



## SANSKRITHI SCHOOL OF BUSINESS

Approved by AICTE, New Delhi. Affiliated to JNTUA, Anantapur.

Beedupalli Road, Prasanthigram, Puttaparthi, Sri Sathya Sai District 515134

### 5.1.4 Report on timely Redressal of Grievances

#### Timely Redressal of Grievances 2017-2022

##### GRIEVANCE HANDLING

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##### GRIEVANCE HANDLING COMMITTEE

director ssb <director@sanskritibschool.com>

to Principal, Chairman, Faculty, Konda, krishna, Accounts, pushpa, hima  
Dear Sir,

As discussed today in the faculty meeting, the following members are app

Mr. Parandhama Reddy  
Mr Venkata Prasad  
Ms Pushpalatha

##### Terms of reference:

1. Receive the case from any employee of SSB ( all levels) and give the c  
day to 7 days)
- 2) Collect the relevant facts / evidence or witnesses in support or against i
- 3) Hear the parties individually first and together later
- 4) If the matter is settled , then communicate to all concerned , docume
- 5) If the matter is not settled at the GHC level then refer the same to The  
parties and make an arbitrated settlement.
- 6) If the matter is not settled at the principal's level then refer the same to

We enclose herewith a note on the grievance handling made from leading  
for initiating the GHC .



*Dr. Balakrishna*

#### PRINCIPAL

Sanskriti School of Business,  
Beedupalli Road, Prasanthigram,  
PUTTAPARTHI - 515134,  
Ananthapuramu (Dt.) A.P.



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### GRIEVANCE REDRESSAL CELL.

#### Minutes of the Students Redressal Meeting

Date: 16-02-2017

#### Grievance:

Students want to have special sports hour to update the health and physical fitness also demand to have visit some sports event outside the campus

Resolution: The students of hostel are advised to make use if their evening hour in the sports complex available near to hostel. A provision can be made possible to have 2 hours at the weekend i.e. on Saturday if sufficient participants available

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

1. Sai Praveen.
2. Mangam
- 3.



*Dr. Balakrishna*

**PRINCIPAL**  
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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 15-03-2017

##### Grievance:

Students request to have more water supply points in the campus since summer is making people more Thurs day .Demanding to keep water cooler at 2nd floor of the SSB .

G

##### Resolution:

It is advised to carry each one bottle of water while reaching second floor .  
It while be difficult to take huge water in bulk (DRINKING WATER) to second floor.  
Sufficient provision is made in the ground floor to meet the demand.

R

1)

##### Committee Members Signatures:

2)

C

P

H

E

Principal	
HOD:	
Exam Cell	

##### Student Signatures:

- 1.
- 2.
- 3.



*Dr. Balakrishna*

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#### GRIEVANCE REDRESSAL CELL

Minutes of the Students Redressal Meeting

Date: 5-04-2017

#### Grievance:

- 1) No Systems are available at SSB for sending students to lab.
- 2) MBA seniors, expressed their convience due to computer lab to do their projectworks.due.to non availability of systems.

#### Resolution:

Taken the issues to the consideration of principal and management. They told that it will be resolved as soon as possible

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



*Dr. Bala Koteswari*

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#### GRIEVANCE REDRESSAL CELL

#### Minutes of the Students Redressal Meeting

Date: 7-6-2017

#### Grievance:

- 1) Students requested to have more water supply point in the campus since summer.
- 2) The computer lab, no system are available at SSB.

**Resolution:** It is advised to carry each are bottle of water while reaching second floor. Now system is there and connecting internet

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 4-10-2017

#### Grievance:

Students request to have more water supply point in the campus since summer is making people more Thurs day .Demanding to keep water cooler at 2nd floor of the SSB .

#### Resolution:

It is advised to carry each one bottle of water while reaching second floor .  
It while be difficult to take huge water in bulk (DRINKING WATER) to seemed floor.  
Sufficient provision is made in the ground floor to meet the demand.

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



*Dr. Balakrishna*

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06/04/2018

### Institution of Grievances Redressal Cell

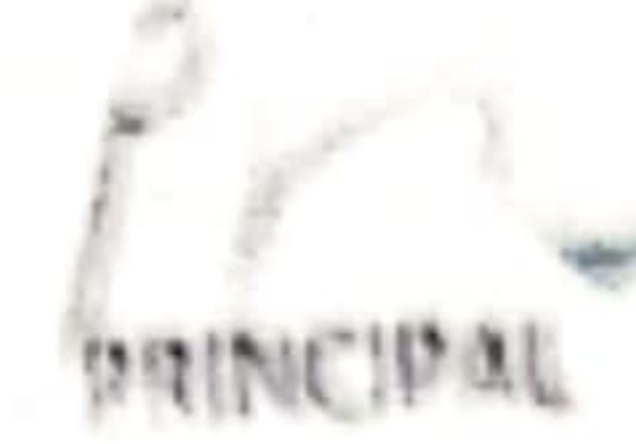
is resolved in the meeting at SSB on date 6<sup>th</sup> April, 2018 following members are nominated for the Grievances Redressal Cell.

