

**VISHNU**  
UNIVERSAL LEARNING

**B.VRAJU COLLEGE**

**VISHNUPUR, BHIMAVARAM**

**GRIEVANCE INDEX**

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*R. Krishnam Raju*





**B.V.RAJU COLLEGE**

**VISHNUPUR, BHIMAVARAM**

**GRIEVANCE HANDLANCE REPORT BVRC**

	<b>Strategic aims</b>				
<b>Strategic Review</b>	cell is framed by Principal and Vice-Principal				
	Charter review				
	Senior Faculty	Departmental Heads	Faculty members	students Coordinators	Final decision makers are Principal and Vice- Principal
	Consultation				
	Class mentor and cell conveners				
	Policy				
	To handle the complaints and its resolve within stipulated time frame				
	Principal				
	performance				
<b>Regular Review</b>	Analysis of information and issues to take necessary and proper action				
	Curriculum				
	Academic regards	discipline factors	maintenance regards	students affairs	faculty affairs
	Girl students issues and needs are resolved under women's grievance cell				
	Budget				
	Compensations and fine collection if any indiscipline act got registered				
	Board process				
	CONVENOR-MEMBERS-STUDENTS COORDINATORS-SENIOR FACULTY-VICE PRINCIPAL-PARENTS-PRINCIPAL				
	Norms to maintain				
	Standards				
<b>Emergent Review</b>	Awareness programmers about code of conduct ,ethical values, work place environment factors, awareness about UGC portal , Saksham and E-Samadhan portals,etc.,.				
	New Gov. initiatives				
	Display of boards in the campus regarding rules, sections and action taken under law and order and also create awareness about Women protection acts, and website information for rights and facilities provided by government for the safety of women and girl child.				
	New local initiatives				
	students participation in ethical and social practices to enhance value based education system through NSS.				

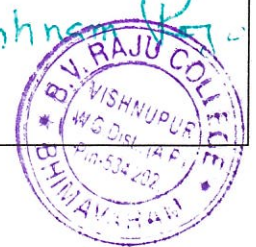




CELLS FOR SENSITIZATION, POLICY IMPLEMENTATION, MONITORING AND GRIEVANCE REDRESSAL

ISSUES RAISED AND SOLVED FOR THE LAST FIVE YEARS

SEXUAL HARRESEMENT & RAGGING	ISSUE RAISED	ACTION TAKEN	RESOLVED TIME FRAME
2017-2018	Issue raised against a boy who follows and forces the first year girl to make him love and also threatened to commit suicide.	Called parents and counseled the parents and student to have a proper behavior and also make them notice that serious and legal action shall be taken on him if the issue repeat again.	The proper information gathered with the help of cell members and classmates as well as friends with whom the girl go on daily basis. The overall problem got resolved within 10 days.
2018-2019	Rude behavior towards first year girl students. A issue raised against the final year students who is harassing sexually and misbehaving with the first year girl student whenever she is alone at class and corridors	Total information gathered and discussions made with the parents and management . had an apology letter and suspended the student from the college.	Entire process of information analysis and suspension along with T.C has taken within 10days of the problem resolved
2018-2019	Issue arise regarding therude behavior of the finalyear student with first years students during the interval and lunch break.	The student has counseled in the presence of hod and other staff members and warned to take serious action if the issue got repeat again within the course completion	the entire process of issue raised and resolved within 7 working days
2019-2020	Teasing and ragging issue has raised by the girl student by which she's unable to concentrate on classes as the boy is stopping her every where and forcing her to provide her personal details.	The discussions made with both class mentors and hod's and asked the student to bring his parents and counseled them	The entire process has taken within 10 days of time.



