



## **SAGAR GROUP OF INSTITUTIONS** **FOOD AND AGRI BUSINESS SCHOOL**

### **SGI Grievance Cell**

**Ref: SGI/GRC/2025/2**

**Date: 2-6-2025**

This is informed that **Grievance Redressal Committee** has been formed with the following members in the Sagar Group of Institutions (SGI) campus, to whom the issues relating to Grievance have to be lodged.

Our Institute **Grievance Redressal Committee** has been updated on 2nd June 2025. The composition of the committee is as under:

<b>Director SGI</b>	Prof.K.V.Raju	Chairman	9106503106
<b>Advocate</b>	Tejaswini	Member	8019322229
<b>Social Worker</b>	Dr.N.R.N. Reddy	Member	9948132999
<b>Police</b>	CI, Chevella-PS	Member	9440627356
<b>Faculty</b>	Dr.Ram Naresh	Member	9989277901

The Grievance Redressal Cell was constituted to probe into the student grievances. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem

### **Objective**

A Grievance Redressal committee has been formed in our college to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parents employees and employer. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.



### **Rules**

- 1) To deal with all the genuine grievances of students and staff of the college. All complainants should file their grievances either by writing in paper to the committee or by online on the website of the college.
- 2) The committee will meet at regular intervals depending on need to resolve the grievances.
- 3) To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
- 4) The student/staff shall bring up his/her grievance in a prescribed format immediately to the grievance cell without fail. The number of grievances settled or pending will be reported to the Principal/Director in every month.

### **Procedure-**

- 1) A complaint box is provided at the ground floor of Admin block for students.
- 2) Similarly, another complaint box is provided at the ground floor (near Secretary's Cabin) of the same block for the staff.
- 3) All grievances referred to the Grievance Redressal committee shall be entered in a Register by designated member.
- 4) All complaints should be resolved within a time frame by looking into its seriousness and by two-way approach.
- 5) The result of the grievance will be informed to the complainant within the period defined.
- 6) Any staff/ student may report directly to the principal/Director for resolving their grievance if he/she is dissatisfied by the GRC

### **GRIEVANCE FORMAT:**

Name of the complainant-----

Designation (if any) -----

Place of Work-(Department) -----

Nature of Grievance-----

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#### **Undertaking**

I here declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Complainant

Date-

*KV Raju*

**DIRECTOR**

**DIRECTOR**

**SAGAR GROUP OF INSTITUTIONS**

**SVVR EDUCATIONAL SOCIETY**

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