



**TELANGANA TRIBAL WELFARE RESIDENTIAL DEGREE COLLEGE
FOR WOMEN (TTWRDCW) SURYAPET-508213**

(Recognized under section 2(f) of UGC ACT 1956, Affiliated to Mahatma Gandhi University, Nalgonda)
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Proof related to Mechanisms for submission of online/offline student's grievances

TTWRDC W, Suryapet has timely redressal of grievances in the college premises. For the submission of grievances or complaints a "Suggestion Box" was arranged. Students or staff can drop off their suggestions or complaints in this box with or without disclosing their identity or they can directly speak to the members of the committees concerned. The suggestion box is opened once in a month in the face of the board members, Principal, Vice- principal, Captain and Vice-captain. The members of the board are accountable for the discretion of the complainant and the defendant. However, they may evince the information about a particular grievance on a "need to know" basis. There is timely redressal of the grievances and the report is retained by the relevant committees and the same is updated annually to the Principal. The following are some of the proofs for the timely redressal of the student grievances annually.



S. Suneela
Principal
T.T.W.R. Degree College (W)
Suryapet

SUMMARY OF GRIEVANCES REPORTED AND ACTION TAKEN DURING THE PERIOD 2017-23

TIMELY REDRESSAL OF THE GRIEVANCES OF THE ACADEMIC YEAR 2017-18

Grievance: Students of the Health and Hygiene committee raised a grievance to provide dustbins at various locations in the campus.

Action Taken: Dustbins are installed in the college premises.



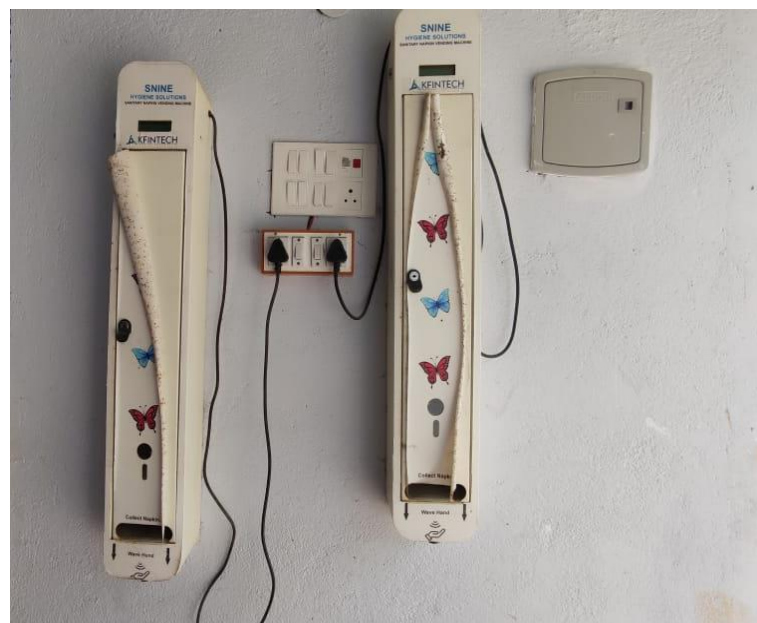
Grievance: Students requested to provide them with the seasonal fruits in snacks.

Action Taken: mess manager is instructed to take necessary actions and provide seasonal fruits.

TIMELY REDRESSAL OF THE GRIEVANCES OF THE ACADEMIC YEAR 2018-19

Grievance: students requested to repair the sanitary napkin vending machine.

Action taken: management talked with appropriate persons and made arrangements to get the machines repaired.



Grievance: students raised grievance about the untidiness of the student washrooms.

Action taken: the cleaning staff were instructed to clean the student washrooms



Grievance: final year students requested for a projector.

Action taken: the grievance redressal committee forwarded the same to the management which was taken into consideration by the higher officials. It was decided that the projector will be established in a period of 6 months which will be probably for the next academic year.

Grievance: Students raised a grievance to repair the locks for their dormitories as they were losing their belongings.

Action taken: locks are repaired

TIMELY REDRESSAL OF THE GRIEVANCES OF THE ACADEMIC YEAR 2019-20



As per the grievance received a projector was installed in the college with the support from the Head office and the principal.

Grievance: students of BA requested for repairing fans in their dormitories.

Action taken: fans were repaired.

Grievance: Students raised a grievance for the allotment of a particular time for computer usage.

Action taken: computer department faculty are instructed to prepare a proper time table so that all the students can utilize the opportunity.

Grievance: a request was received by the students of final year to take them on a trip.

Action taken: the request of the final year students will be taken up to Head Office and will be planned as per directions.

**TIMELY REDRESSAL OF THE GRIEVANCES OF THE
ACADEMIC YEAR 2020-21**

Grievance: Students requested for breaks between online classes.

Action taken: Students were given a break of 15 minutes after each online session.

**TIMELY REDRESSAL OF THE GRIEVANCES OF THE ACADEMIC
YEAR 2021-22**

Grievance: students of final year requested NSS in the college.

Action taken: The board members intimated the management about the implementation of NSS in the college. The management informed the students that they will convey the same to the higher officials and necessary action will be taken soon.

Grievance: students raised grievance about the cleanliness of the student washrooms.

Action taken: the cleaning staff were instructed to clean the student washrooms

Grievance: Students raised a grievance to unlock the washrooms as they are uncomfortable at times.

Action taken: locks to the washrooms were removed.

Grievance: Students of Life Sciences requested to allot a separate study room for them as they were facing a lot of disturbance in the seminar hall.

Action taken: Students request was considered and students of the Life Sciences department are allowed to sit in their classrooms during study hours.

TIMELY REDRESSAL OF THE GRIEVANCES OF THE ACADEMIC YEAR 2022-23

Grievance: A grievance was received from the students to reduce the amount of masala in the non veg food items.

Action taken: As per the suggestion received cooking staff are instructed to decrease masala in the non veg items.

Grievance: Students requested for the postponement of the pre final exams and requested for the revision of the syllabus.

Action taken: Prefinals are postponed and teachers are instructed to revise the syllabus.



Grievance: Students asked to arrange benches in the ground so that they can sit and read in their leisure times.

Action taken: Management will take necessary action to install benches in the ground.



Grievance: students asked for the Arithmetic classes as it will help them in their higher studies.

Action taken: Arithmetic classes will be conducted on a regular basis once in the morning and once in the evening.

Grievance: request from students for NCC.

Action taken: Management has put forward the proposal of NCC and decided to implement it after discussing it with the higher officials.