- 1) Chairman-Prof.Kameswara Rao, PRINCIPAL, SSB

#### Members:

- 1) Mr.Md.Karimulla Basha, HOD, SSB
- 2) Mrs.E. Prasanthi, Asstt.Professor, SSB
- 3) Mr.G.Rajasekar, Associate Professor, SSB

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PRINCIPAL

*Dr. Balakrishna*



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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 11-02-2018

#### Grievance:

- 1) To install the projector in class rooms
- 2) Lab hours for applying internship programs by MBA 2<sup>nd</sup> Semester students

#### Resolution:

- 1) Projects are installed in Ganana and Chanikaya a class means for video and PPT presentations.
- 2) Lab timings to extended for applying internships.

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 14-09-2018

**Grievance:** There was an issue among the Junior female and male student and the issue was taken to principal and later it was founded by management with the help of management the issue was resolved.

**Resolution:** With the help of management the issue was resolved.

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

1. Manesha fleena.
2. Kalyan
3. Yavanika



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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 19-02-2019

##### Grievance:

Students request for Seminar they want lab to be provided extra hours

##### Resolution:

To help the students in their regard we extended the lab hours up to 6:30pm so that the students may use the lab and get prepared for the seminars.

##### Committee Members Signatures:

Principal	<i>S. Hansprab.</i>
HOD:	<i>[Signature]</i>
Exam Cell	<i>[Signature]</i>

##### Student Signatures:

1. *[Signature]*
2. *[Signature]*
- 3.



*Dr. Balakrishna*

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### GRIEVANCE REDRESSAL CELL

#### Minutes of the Students Redressal Meeting

Date: 14-03-2019

#### Grievance:

Students want to have special sports hour to update the health and physical fitness also demand to have visit some sports event outside the campus

**Resolution:** The students of hostel are advised to make use if their evening hour in the sports complex available near to hostel. A provision can be made possible to have 2 hours at the weekend i.e. on Saturday if sufficient participants available

#### Committee Members Signatures:

Principal	<i>S. Hariprasad</i>
HOD:	<i>R. Lakshmi</i>
Exam Cell	<i>H. Prasad</i>

#### Student Signatures:

1. *Upendra*
2. *Seeni N. S. W.*
- 3.

*Dr. Balakrishna*



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#### GRIEVANCE REDRESSAL CELL.

#### Minutes of the Students Redressal Meeting

Date: 14-04-2019

#### Grievances:

- 1) To install the projector in class rooms
- 2) Lab hours for applying internship programs by MBA 2<sup>nd</sup> Semester students

#### Resolution:

- 1) Projects are installed in Ganana and Chanikeya a class means for video and PPT presentations.
- 2) Lab timings to extended for applying internships.

#### Committee Members Signatures:

Principal	<i>S. Hari Prasad</i>
HOD:	<i>R. Lalitha</i>
Exam Cell	<i>[Signature]</i>

#### Student Signatures:

1. *[Signature]*  
2. *[Signature]*  
3. *[Signature]*

*Dr. Balakoteswari*



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### GRIEVANCE REDRESSAL CELL.

#### Minutes of the Students Redressal Meeting

Date: 14-05-2019

#### Grievance:

The following MBA 1st year students brought the grievance of their MBA 1st sem results declared by the university, in spite of their appearing for their exam result declared as absent.

1. MS. Nese Hemalatha 18HX1E0083

2. MS. Katreddy Poojitha 18HX1E0072

MS. K. Kalyani 18HX1E00C3

#### Resolution:

PRINCIPAL directed to represent the university to sort out the issues. According to this principal has re-presented with all the evidences and personal visit was made on 20-04-2019. After verifying the evidence university has declared the results on 15-05-2019. As passed the exam. Same is communicated to this students.

Enclosed are filed in Grievances cell records

#### Committee Members Signatures:

Principal	<i>S. Hari Prasad</i>
HOD:	<i>R. K. Lakshmi</i>
Exam Cell	<i>K. S. Kumar</i>

#### Student Signatures:

1. *Nese hem*
2. *Poojitha*
3. *Kalyani*

*Dr. Balakrishna*



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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 18-08-2019

**Grievance:** MBA 4<sup>th</sup> semester students requested to presents projectors in Gnana & Anahatha room for audio, virtual presentation.

**Resolution:** Request was forwarded to Management and projectors will be arranged as soon as possible

#### Committee Members Signatures:

Principal	<i>S. Hanu Pral</i>
HOD:	<i>R. Lilanith</i>
Exam Cell	<i>K. Prasad</i>

#### Student Signatures:

1. Sai Prashanth.
2. Sai Reja
- 3.

*Dr. Balakrishna*



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### GRIEVANCE REDRESSAL CELL

Minutes of the Students Redressal Meeting

Date: 03-10-2019

Grievance: one of the students of 3rd semester by name Mr. M SHIVA KUMAR, 1811X1100C7, approached results were shown as one subject as absent through he attended for the same.