<p><b>2019-2020</b></p>	<p>Complaint arise against senior students by new joiner as they are stopping them at canteens and asking them to sing songs, giveintroductions ,imitate heroes and all</p>	<p>proper information gathered from the sources of students from each department and the mentor faculty who are in monitoring duty in that period and warned the students to maintain the discipline of the college and legal action may get filed for their acts</p>	<p>the entire processgot resolved in 2 working days.</p>
<p><b>2021-2022</b></p>	<p>Unnecessary chatting and over communication by the peer student of final year class and girls raised complaint against him for the chatting he does through whatsapp and facebook</p>	<p>Class mentor has deal the issue and asked the students and LR to meet HOD for counseling and warned him to send out from the college if any issue arise in the mean time of course completion</p>	<p>The entire process got settled within 2 working days</p>

H. R. Kishanram Rg.

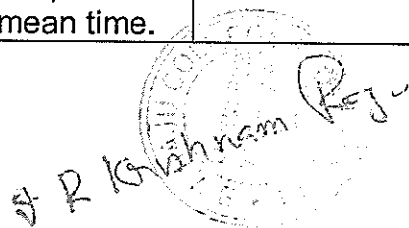




DISCIPLINE FACTORS	ISSUE RAISED	ACTION TAKEN	RESOLVED TIME FRAME
2019-2020	Dispute between class lady representative and last bench girls regarding seating and benches arrangement.	Class mentor has deal the issue and asked the students and LR to meet HOD for counseling and warned to maintain the discipline in the classroom	The entire process got settled within 2 working days
2017-2018	Health problem regarding irregular menstruation. Class mentor has identified the reason of irregularity in the class work of a girl student who is active in events and found that she had a irregular menstrual problem and suffering with heavy stomach pain and other problems	Called parents and had a counseling and discussion to both the mother and girl in the presence of lady doctor in the campus and suggested to have a regular checkup at gynecologist DR.PRATYUSHA,NVR Hospitals, BVRM as she's having a good image of handling cases like this.	overall process and follow up up to three regular checkups had done by the cell member and class mentor and the entire process of counseling got completed in 15days
2017-2018	Problem arise from the girls students who are coming from near by buses with the college timing 9.00-5.00pm as the bus is available before 5.00	Discussions made with vice-principal and hod's and decision taken to leave the girl students who are coming from nearer villages at 4.40pm in the last hour so that they can catch the bus to go home in time.	The entire problem got resolved in three working days
2019-2020	Problem raised by B.sc students who are having labs at the time of last hours 4-5pm as the students are not attending the labs in last hours especially in Saturdays	discussions made with subject faculty and time table in charge and necessary changes have made to implement labs at 8th hour also to improve the efficiency and regular attendance maintenance. also decided to provide lab classes in Sunday or holidays to slow learners who are interested to come and learn at the time of semester	The entire problem got resolved in four working days



MAINTAINENCE	ISSUE RAISED	ACTION TAKEN	RESOLVED TIME FRAME
2017-2018	Medical Kit for Girl's common room	Discussions made and arranged a separate medical kit which contains Meftal spas, move spray and Candid B Ointment with some cotton and other tablets for common cold, fever, body pains etc.	Suggestions taken from the lady doctor in the college and arrangements made within 2days
2017-2018	Complaint arise that students are facing issues while exchanging class for projector room and the class timings are going hard to exchange attend and follow up the class	Discussions made with the students as well as management and arranged the substitute class for B.sc students with projector with the concern of computer department HOD.	The entire problem got resolved in one week
2018-2019	Request to provide first aid box to the department so that students who are facing the issues of back pain and gastric can get an immediate help before they rush to home or doctor	Discussions made with the students and arranged the first aid kit for every department which contains a set of tablets for gastric, motions, fever and body pains.	Entire process to resolve the problem took 3 working days.
2018-2019	complaint arise by the gents staff room members regarding the problem they are facing to post attendance as the system allotted for the room is not working properly.	The discussions made with the maintenance in charge and asked to replace the system in the gents staff room	the problem get resolved within three working days
2020-2021	Request has made by some of the faculty to provide one week time to set the mechanism to take the classes as they are facing much network issues and many of the faculty have small children and toddlers at home to assign their	Discussions made with principal, vice- principal and all departmental heads through zoom meeting and decided to provide one week time to those faculty who are having these issues. and asked them to take at least a couple of classes in this mean time.	the entire process got resolved in 3working days


  
 R. K. Vishram



	work and adjust the timings to take continuous online classes in an effective manner		
<b>2021-2022</b>	Complaint raised against working of fans and lights in the final B.sc classroom and students are facing lot of trouble .	Discussions made and asked the office in charge to provide electrician to solve the problem as soon as possible	the problem got solved in ten working days as the people are setting down from pandemic in recent times only
<b>2021-2022</b>	Request raised to place a notice board in the Pg Chemistry classroom so that students have proper communication and information about the events going on in the campus and also the examination schedules and important dates to get displayed	Discussions made with maintenance in charge and brought a new notice board to place in the pg chemistry classroom	the problem got resolved within ten working days
<b>2021-2022</b>	Complaint raised by the department of commerce regarding printer which is not working properly and the work completion is getting delayed	Discussions made and the printer got replaced in the department	the problem got resolved in five working days

*Dr. R. G. Kulkarni*

Bhimavaram  
12-02-2018.

