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Date: 12/02/2026

ONLINE GRIEVANCE REDRESSAL COMMITTEE

1. Preamble

As per the regulations of the All India Council for Technical Education (AICTE), **our institute (SANKETIKA POLYTECHNIC COLLEGE)** had established a Online Grievance Redressal Mechanism to address the grievances of students, faculty, and staff. The purpose of this mechanism is to ensure transparency, fairness, and timely resolution of complaints through an online system available on the institutional website.

2. Composition of Online Grievance Redressal Committee

S.No.	Name of the Member	Designation	Signature
1	Mr.A .RAMA KRISHNA	Chairperson	A. Rama Krishna
2	Mr.S. SURESH	Faculty Member	S. Suresh
3	Ms.B.GOWTHAMI	Faculty Member	B. Gowthami
4	Mrs.V.GNANA PRASUNA	Faculty Member	V. Gnana Prasuna
5	Mrs.T.SATYA VANI	Faculty Member	T. Satya Vani
6	Mr.P SAI KUMAR	Faculty Member	P. Sai Kumar
7	Mr B Jyothi Prakash	Student Member	B. Jyothi Prakash
8	Mr.G.APPALA RAJU	Legal Expert	G. Appala Raju

The institution constitutes a Online Grievance Redressal Committee (OGRC) as per AICTE norms to review and resolve grievances submitted through the online portal.

3. Objectives

- To provide a transparent mechanism for redressing grievances.
- To ensure timely resolution of complaints.
- To encourage stakeholders to express concerns without fear.
- To maintain harmony and discipline within the institution.

4. Scope of Grievances

The Online grievance redressal mechanism covers complaints related to:

- Admission and academic matters
- Fee related issues
- Examination and evaluation
- Harassment or discrimination

A. Rama Krishna
Principal
Sanketika Polytechnic
P.M. Palem, Visakhapatnam

- Infrastructure and facilities
- Administrative matters

5. Roles and Responsibilities of GRC

- Review all grievances received through the online portal.
- Conduct enquiry whenever required.
- Ensure fairness and transparency in the grievance handling process.
- Maintain confidentiality of the complainant.
- Recommend appropriate corrective actions.

6. Online Grievance Submission Procedure

1. The complainant submits the grievance through this link <https://sanketikapolytechnic.edu.in/committees#cg6>, which is also available in the institute website.
2. The complaint is automatically recorded and forwarded to the online Grievance Redressal Committee.
3. The committee reviews the complaint and may call the concerned parties if necessary.
4. The committee resolves the grievance within a reasonable time period (normally within 15 days).
5. The decision is communicated to the complainant through email or official communication.

7. Record Maintenance

The institution maintains the following records:

- Grievance register
- Online complaint records
- Minutes of grievance committee meetings
- Action taken reports

8. Escalation Mechanism

If the complainant is not satisfied with the decision of the institutional grievance committee, the matter can be escalated to the University Ombudsperson or through the AICTE Centralized Support System (CSS).

9. Display of Information

The institution displays the following information on its official website:

- Online grievance portal link
- Names and contact details of GRC members
- Procedure for filing grievances



PRINCIPAL

SANKETIKA POLYTECHNIC COLLEGE

Principal
Sanketika Polytechnic
P.M. Palem, Visakhapatnam-531 001