

Relying solely on:

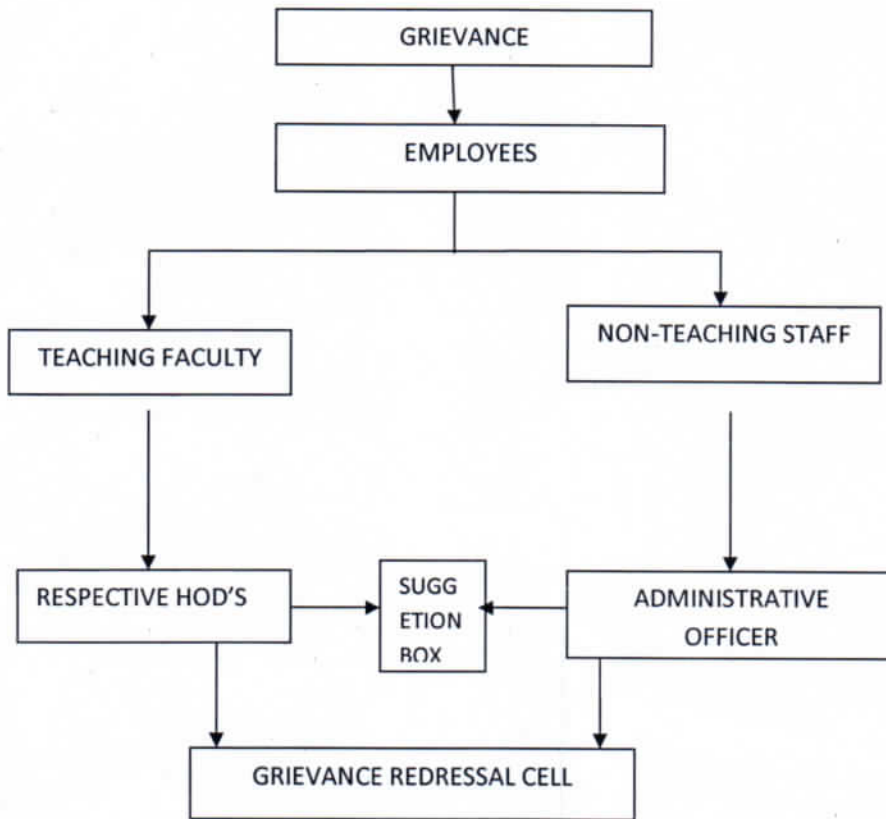
- employee suggestion boxes
- open door policies
- Anonymous complaints processes.

Key principles of an effective grievance mechanism:

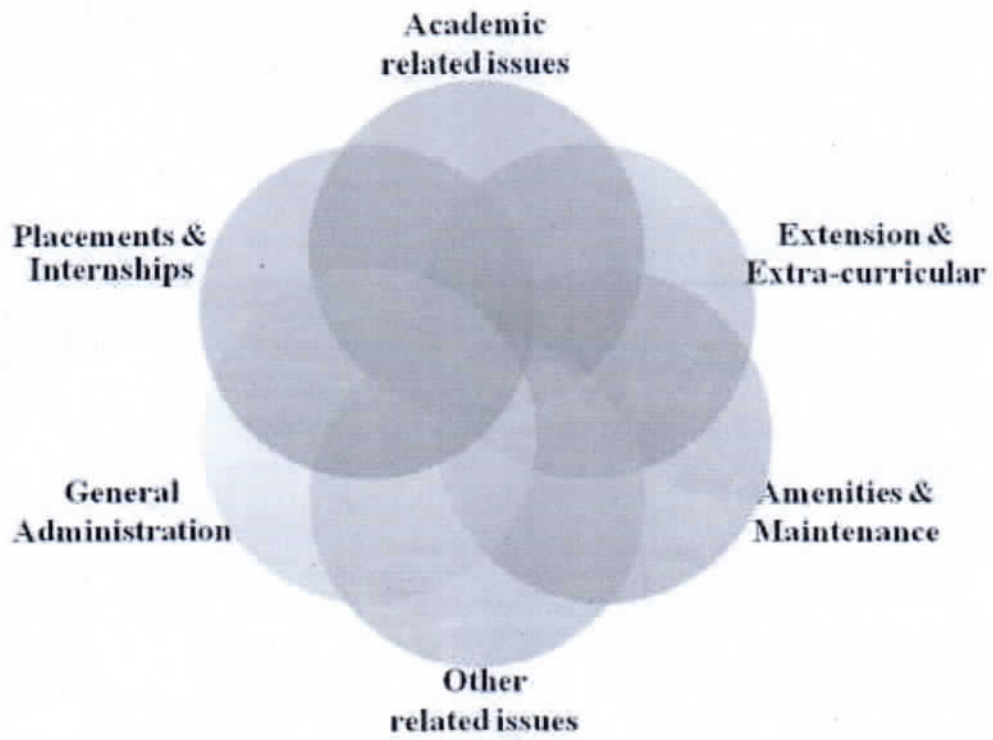
Relying solely on:

- transparency
- impartiality
- confidentiality
- Accessibility.
- Time limit.

GRIEVANCE REDRESSAL MECHANISM:



TYPES OF GRIEVANCES



**FORMAL GRIEVANCE REGISTRATION
FORM**

(Suggested Form)

Grievant's Profile	
Name:.....	
College ID:.....	Dept./Office:.....
Gender : Male/Female	
Phone:.....	Email:.....

Grievance Details		Type of Grievance			
Academic Related	Extension & Extra-curricular				
Amenities & Maintenance	Placements & Internships				
General Administration	Other related issues				
Date of Occurrence: 	Have you discussed this issue with your HOD/Dean? <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 2px 10px;">Yes</td> <td style="padding: 2px 10px;">No</td> <td style="padding: 2px 10px;">Not applicable</td> </tr> </table> Date(s) of discussion:	Yes	No	Not applicable	HoD's/ Dean's Name: Phone:.....
Yes	No	Not applicable			
Note: Must be filed within 5 working Days					

Issue of Grievance: (Describe what happened, when and where, how your employment has been affected, and indicate names of others involved. Attach any supporting documentation.)

.....
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.....

Action Requested: Indicate the action(s) that would resolve your grievance.

.....
.....
.....
.....

I declare that the information provided by me is true and factual to the best of my knowledge.

Date:

Grievant Signature:

STANDARD OPERATING PROCEDURE (SOP):

Any staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective Department/Office, who will address the issue and try to resolve it within 5 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective Department/Office. If Grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the College Grievance Redressal Cell.

If, the grievance is against the Head of the respective Department/Office, then the grievant may directly submit his/her grievance submit in person to the Coordinator of Grievance Redressal Cell.

I. FORMAL REGISTRATION:

Any aggrieved staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the following modes:

- Keep in the suggestion box.
- Submitting a signed hard copy of the grievance complaint in person to the Coordinator of Grievance Redressal Cell.

II. ACKNOWLEDGEMENT:

The Grievance Redressal Cell shall acknowledge the receipt of eac grievance complainant immediately.

III. FORWARDING:

Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective department HOD (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 5 days from thereceipt of grievance complaint.

IV. FOLLOW UP & MONITORING:

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

V. SCRUTINY:

Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department HOD, then it will intimate the same to the grievant. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed to be closed.

VI. CALL FOR HEARING:

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department HOD upon the grievant's written request, the committee shall fix a date for hearing, and intimate the same to the respective department HOD as well as the grievant. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

VII. INVESTIGATION:

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation.

VIII. FINAL DECISION:

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

IX. COMMUNICATING THE DECISION:

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties, which shall be binding on both the parties.

X. CLOSURE OF COMPLAINT:

The complaint shall be considered as disposed off and closed when:

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY

BHIMAVARAM

Academic Year 2020-21

Faculty Grievance Redressal Committee

FUNCTIONS:

1. To conduct Staff meeting at regular intervals for healthy progress in professional Guidance, Career advancement and all round development.
2. To look into the grievances put forward by the women employees of the college Irrespective of the complaint is against Male or Women employee
3. To ensure proper investigation of facts and figures related to the problem.
4. To make positive and friendly ways to resolve any Crisis than to punitive steps.
5. To maintain a calm and quiet composure and behave in an unbiased and impartial manner.
6. To oversee that the suggestion boxes are set at the right places and complaints are filed and noted in a proper way.


COORDINATOR

1. What is a grievance?

A grievance refers to problems and issues that employees experience over the course of their employment. Grievances can cover a broad range of concerns, from potentially illegal actions such as unethical recruitment, workplace discrimination, sexual harassment or victimisation, to concerns about wages, how a poor relationship between two employees has been managed, a complaint about the quality of food in the canteen or a disagreement over holiday arrangements.