To  
The Principal,  
B V Raju College  
Vishnupur.

Subject: Complaint against Harassment by

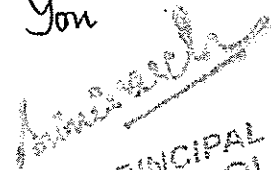
Respected Sir,

This is P. Kanchara of I MPCS (A) requesting you to take action on Vamsi.A of III MPCS (A) as he has been harassing me on a daily basis for a week now. He used to talk from afar, but now he knows my routine route of going to & from college to my house. So he stays on road & follows me.

Yesterday, he forcibly stopped me at a silent area in the route. There he harshly said me to become his girlfriend. He also threatened me that if I refuse he will commit suicide. So please take action upon him as soon as possible & punish him for what he deserves. I will be grateful to You

Thanking You

P. Madhu

  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

Yours Sincerely,

P. Kanchara  
I MPCS



Bhimavaram,  
16-02-2018.

To  
The principal  
B. V. Raju, College,  
Vishnupur,  
Bhimavaram.

sub: Apology letter.

Respected sir,

This is Vamsi. A of III MPCS feeling ashamed of my behaviour in college premises. Apologising you for my actions and giving you my word that I will remember my limits and will control myself. I won't repeat this again. I will concentrate on my studies with good behaviour in upcoming

Forgive me for this time

Thanking you.

P. Madhu

Yours sincerely,

Vamsi

PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

WOMEN'S CELL MINUTES

DATE : 17/8/2018

ISSUE : Sexual Harassment

NAME OF THE STUDENT : MD. Nazreen

CLASS : B.com

YEAR : I

Women's Cell B.V.Raju college has received a sexual harassment complaint against the student named M.NANDA SAI SRIRAM From the year III of course B.com Which has been received by the women faculty and bring to the notice of women's cell to solve the issue. The members of the cell has made a meeting with both the girl and boy students against whom the complaint has received individually. Had a deep conversations and a long enquire on the behavior, and conduct of particular student from the mentors of the class as well as from the Hod of that particular department. The boy student have irregular and an unsatisfactory feedback from the corners of the enquiry. The issue have been forwarded to the management to take the necessary action. The management asked both the students to bring their parents and had a counseling meet where the boy student got punished with T.C and ordered to ask apology for his mischievous behavior towards her. The girl parents had been promised for further safety and security towards their daughter in her remaining years of education in the midst. The girl thanked the members of the women's cell and the management for their proper and quick response towards her complaint.

P. Madhu

J. Padmavathi

P.S. Supt

G. E. Arif  
IQAC





Bhimavaram  
Date:- 15/8/2018

Call Nanda Sai  
and Counsel  
hw

PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

To  
The Principal.  
B.V. Raju college.  
Vishnupur  
Bhimavaram.

Respected sir,

I (MD. Nazreen of I<sup>st</sup> Bcom)

I would like to file a complaint on M. Nanda Sai  
SRIPam from III<sup>rd</sup> Bcom. He has sexually harassed me with  
his behaviour which made me uncomfortable. So, I Request  
The Womens grievance cell and the management to take  
necessary and immediate action towards him. I strictly object  
his behaviour in all means.

Thanking You sir,

Forwarded to principal sir,  
p. Madhu

DSW

ICAC  
ICAC

Yours obediently

MD Nazreen.

I<sup>st</sup> Bcom.

Vishnupur,  
17/08/2018.

Send him out  
hw

PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

To,  
The Principal,  
B.V. Raju College,  
Bhimavaram.