Student Name: M SHIVA KUMAR - 1811X1100C7

Resolution: The principal has given directions to the exam cell to look into case and suggested to put representation to the university exam cell with proper supporting documents and proofs of his presence of the exam.

#### Note:

The cell has forwarded all required documents to university to solve the issue. The enclosures are filed in respective file.

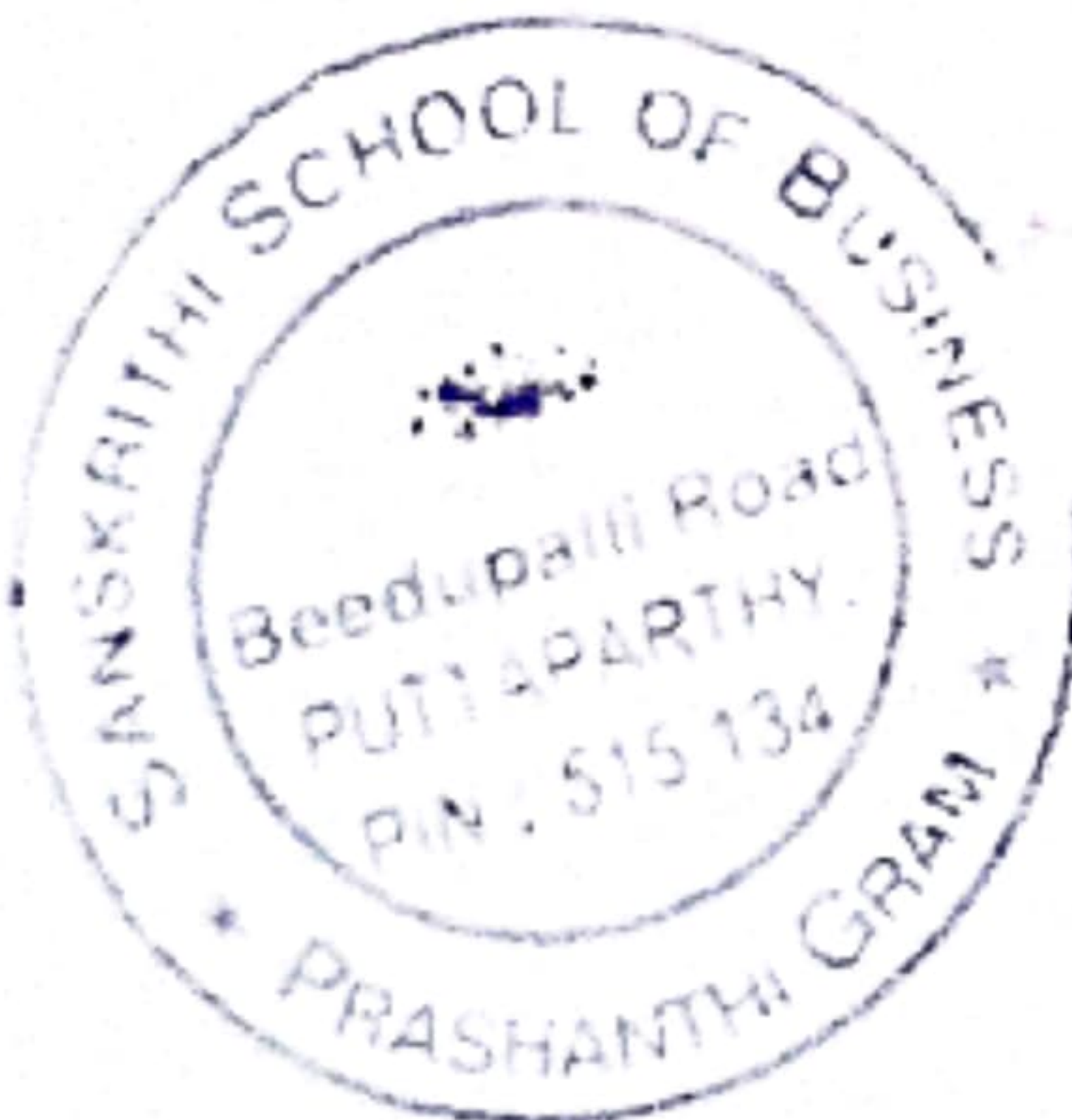
#### Committee Members Signatures:

Principal	<i>S. Hanumanth</i>
HOD:	<i>R. Lakshmi</i>
Exam Cell	<i>K. P. S.</i>

#### Student Signatures:

1. M. Shiva Kumar
- 2.
- 3.

*Dr. Balakoteswari*



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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 12-12-2019

**Grievance:** MBA 2nd year Girls are asking to provide a caretaker at the time of unhealthy (or) health issues related to Girls.