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- employee suggestion boxes
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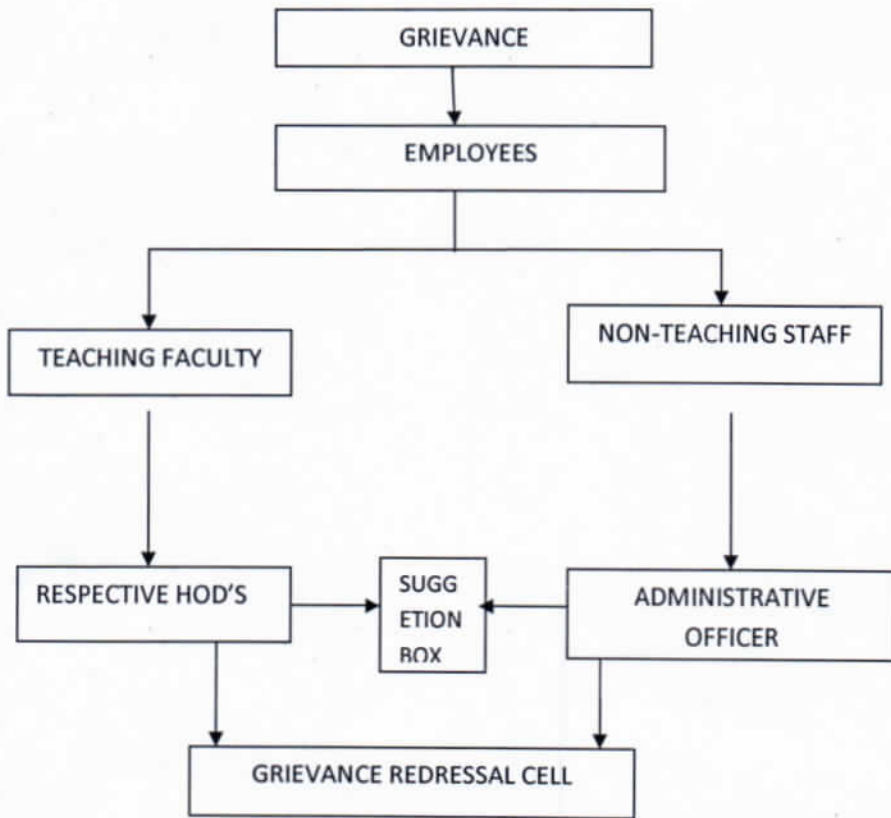
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H. Anandkumar

PRINCIPAL
D.N.R. College of Engg. & T
BHIMAVARAM-534 202.

GRIEVANCE REDRESSAL MECHANISM:



H. Arunkumar

PRINCIPAL
D.N.R. College of Engg. & Tech.
BHIMAVARAM-534 202.

STANDARD OPERATING PROCEDURE (SOP):

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H. Anjan Kumar

D.N.R. College of Engg. & Tech.
BHIMAVARAM-534 202.

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H. Anjan Kumar

PRINCIPAL
D.N.R. College of Engg. & Tech.
BHIMAVARAM-534

IX. COMMUNICATING THE DECISION:

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties, which shall be binding on both the parties.

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H. Shankumar

PRINCIPAL
D.N.R. College of Engg. &
BHIMAVARAM-534 201



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

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Academic Year 2020-21

Faculty Grievance Redressal Committee

Date:12-10-2020

CIRCULAR

All the Faculty Grievance Redressal Committee Members are here by informed to meet on 13-10-2020 at 3:00pm in the FGR Cell to discuss the following grievance issues.



Agenda:

1. To discuss the grievances of the Staff which could not be settled by HOD, should referred to the committee.
2. Introduces a reasonable and reliable solution for grievances of various issues received from the Staff.
3. Ensure that the grievances are resolved on time impartially and confidentially.
4. Any other issue with the permission of the Chair.


COORDINATOR

CC TO:

- 1.Honourable President and Secretary for information.
- 2.Principal Office.
- 3.All HODs.
- 4.Circulated to the Staff.

