



SRK INSTITUTE OF TECHNOLOGY
Enikepadu, Vijayawada 521108
Approved by AICTE, Affiliated to JNTUK, Kakinada
(ISO 9001:2015 Certified Institution)

CIRCULAR

Date: 10-06-2019

This is to bring your notice that the college management has decided to constitute the "Complaints/Suggestions Committee" under the chairmanship of Principal.

The following are the committee members have been formed for Complaints/Suggestions Committee in the college.

S.No	Name	Designation	Designation in committee	Signature
1.	Dr. M. Ekambaram Naidu	Principal	Chairman	
2.	Dr.D. Haritha	HOD, CSE	Coordinator	
3.	Mr.B.Prathap	Administrative Officer	Member	
4.	Mr.D.V.Subbarao	Exam cell Incharge	Member	
5.	17X41A0346	Student of III MECH	Member	
6.	18X41A0212	Student of II EEE	Member	
7.	18X45A0425	Student of III ECE	Member	
8.	18X45A0511	Student of III CSE	Member	
9.	18X41A1209	Student of II IT	Member	
10.	19X41A1253	Student of S&H	Member	
11.	18X41A0136	Student of II CE	Member	
12.	19X41E0029	Student of I MBA	Member	

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Circulated to:

All HODs

CSE & MCA HBA CE

ME IT

S&H ECE EEE

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COMPLAINTS/SUGGESTIONS COMMITTEE

Objectives:

The "Complaints/Suggestions Committee" will enquire the Complaints/Suggestions from the Complaints/Suggestions Box and suggest the final action to be initiated at the institutional level.

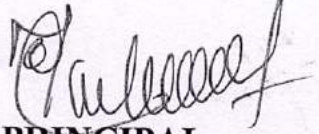
Roles:

- To provide a support system for the students & staff to address their Complaints/Suggestions.
- To initiate proactive measures to redress the Complaints/Suggestions of the students and staff.
- To analyse the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.

Responsibilities:

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

- Install Grievance / Suggestion boxes at important places in the campus accessible to students / staff.
- Grievance / Suggestion boxes are opened at college hours.
- Accept written complaints and suggestions from students and staff.
- The name and identity of the person who reported complaints or suggestion shall be kept confidential.
- The committee reviews all cases and acts accordingly
- The committee submits report to the authority regarding the cases attended.


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29/6/2019

Saturday

S. NO	Name of the Suggestion/Complaint	Action taken	No. of Days taken to Resolve
1.	lack of cleanliness in classroom and washrooms and some chairs are being uncomfortable to sit.	Informed to House-keeping incharge S.H.O. 3	1
2.	(a) board clean ga baddhu (b) Cultural activities	Action taken immediately Informed to Academic Committee	1 -
3.	Fans not working Black Board is not clean Full assignment	Assigned to Electrician Action taken immediately Informed to Academic Committee	KANKA 2 1
4.	(a) lift can be used by students also. (b) Weekly one time sports. (c) Every class dustbins (d) No certain washrooms, Cussons, benches. (e) No certain water glasses in the floor.	Informed to Academic Committee Informed to House-keeping incharge Informed to House-keeping incharge Action taken immediately	- 1 1 1

31/7/19

Wednesday

S.No	Name of the suggestion / Complaint	Action taken	No. of Days taken to Resolve
1.	(a) Need good signal (b) Need safety for bike parking (c) Campus expanded. (d) Cleaning in Campus (e) Safety for cifer	Informed to A.O ② Informed to House-Keeping Incharge S H O ②	- 1
2.	No problems, but only one problem. (a) please allow girls to wear legging dresses. That's it. (b) proper working lab equipments should be maintain.	Informed to Concerned HODs	-
3.	Dustbins are not available in B.tech - II [ECE]	Informed to House-Keeping Incharge S H O ②	1

31/7/19



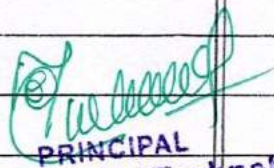
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31/8/19