**Resolution:** It was noticed to Principal and group Director sir. They assigned a person B.O.Prashanthi as caretaker for Girls in all issues related to Girls.

#### Committee Members Signatures:

Principal	<i>S. Hari Prasad</i>
HOD:	<i>Dr. B. Lakshmi</i>
Exam Cell	<i>R. Lakshmi</i>

#### Student Signatures:

1. Poornima
2. Sankar
- 3.



*Dr. Balakrishna*

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#### GRIEVANCE REDRESSAL CELL

##### Minutes of the Students Redressal Meeting

Date: 19-02-2020

**Grievance:** All the first year girls requested for rest room to take rest when they are ill to HOD

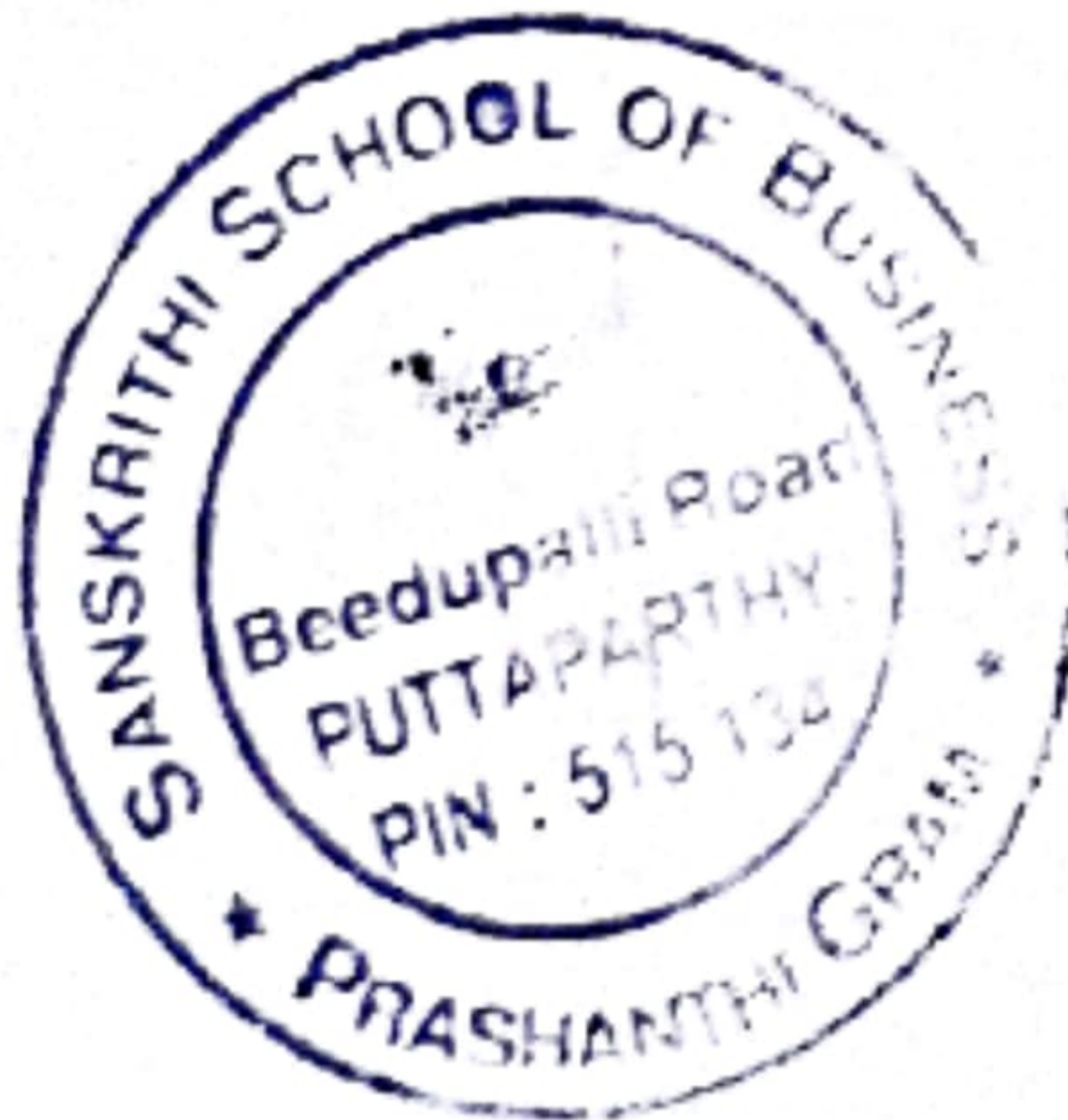
**Resolution:** The request for forwarded to the Principal & Group Director. For which the management resolved it by providing one room with sofas and bed.