S NO	Name	Designation	Department	Mobile	Signature
1.	Dr.D . Venkatapathi Raju	Coordinator	MBA	9492835174	
2	Mr.G.Vamsi Krishna	Member	ME-	9490914363	
3.	Mr.K.Satishkumar	Member	ECE-	8686660145	
4..	Mr.P Naga Raju	Member	EEE-	9494077259	
5.	Mr.K Venkanna Naidu	Member	ECE-	8686876053	
6.	Mr.M. L Kumar	Member	CE	9985956490	



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Date:13-10-2020

Faculty Grievance Redressal Committee

Minutes of the Meeting

The Faculty Grievance and Redressal Committee members met on 13-10-2020 in FGR Cell and Discussed the Agenda points and passed the following resolutions. The following members are participated in the meeting.

S NO	Name	Designation	Department	Mobile	Signature
1.	Dr.D . Venkatapathi Raju	Coordinator	MBA	9492835174	
2	Mr.G.Vamsi Krishna	Member	ME-	9490914363	
3.	Mr.K.Satishkumar	Member	ECE-	8686660145	
4..	Mr.P Naga Raju	Member	EEE-	9494077259	
5.	Mr.K Venkanna Naidu	Member	ECE-	8686876053	
6.	Mr.M. L Kumar	Member	CE	9985956490	

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2. Introduces a reasonable and reliable solution for grievances of various issues received from the Staff.
3. Ensure that the grievances are resolved on time impartially and confidentially.
4. Any other issue with the permission of the Chair.

Resolutions:

1. It is resolved to solves the grievance by the concerned HOD, if not, then referred to the Committee.
2. It is resolved to implement solution in an unbiased and impartial manner.
3. It is decided to resolve the problem within one week in confidential manner

The meeting ended with vote of thanks to the chair.


COORDINATOR



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D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Academic Year 2020-21

Faculty Grievance Redressal Committee

Date:18-01-2021

CIRCULAR

All the Faculty Grievance Redressal Committee Members are here by informed to meet on 19-01-2021 at 3:00pm in the FGR Cell to discuss the following grievance issues.

Agenda:

1. To review the Suggestion Boxes Places which was discussed in the meeting held on 22-01-2020.
2. To review the Welfare Facilities for the Staff which was proposed in the meeting held on 22-01-2020.
3. To discuss about the recreational facilities for faculty members which was resolved in the meeting held on 22-01-2020.
4. Any other issue with the permission of the Chair.


COORDINATOR

CC TO:

- 1.Honourable President and Secretary for information.
- 2.Principal Office.
- 3.All HODs.
- 4.Circulated to the Staff.

S NO	Name	Designation	Department	Mobile
1.	Dr.D . Venkatapathi Raju	Coordinator	MBA	9492835174
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3.	Mr.K.Satishkumar	Member	ECE-	8686660145
4..	Mr.P Naga Raju	Member	EEE-	9494077259
5.	Mr.K Venkanna Naidu	Member	ECE-	8686876053
6.	Mr.M. L Kumar	Member	CE	9985956490

Dr. D. Venkatapathi Raju

(Signature)

8

P. Naga Raju

AM

M. L. Kumar



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Date:19-01-2021

Faculty Grievance Redressal Committee

Minutes of the Meeting

The Faculty Grievance and Redressal Committee members met on 19-01-2021 in FGR Cell and Discussed the Agenda points and passed the following resolutions. The following members are participated in the meeting.

S NO	Name	Designation	Department	Mobile	
1.	Dr.D . Venkatapathi Raju	Coordinator	MBA	9492835174	<i>[Signature]</i>
2	Mr.G.Vamsi Krishna	Member	ME-	9490914363	<i>[Signature]</i>
3.	Mr.K.Satishkumar	Member	ECE-	8686660145	<i>[Signature]</i>
4..	Mr.P Naga Raju	Member	EEE-	9494077259	<i>[Signature]</i>
5.	Mr.K Venkanna Naidu	Member	ECE-	8686876053	<i>[Signature]</i>
6.	Mr.M. L Kumar	Member	CE	9985956490	<i>[Signature]</i>

Agenda:

1. To review the Suggestion Boxes Places which was discussed in the meeting held on 22-01-2020.
2. To review the Welfare Facilities for the Staff which was proposed in the meeting held on 22-01-2020.
3. To discuss about the recreational facilities for faculty members which was resolved in the meeting held on 22-01-2020.
4. Any other issue with the permission of the Chair.

