



# SANKETIKA

VIDYA PARISHAD ENGINEERING COLLEGE

(Approved by AICTE, Ministry of HRD, New Delhi & Affiliated to Andhra University, Visakhapatnam.)

Ref: SVPEC/AICTE/ADMIN/2026-27/001

Date: 12/03/2026

## ONLINE GRIEVANCE REDRESSAL COMMITTEE

### 1. Preamble

As per the regulations of the All India Council for Technical Education (AICTE), **our institute (SANKETIKA VIDYA PARISHAD ENGINEERING COLLEGE)** had established a Online Grievance Redressal Mechanism to address the grievances of students, faculty, and staff. The purpose of this mechanism is to ensure transparency, fairness, and timely resolution of complaints through an online system available on the institutional website.

### 2. Composition of Online Grievance Redressal Committee

S No	Name	Designation	Department
1	Dr. T V Rama Krishna	Chairperson	ECE, Principal
2	<b>Mrs.P.T.S. Priya</b>	<b>Coordinator</b>	<b>MCA -Asst Professor</b>
3	Dr. K. Sai Lakshmi	Member	BS&H -Professor
4	Mrs. P.Rajeswari	Member	ME- Asst Professor
5	Mrs. A. Bhanu Priya	Member	ECE-Asst Professor
6	Mrs. U.Lakshmi	Member	EEE-Asst Professor
7	Ms. K Sai Lakshmi Revathi	Member	MBA -Asst Professor
8	Mr. R Bhanu Shankar	Member	CSE- Asst Professor
9	Mrs. B.Prudvi Rani	Member	CE—Asst Professor
10	Mrs.M. Sudha	Member	BS&H-Asst Professor

The institution constitutes a Online Grievance Redressal Committee (OGRC) as per AICTE norms to review and resolve grievances submitted through the online portal.

### 3. Objectives

- To provide a transparent mechanism for redressing grievances.
- To ensure timely resolution of complaints.
- To encourage stakeholders to express concerns without fear.
- To maintain harmony and discipline within the institution.

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- To improve institutional functioning through feedback and grievance analysis.

#### **4. Scope of Grievances**

The Online grievance redressal mechanism covers complaints related to:

- Admission and academic matters
- Fee related issues
- Examination and evaluation
- Harassment or discrimination
- Infrastructure and facilities
- Administrative matters

#### **5. Roles and Responsibilities of GRC**

- Review all grievances received through the online portal.
- Conduct enquiry whenever required.
- Ensure fairness and transparency in the grievance handling process.
- Maintain confidentiality of the complainant.
- Recommend appropriate corrective actions.

#### **6. Online Grievance Submission Procedure**

1. The complainant submits the grievance through this link <https://svpec.edu.in/sgrc>, which is also available in the institute website.
2. The complaint is automatically recorded and forwarded to the online Grievance Redressal Committee.
3. The committee reviews the complaint and may call the concerned parties if necessary.
4. The committee resolves the grievance within a reasonable time period (normally within 15 days).
5. The decision is communicated to the complainant through email or official communication.

#### **7. Record Maintenance**

The institution maintains the following records:

- Grievance register
- Online complaint records
- Minutes of grievance committee meetings
- Action taken reports
- Annual grievance summary

#### **8. Escalation Mechanism**

If the complainant is not satisfied with the decision of the institutional grievance committee, the matter can be escalated to the University Ombudsperson or through the AICTE Centralized Support System (CSS).

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### 9. Display of Information

The institution displays the following information on its official website:

- Online grievance portal link
- Names and contact details of GRC members
- Procedure for filing grievances

#### Institute website:

<https://svpec.edu.in/sgrc/>

The screenshot shows the top portion of the college's website. At the top, there is a dark navigation bar with icons for AICTE, NAAC, IQAC, NIRF, Alumni, EDC, IIC, PSC, R&D, and AU. Below this is the Alwardas group logo with the tagline "free mind through education" and the year "Since 1979". The main logo for SANKETIKA VIDYA PARISHAD ENGINEERING COLLEGE (AUTONOMOUS) is prominently displayed, along with accreditation logos for NAAC, ISO, and the Institution's Innovation Council. The college's address is listed as "Regd. - Sri Srinivasa Vidya Parishad | Accredited by NAAC-A | Approved by AICTE | Permanently Affiliated to AU Behind Y.S.R Cricket Stadium, PM Palem, Madhurwada, Vizag". A secondary navigation bar includes buttons for EAPCET, SAVE, PGCEET, and SAVEI. The main navigation menu contains links for Home, About Us, Academics, Campus Life, Student Life, Contact Us, E-Cap Login, Fee, Payment, Admissi, and Fee. A search bar is located below the menu. A banner below the menu reads "College Honored with NAAC A Grade" ANDHRA UNIVERSITY - INTER COLLEGIATE -TAEKWONDO( MEN AND WOMEN) UNIVERSITY TEAM SELECTIONS CUM TR". A bottom navigation bar includes links for Placements, Off-Campus, Library, Explore, Working Professionals, and B.Tech 1-1 Results Released.

- Student Grievance Redressal Committee
- Student Grievance Redressal Mechanism
- WOMEN HELPLINE
- Staff Grievance Redressal Committee

#### Students Counseling Mentoring, Grievances Redressal AY 2024-25

The screenshot shows a document viewer interface. The document title is "Students Counseling Mentoring...". The viewer shows a page with a table of contents or a list of items. The page number is 1/4, and the zoom level is 87%. The document is from Sanketika Vidya Parishad Engineering College.

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