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



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#### GRIEVANCE REDRESSAL CELL

#### Minutes of the Students Redressal Meeting

Date: 19-02-21

Sub: Discrepancies in internal marks

Grievance: Mr.Palla Shankar , 15HX1E00F1 2015-17 Batch student marks statement were not released as there was a discrepancy in internal marks in EMS

Student Name: Mr.Palla Shankar , 15HX1E00F1

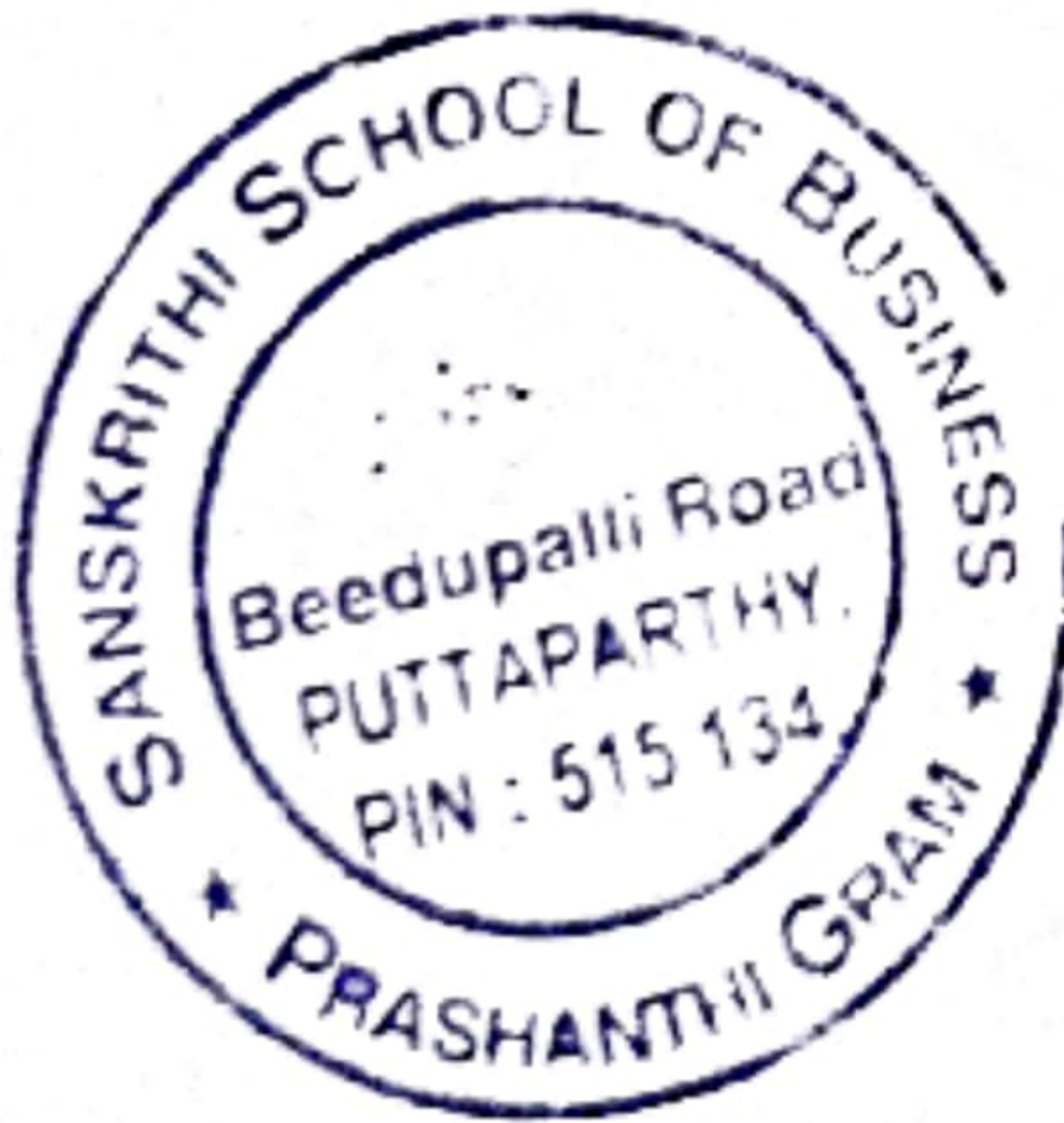
Resolution: The issues was taken to the notice of controller of Examination, Dr.Durga Prasad.  
The issue was resolved and marks statement along with the Provisional was released.

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 
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#### GRIEVANCE REDRESSAL CELL

#### Minutes of the Students Redressal Meeting

Date: 14-03-21

**Grievance:** All the MBA I & II Year students are scared of the Covid epidemic and it was notice by the principal.

**Resolution:** Faculties and principal including group director sir shared their views on overcoming and how to face the situation

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



*Dr. Bala Koteswari*

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### GRIEVANCE REDRESSAL CELL

#### Minutes of the Students Redressal Meeting

Date: 21-09-21

Sub: Students complaint in "Spandana" Portal

Grievance: K.Bindhudevi Raised her certificate issue concern in "Spandana" Portal in connection with issue of her certificates - 2019 batch student.

