



KESHAV MEMORIAL INSTITUTE OF MANAGEMENT

(Approved by AICTE and Affiliated to Osmania University)

A Unit of Keshav Memorial Educational Society

3-5-1026, Narayanaguda, Hyderabad - 500029, Cell : 81210 60575

E-mail : director.kmim@gmail.com

Website : www.kmim.in

Dr. A.V. SUBRAHMANYAM

Secretary & Correspondent

V. SANTHI

Principal I/C

11/09/2023

Ref. #

Date :

GRIEVANCE REDRESSAL COMMITTEE

The following are the members of the grievance redressal committee for the academic year 2023-24 and 2024-25.

1. Dr.B.Anjan Kumar	Director	Chairman	9848436906
2. Prof.G.Mallesham	University Nominee	Ambusman	
2. Dr.B.Renuka	Asst.Professor	Convener	8886878546
3. Ms.J.Deepa	Asst.Professor	Member	9705574010
4. Mrs. Madhavi Latha.S	Asst.Professor	Member	9885164258
5.Ms.Sri Chandana	Asst.Professor	Member	8341286619
6. Mr.K.Sanjay Raj	Asst.Professor	Member	9393177406
7. P.Vamshi Goud	Student	Member	8367652509
8. Dr.J.Nageshwar Rao	Special Invitee	Member	9866667577
9. Mrs.Rajitha	Advocate	Member	9848243514

A.V. Subrahmanyam

Secretary

Keshav Memorial Institute of Management
Narayanaguda, Hyderabad.



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Date :01-02-2024.....

Online Grievance Redressal Mechanism

The Grievance redressal system is a machinery to sort out the problems faced by students, parents, teachers and other non-teaching staff in any institution or organization. It involves a process of investigation in which the grievance redressal portal members enquire and analyze the nature and pattern of the grievances in a strictly confidential manner. This portal ensures optimal transparency and only legitimate people will be involved in resolving the matter. The redressal procedural fairness has been stressed with a view "the right to be heard and right to be treated without bias". The grievance redressal mechanism includes procedures for recording, registering, and sorting grievances. It also includes conducting an initial assessment of grievances, referring grievances to appropriate person, determining the resolution process, making decisions, including parameters for accurate and consistent decision making, notifying complainants and other affected persons of eligibility, the resolution process and outcomes, tracking, monitoring, and evaluation. The students/parents/teachers/staff are ought to register in the online redressal portal and lodge their grievances after getting verified by the admin. The duly filled complaint is required to be submitted and the concerned grievance cell member will enquire and analyse the grievance for resolution.

Final report based on grievances received and resolved shall be submitted to the AICTE as directed.

The process of implementing a Grievance Redressal Technology involves the following steps:

- Add grievance cell members
- Receive registered complaints.
- Screen and refer the complaints.
- Assess the complaint.
- Formulate a response.
- Select a resolution approach.
- Implement the approach.
- Track, document, and evaluate the process and results

Note : Grievance redressal Committee will solve the online Grievances.


DIRECTOR
KESHAV MEMORIAL INSTITUTE OF MANAGEMENT
NARAYANGUDA, HYDERABAD-500 029.