I M. Nandha Sai Sriram of  
3rd B.com writing this letter to accepting  
my mistake. I apologize (MD Nazeen of  
1st B.com) for my mischievous behavior (~~to~~)  
towards her and I will never repeat any  
kind of negative action towards her from now  
I am ready to accept any kind of punishment  
taken by the management and I am solely  
responsible for this decision.

Thanking you sir,

M.S.

Yours obediently,  
M. Nandha Sai Sriram,  
3rd B.com



Bhimavaram,  
17/03/2020.

To  
The principal  
B.V Raju College  
Vishnupur

Sub:- Requesting you to take action  
Respected sir,

I B. Madhuri of II MELS(B) is worried as  
of Rajesh, III MELS(B) is teasing me which is very  
uncomfortable & I am unable to concentrate in  
class & feeling very humiliated so I request  
you to take action on him

Thanking you

P. Madhu

Yours faithfully,  
B. Madhuri.  
II MELS(B).

*Anirudh*  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM

To

The principal  
B.V. Raju, college,  
Vishnupur,  
Bhimavaram.

Sub: Ragging Case

Respected Sir,

I am a student of class III Mecs(B) having a roll num 18311710323. My name is CH. Rajesh. I deeply apologise for the ragging case complaint lodged against me by

I Regret my actions profoundly. My intention was not to hurt anyone. The spur of the moment this mistake was made.

I promise you that I will not repeat it ever again in the future. I would appreciate it if you do not suspend or expel me from college.

Thanking you for your valuable time.

your obediently,

CH. Rajesh,  
III Mecs(B).

P. Madhu

*Principals*  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM 534 202

B.V.RAJU COLLEGE  
VISHNUPUR, BHIMAVARAM  
WOMEN'S GRIEVANCE CELL

The women's grievance cell members have coordinately organized a counselling session for Y.Manikanta, III B.sc in the view of having long conversations with girl students in the class and for gathering girls numbers from the class watsapp group unofficially. The girl students of final MPC raised a complaint against him as the chatting time and issues are not going in a right manner. The faculty counseled him in the Principal chamber along with Vice- Principal and D.Ravi Kumar, HOD, Department of Chemistry, and other few classmates who aware about his actions. The student got warned strictly to take necessary action on him and made him write an apology letter for his actions. HOD also advised to make continuous monitoring of class groups and made it more secure in all possible ways.

*P. Madhu*

  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202



6-4-2021

TO

The women's grievance cell,

B.V. Raju college,

vishnupur,

Bhimavaram.

sub: complaint about y. Manikanta.

Respected Madam

We girls of final MPC has facing an issue regarding our classmate y. manikant who is doing unnecessary chats through whatsapp by taking ~~numbers~~ girls numbers from class group.

We request you take necessary action and the same is informed to our HOD sir today in the morning.


Thanking you,

Yours obediently,

III MPC

Girls.

P. Madhu

  
PRINCIPAL  
B.V. RAJU COLLEGE  
vishnupur, BHIMAVARAM-534 202

Bhimavaram,

8/4/2021.

To  
The Principal,  
B.V. Raju college,  
Vishnupur,  
Bhimavaram.

sub :- Request to forgive.

Respected sir,

I (Y. Manikanta of III MTC) studying in our college. I made chatting with my class girls in odd times by taking their number without their permission. I did not thought it in any negative manner and i really ask sorry for my actions. I promise you that i wont create any disciplinary issues and if so you can Punis me for that and I am only responsible for those actions taken on me. Kindly forgive me and allow me to attend the classes regularly

Thanking you,

Yours obediently

Y. Manikanta

III MTC.

P. Madhu



PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202



complaint letter

Bhimavar  
18/12/18

TO  
The principal Sir,  
BVRICE,  
Vishnupur,

Respected Sir,

I am student of BVRICE. I belongs to  
II<sup>nd</sup> MECs (BSc). My name is G. Japadeesh. We are comfortable  
and enjoying our classes. But from the last week we  
feeling uncomfortable during the break time and  
even the hours, due to the misbehaviour of  
we solve this problem as soon as possible.

Thanking you,

Neel R. S. Bhandari  
II<sup>nd</sup> MECs  
Complaint



yours obediently  
II<sup>nd</sup> MECs - L.R.  
class students



Circular

23

All the staff members and Co-ordinators are requested to attend a meeting in principal chamber, regarding a Complaint / Issue raised by students at 3PM on 19/12/18 without fail.