Student name: K.Bindhudevi

Resolutions: Students was called to clarify the issue and remove the confusion that the final semester marks statements are yet to be released by university.

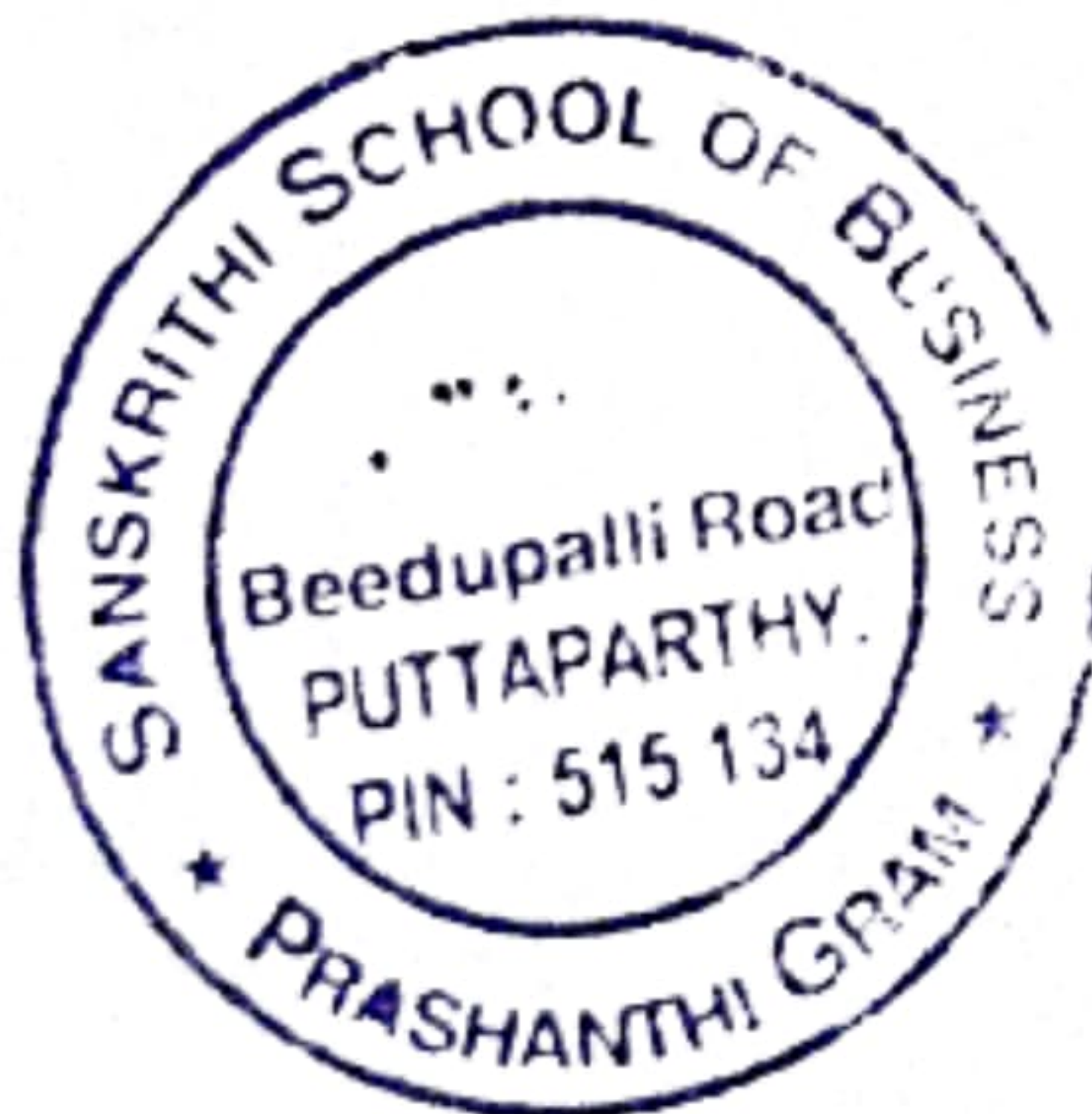
#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 
- 
- 

*Dr. Balakrishna*



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## SANSKRITHI SCHOOL OF BUSINESS

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Beedupalli Road, Prasanthigram, Puttaparthi, Sri Sathya Sai District 515134



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Beedupalli Road, Prasanthi Gram, Puttaparthi, Anantapur - 515 134.