Resolutions:

1. It is resolved to fix the Suggestion Boxes at all the Staff Rooms, Office Room and at Library.
2. It is proposed to create health awareness among the Staff by conducting Medical Chack-up Camps in the college campus by inviting Specialists Doctors.
3. It is proposed to give free membership for all the Staff Members in the GYM.

The meeting ended with vote of thanks to the chair.


COORDINATOR



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Academic Year 2020-21

Faculty Grievance Redressal Committee

Date:21-04-2021

CIRCULAR

All the Faculty Grievance Redressal Committee Members are here by informed to meet on 22-04-2021 at 3:00pm in the FGR Cell to discuss the following grievance issues.







Agenda:

1. To discuss about the Ladies Waiting Halls which was proposed in the meeting held on 21-04-2020.
2. Separate Staff Room for Women Employees.
3. Proper Maintenance of the Wash Rooms
4. Any other aspect with the permission of the Chair.


COORDINATOR

CC TO:

- 1.Honourable President and Secretary for information.
- 2.Principal Office.
- 3.All HODs.
- 4.Circulated to the Staff.

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6.	Mr.M. L Kumar	Member	CE	9985956490	



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Date:22-04-2021

Faculty Grievance Redressal Committee

Minutes of the Meeting

The Faculty Grievance and Redressal Committee members met on 22-04-2021 in FGR Cell and Discussed the Agenda points and passed the following resolutions. The following members are participated in the meeting.

S NO	Name	Designation	Department	Mobile	Signature
1.	Dr.D . Venkatapathi Raju	Coordinator	MBA	9492835174	
2	Mr.G.Vamsi Krishna	Member	ME-	9490914363	
3.	Mr.K.Satishkumar	Member	ECE-	8686660145	
4..	Mr.P Naga Raju	Member	EEE-	9494077259	
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6.	Mr.M. L Kumar	Member	CE	9985956490	



D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Date:22-04-2021

Faculty Grievance Redressal Committee

Minutes of the Meeting

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3.	Mr.K.Satishkumar	Member	ECE-	8309727656
4..	Mr.M.R.Balusula Rao	Member	EEE-	9848212389
5.	Mr.K Venkanna Naidu	Member	ECE-	8686876053
6.	Mr.M. L Kumar	Member	CE	9985956490

Agenda:

1. To discuss about the Ladies Waiting Halls which was proposed in the meeting held on 21-04-2020.
2. Separate Staff Room for Women Employees.
3. Proper Maintenance of the Wash Rooms
4. Any other aspect with the permission of the Chair.

Resolutions:

1. It is Resolved to construct Ladies Waiting Halls in addition to existing Halls with moderate facilities.
2. Resolved to construct separate Staff Rooms for Women Employees.
3. Regular Cleaning of the Wash Rooms with acid, dettol, and other Liquids.

The meeting ended with vote of thanks to the chair.



COORDINATOR



(4)

D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
BHIMAVARAM

Academic Year 2020-21

Faculty Grievance Redressal Committee

Date: 19-07-2021

CIRCULAR

All the Faculty Grievance Redressal Committee Members are hereby informed to meet on 20-07-2021 at 3:00pm in the FGR Cell to discuss the following grievance issues.







Agenda:

1. To conduct Staff Meetings at regular Intervals for Sustainable Development
2. Opening the Suggestion Boxes to know about any complaints filed by the Employees.
3. To Construct adequate Wash Rooms for Staff.
4. Discuss the Time Bound System to Solve the Grievances.


COORDINATOR

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D.N.R COLLEGE OF ENGINEERING & TECHNOLOGY
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Date:20-07-2021

Faculty Grievance Redressal Committee

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The Faculty Grievance and Redressal Committee members met on 20-07-2021 in FGR Cell and Discussed the Agenda points and passed the following resolutions. The following members are participated in the meeting.

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2. Opening the Suggestion Boxes to know about any complaints filed by the Employees.
3. To Construct adequate Wash Rooms for Staff.
4. Discuss the Time Bound System to Solve the Grievances.

Resolutions:

1. Resolved to conduct meeting at regular intervals for career advancement and create professionalism among Staff Members.
2. It is resolved to open the Suggestion Boxes once in Two days to know about the filed complaints if any.
3. It is proposed proper maintenance of Wash Rooms.
4. Resolved to solve the grievance with in one week.

The meeting ended with vote of thanks to the chair.


COORDINATOR