Principal  
PRINCIPAL

Agenda of the meeting:

- ① Discuss about the problem - unrest in JHELI class room - girls - due to misbehaviour of Co mob student.
- ② Solution for the Issue.
- ③ Action taken against the complaint.

Sign of the members:

B. KIRAN - B. Kiran  
KSP Varma - [Signature]  
B. Nageswari - B. Nageswari  
Dr K. Brahma Rao - [Signature]  
D.S. priyadarsini - [Signature]



### Action taken / Resolutions against the Complaint / Issue.

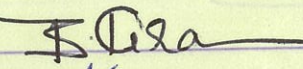

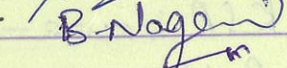
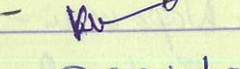
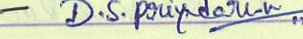
Principal Sir ordered to form a Committee with staff and students and if the Complaint is genuine, call the parents of the student and counsel him. This work is assigned to Sri P. Lawe Rao, HOD, Computer Science in 2 days.

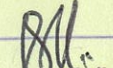
NOTE: Sri P. Lawe Rao confirmed that the complaint is genuine and called his parents for counselling. His father came and assured along with the student that it will not be repeated. He was suspended from attending classes for a week.

### Time taken to Resolve the Issue:

The entire process upto suspension of student took 7 days.

### Sign of the members attended.

B. KIRAN -   
 K.S.P. Varma -   
 B. Naganani -   
 Dr. K. Brahma Rao -   
 D.S. Priyadarshini - 

He did not repeat, his parents supported well during counselling and hope he will settle well in his life. 



Complaint letter.

Bhimavaram,  
28-06-2019.

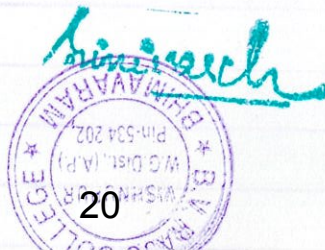
To  
The principle sir,  
BVRICE,  
Nishnupur,

Respected sir,

This is to bring to your kind  
notice regarding P. Padmanjali studying IMPC'S (B).  
during the lunch break the seniors ragging  
the new students. They says to sing songs.  
After sir living the class <sup>senior</sup> students  
teasing our class students. This is happening  
from past 3 days. Please take action  
immediately.

Thanking you sir.

Yours's obediently  
IMPC'S (B),  
P. Padmanjali.





CIRCULAR

All the Gc members and co-ordinators are requested to attend a meeting in principal Chamber, regarding a Complaint / Issue raised by students at 4PM on 28/6/19.

*Principal*  
PRINCIPAL

Agenda of the meeting

1. Discuss about the problem: Ragging during the lunch break
2. Solution for the issue.
3. Action taken against the Complaint.

Sign of the members:

B. KIRAN - *B. Kiran*  
 KSP Varma - *KSP Varma*  
 B. Naganani - *B. Naganani*  
 Dr K. Brahma Rao - *Dr K. Brahma Rao*  
 D.S. Priyadarsini - *D.S. Priyadarsini*



### Action taken/Resolutions against the Complaint/Issue:

The discussions were made in the meeting and decided to have lunch break duties to final year CR and LR along with one mentor for each floor to maintain discipline and proper functioning of Senior-Junior Communication process. The issue raised students were counselled on behalf of principal and vice-principal and warned not to repeat the issue as discipline is the most prior factor of our college.


Note: The class mentor Y. Kiran Kumar Confessed the Complaint as genuine and counselled the students for 1 hour.

### Time taken to Resolve the Issue:

The entire process of Enquiry and Counselling session took place upto 2 days.

B.V.RAJU COLLEGE  
VISHNUPUR, BHIMAVARAM  
WOMEN'S GRIEVANCE CELL  
MINUTES

The women's grievance cell has received and accepted the request raised by the students of I Mscs regarding the irregularity of class work due to health issue. The student came to express her discomfort to sit in the class for long hours as she's suffering with irregular periods from past six months. A proper enquiry was done by the coordinator by communicating with the student's mother and suggested them to go to the gynaecologist DR.PRATYUSHA, GYNECLOGIST, NVR HOSPITALS, BHIMAVARAM. For the immediate relief she's sended to the lady doctor in the college premises and had a first aid treatment as she's feeling sick and severe abdomen and back pain. The student was safely handed over to their parents and the follow up of her health record is done continuously for three months .Doctor's suggested her to improve the haemoglobin content and proper diet intake.