#### GRIEVANCE REDRESSAL CELL.

#### Minutes of the Students Redressal Meeting

Date: 13/4/2022

**Sub: Requested University to resolve project marks issue**

**Grievance:** MBA Batch 2015-17 approached department with the issues that they were given "0" marks in seminar and

**Student Name:** Neelam Anil Kumar - 15HX1E00E8

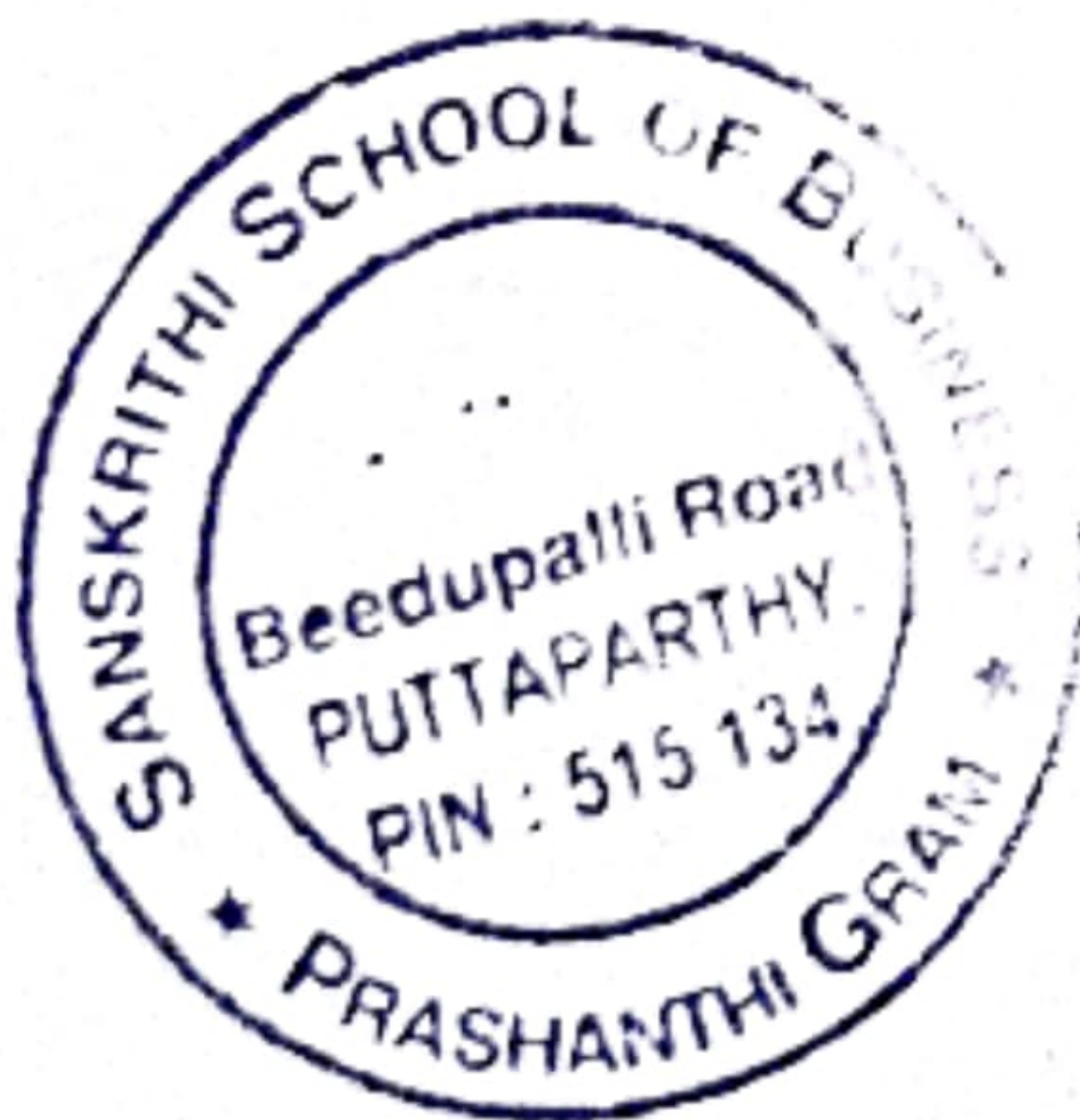
**Resolution:** Principal office and redressal committee members decided to contact director evaluation JNTUA for help resolving the issues. University has issued the marks card and resolved the issue.

#### Committee Members Signatures:

Principal	
HOD:	
Exam Cell	

#### Student Signatures:

- 1.
- 2.
- 3.



*Dr. Balakrishna*

#### PRINCIPAL

Sanskriti School of Business,  
Beedupalli Road, Prasanthigram,  
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#### Committee Members Signatures:

Principal	
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#### GRIEVANCE REDRESSAL CELL

#### Minutes of the Students Redressal Meeting

Date: 17/4/22

**Sub:** Requested University to give last chance for the students who failed in internal exams

**Grievance:** MBA Batch 2015-17 approached department with the issues that they are failed in the internal exam. Because of that they are not able to clear MBA. So requested college for re-registering

#### **Student Names:**

Uppu Murali Krishna - 15HX1E00G1

Vuravakili Mahesh Babu - 15HX1E00G5

**Resolution:** Principal was communicated to the concerned JUNTA. JNTUA has released circular for last chance and application date is till 27<sup>th</sup> April, 2023. Students need to submit their certificates to the college and principal shall write recommendation to register to consider the request re-register. Students need to complete the registration and they need to pay 1/3<sup>rd</sup> of tuition fees of the semester and do needful and complete the examination in the semester. Students are informed

#### **Committee Members Signatures:**

Principal	
HOD:	
Exam Cell	

#### **Student Signatures:**

- 1.
- 2.
- 3.