Saturday

S.No	Name of the Suggestion/complaint	Action taken	No. of Days taken to Resolve
1.	Exams should be scheduled	Informed to Academic Committee	1
2.	less fans in classrooms. lift is not working sometimes	Informed to Electrician K.M.M.	1
3.	Academic improvement	Informed to Academic Committee	1
4.	(a) No problems regarding to college but please allow girls to wear leggings. (b) This is the problem we have other than that college is good. (c) we want proper lab equipment.	Informed to concerned HODs	-



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31/8/19

30/9/19

Monday

S.No	Name of the suggestion/complaint	Action taken	No. of Days taken to Resolve
(1)	(a) Bus pass is not available (b) Heavy home works. (c) No-break. (d) No time for revision for mid-	Informed to A.O & Academic Committee Ⓟ	-
(2)	Dustbins clean washroom	Informed to House- Keeping Incharge S.H.O.s	1
(3)	Bus pass is not available	Informed to A.O Ⓟ	-
(4)	No paints for walls.	Informed to A.O Ⓟ	-

30/9/19

[Handwritten Signature]

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30/10/19

Wednesday

S.No	Name of the suggestion/complaint	Action taken	No. of Days taken to Resolve
1	3 rd floor - In Girls washroom - Door locks problem	Informed to House - Keeping Incharge S H B 05	3
(2)	No AC's in labs	Informed to A.O B	-
(3)	Dust Bins atleast one for room	Informed to House - Keeping Incharge S H B 05	-

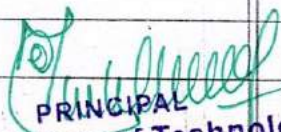
30/10/19

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Saturday

S.No.	Name of the Suggestion/complaint	Action taken	No. of days taken to resolve
(1)	(a) Wash rooms are not cleaning daily	Informed to House-keeping Incharge immediately	1
	(b) No Dustbins	Informed to House-keeping Incharge	1
(2)	(c) Black Board is not sufficient for classes.	Informed to House-keeping Incharge	1
		S.H.B.O.S	
(2)	3 rd floor, 301 proper benches for sitting.	Informed to House-keeping Incharge	1
		S.H.B.O.S	
(3)	Fan's not working	Work assigned to electrician	2
	Black board is not cleaning	Informed to House-keeping Incharge	1
	Heavy writing of assignment	Keeping Incharge	
		S.H.B.O.S	
(4)	(a) Lack of cleanliness in classrooms and washrooms	Informed to House-keeping Incharge	1
	(b) Some of the sitting chairs in the class were uncomfortable to sit due to some breakdowns.	Keeping Incharge	
		S.H.B.O.S	
	(c) Duration of the class is too lengthy.	Informed to Academic Committee	1


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30/11/19

15

31/12/19

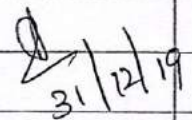
Tuesday

S.No	Name of the suggestion/complaint	Action taken	No. of Days taken to Resolve
(1)	Not cleaning class regularly & No window Curtens.	Informed to House - Keeping Incharge	1
(2)	There is no proper ventilation in Bathroom. and please provide Extra sports hours to play and provide holidays.	Informed to House - Keeping Incharge & SHT	
(3)	Classrooms should clean daily. plz mam to allow leggins.	Informed to House - Keeping Incharge	1



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 31/12/19

31/01/20

Friday

S.No	Name of the suggestion/complaint	Action taken	No. of Days taken to Resolve
(1)	No proper washrooms. Improper chairs and tables. Improper Equipments in lab. Bus service is not proper.	Informed to House-keeping Incharge S.H.O.	1
	No proper Cleanliness Academic planning is not scheduled properly.	Informed to Housekeeping Incharge Informed to Academic Committee	1 2
(2)	No certain water glasses, benches, chairs, washrooms	Informed to House-keeping Incharge immediately S.H.O.	1

31/01/20

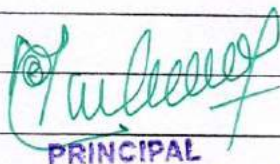
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29/2/20

Saturday

S. NO	Name of the suggestion / Complaint	Action taken	No. of Days taken to Resolve
(1)	No lift provision for students.	Informed to college Academic Committee	-
(2)	a. Buspass is not available b. No-Break. c. Heavy works to home. d. Requirement of projector. e. No time for Revision for MDP-1	} Informed to college Academic Committee	2
(3)	Bus Service is not well.	Informed to A.O.	1



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29/2/20