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**GOVERNMENT OF ANDHRA PRADESH**  
**DEPARTMENT OF TECHNICAL EDUCATION**  
**GOVERNMENT POLYTECHNIC :: RAJAMPETA**  
Near Akepadu X Road, Kadapa - Tirupati Hwy, Rajampeta, Andhra Pradesh- 516126



## MINUTES OF GRIEVANCE REDRESSAL CELL MEETING

**Venue:** Principal's Chamber

**Date:** 25.06.2024

**Time:** 11:00 AM onwards

### Agenda:

1. Year-wise grievance data review.
2. Evaluation of effectiveness of redressal procedures.
3. Suggestions for improving response time and empathy.
4. Plan for creating a grievance logbook and digital tracker.

### Minutes of the Meeting:

- **3 grievances** (1 student, 2 administrative) were resolved without delay.
- Noted that the grievance portal needs to be made mobile-friendly.
- Agreed to create a grievance logbook (manual + digital) with access limited to designated officials.

### Resolutions:

1. Introduce a grievance logbook to record and track cases.
2. Send reminders to departments to resolve issues at primary level.
3. Display cell contact details on main notice board and website.

### Signatures:

Name	Designation	Role	Signature
Dr. Y. Sudhakar	Principal	Chairman	
Sri M. Venkata Narayana	HMES	Convener	
Dr. P. Sujatha	HCES	Member	
Sri M.N. Pradeep Kumar	Office Superintendent	Member	

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## MINUTES OF GRIEVANCE REDRESSAL CELL MEETING

**Venue:** Principal's Chamber

**Date:** 27.05.2025

**Time:** 11:00 AM onwards

### Agenda:

1. Consolidated review of grievances from 2022–2025.
2. Feedback from staff and students on redressal mechanism.
3. Preparation of grievance redressal annual report.
4. Suggestions for improving anonymous grievance submission process.

### Minutes of the Meeting:

- Total of **11 grievances** handled over three years; all resolved within institutional time frames.
- Feedback from students indicated high satisfaction in handling and privacy.
- Suggestions were made to introduce QR code-based anonymous submissions.

### Resolutions:

1. Prepare consolidated report to be presented to the Principal and Governing Body.
2. Develop a QR-based submission tool for anonymous grievances.
3. Continue regular functioning with quarterly reviews and yearly meetings.

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