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### ESTABLISHMENT OF GRIEVANCE REDRESSAL COMMITTEE IN THE INSTITUTION AND APPOINTMENT OF OMBUDSMAN BY THE UNIVERSITY.

Grievance Redressal Committee in the Institution is established as per 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) \* 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.

#### GRIEVANCE REDRESSAL COMMITTEE FOR FACULTY

- |                          |                             |
|--------------------------|-----------------------------|
| 1. Dr.M. BalaKoteswari   | Principal, Chairperson      |
| 2. Dr. T.Venkatesan,     | Member                      |
| 3. Dr.D Rajesh Babu      | Member                      |
| 4. Mrs.E.Prashanthi,HOD, | Member                      |
| 5. Dr. B Durga Prasad,   | Member (University Nominee) |

#### GRIEVANCE REDRESSAL COMMITTEE FOR STUDENTS

- |  |                        |
|--|------------------------|
| 1. Dr.M. BalaKoteswari,                  | Principal, Chairperson |
| 2. Dr.T.Venkatesan, Vice Principal,      | Member                 |
| 3. Dr.D. Rajesh Babu,                    | Member                 |
| 4. Mrs.E.Prashanthi,HoD,                 | Member                 |
| 5. Ms. HariPriya, 1 <sup>st</sup> year   | MBA student            |
| 6. Ms. Sai Sandhya, 2 <sup>nd</sup> year | MBA student            |



*Dr. BalaKoteswari*

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15/11/2017

Action taken against Venu Reddy due to mis behaviour with the students in the class room

G. Rajasekh  
S. Prashanth

17/12/2017

Anti ragging Committee visited hostel to see if there are mis behaviours with Junior & Senior Students, and found no issues at hostel

G. Rajasekh  
S. Prashanth

30/11/2018

Conducted a meeting with all the faculty members and found there are no issues among the students

G. Rajasekh  
S. Prashanth



Dr. Bala Koteswari

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01/08/2018

All the students of MBA II year given guidelines to have a friendly environment in the campus with the Juniors and there should not be any ragging should take place with the campus

01/08/2018

G. Rajashekar  
S. Prashanth

21/08/2018

All the students of MBA I years & MBA II years are given guidelines to have a proper discipline in the campus, like to come with proper dress code and with proper grooming

G. Rajashekar  
S. Prashanth

26/09/2018

All the students of MBA I years & MBA II years given instructions to organize the freshers day in a polite manner and should not create any problems to the students during the functions

G. Rajashekar  
S. Prashanth

25/10/2018

All the students of MBA I years & MBA II years given instructions to organize the Aarambh event and DJ on 26/10/2018 in a polite manner and students are advised to come to campus within present manner

G. Rajashekar  
S. Prashanth

Dr. Balakrishnan



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15/2/2018

Strict surveillance was maintained at every class room and at hostel to have a proper discipline among the students

G. Raghav  
S. Prashanth

11/4/2018

Conducted meeting with all the faculty members and the formed a Anti-ragging Committee with the following members Ramakrishna S. Tirumala

G. Raghav  
S. Prashanth



Dr. Balakrishna

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21/9/2019  
A Group of Students are formed to organize the Sci prudent exam 2019. The Committee has addressed to all the students to be in a proper dress code and to behave properly with the outsiders those who are coming from various places for writing the exam.

G. Rajesh

S. Prashanth

28/3/2019  
A proper training was given to all the students of MBA to organize the event without any problems during the event and also during the musical night on 29/03/2019. All the students cooperated well and there were no issues in the event.

S. Prashanth

G. Rajesh

Dr. Balakrishnan



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Constitution of Anti-ragging Committee - 2021.

Date:

With the sanction of AICTE, JNTUA and on the responsibility, Anti-ragging Committee is constituted with the following members to ensure that students stay in ragging free environment.

Students are informed about the following management Committee members contact numbers to call in case of help.

1. Chairman - principal - Dr. Bala Koteswari
2. Coordinator - Dr. T. Venkatesan, HOD, MBA Dept
3. Lady faculty coordinator: Ms. E. prasanthi  
Assistant professor SSB.

### Committee members

1. Mr. Rajesh Babu, Assistant Professor, SSB
2. Ms. Chandravashe, Assistant professor, SSB.
3. Mr. Babjan, Assistant professor, SSB.
4. Ms. Jayaramdini, Assistant professor, SSB

Committee meets students from time to time to ensure that the campus is ragging free and also inform the helpline numbers in time if need.



Done 27/9/21  
Principal  
Dr. Bala Koteswari

**PRINCIPAL**

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