Bhimavaram,  
15/11/2017.

To  
The principal,  
B. V. Raju College,  
Vishnupur,  
Bhimavaram.

Respected Sir,

I am P. Bhanusri of 1/3 MSc  
studying in our college. I am irregular to classes  
because of health issues very personal to tell so  
please give me permission for one week to attend classes  
regularly.

Yours obediently,  
P. Bhanusri.

  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-531202

Bhimavaram,  
16/11/2017.

To  
The Coordinator,  
Women Grievance Cell,  
B.V. Raju College,  
Bhimavaram.

Respected Madam,

I am P. Bhanusri of I MScs  
studying in our college. I am irregular to classes  
because of my personal health issue (irregular periods).  
So I am unable to sit long hours in the  
classroom. So I request you to solve this problem  
at least by suggesting solution if you know any good  
doctor (lady) within Bhimavaram.

Thanking you Madam.

P. Madhu -

Yours obediently,

P. Bhanusri

I MScs

  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

## Complaint letter

Bhimavaram,

9-07-2017.

To  
The principal,  
B.V. Rice college,  
Vishnupur.

Respected sir,

I am a student of B.V. Rice. I belongs to MPCs-A.

my name is ch. Sai Sudhu. Sir, I am from a village which is 20km from

Bhimavaram, our college timings are 9:00 to 5:00 which is causing a  
problem in the evening the buses are not in time it is a problem for  
us girl students due to late it is a problem for all students. But

I am mentioning the problem. So please give permission for us to go home



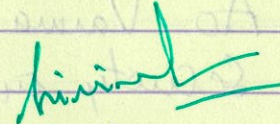
Circular

9

BVRM

10-07-2017.


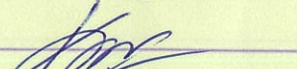
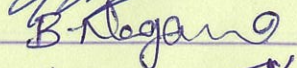
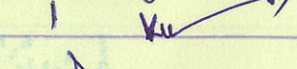

All the GC members and Co-ordinators are requested to attend A meeting in principal chamber, regarding a Complaint/ Issue raised by students. at 3 pm on 11-07-2017.

  
PRINCIPAL.

Agenda of the meeting.

- ① DISCUSS about the problem - students from nearby villages facing problem due to 9 to 5 timings.
- ② Solution for the Issue
- ③ Action/ Resolution against the Complaint/ Issue.

Sign. of the members.

B. KIRAN       
KSP Varma       
B. Nagarani       
Dr. K. Brahma Rao       
D. S. Prayadarsini     



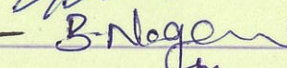

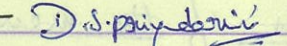


### Resolutions taken against the Complaint:

As the issue is genuine and girls (day scholars) are unable to catch the buses at Bhimavaram bus stand in time, Principal Sir suggested to permit non-local girl students to leave the college from 4:40 PM. Respective HODs are authorized to sign student letters and Ao Varma ji will inform the same to security recharge for smooth solution.

Time taken to resolve the issue: The problem/issue solved in three days. (9th to 12th July).

### Sign of the members attended:

B. KIRAN -   
 K. S. Varma -   
 B. Naganair -   
 Dr. K. Raghava Rao -   
 D. S. Priyadarshini - 

*hinnich*



To

The principal  
B.V. Raju college,  
Vishnupur,  
Bhimavaram.

Sub: Dispute between Lady Representative and last bench girls -  
Regarding.

Respected sir,

I sowjanya of 1<sup>st</sup> MPC feeling very  
ashamed to bring this to your notice that in our  
class a dispute has been raised between lady representative  
and last bench girls regarding seatings and benches  
exchange. we request you to please solve our issue  
and also provide an extra bench in our class as our  
strength is high and benches are not sufficient.

Hope you may accept and consider our request.

Thanking you,

P. Madhu

yours faithfully,  
Sowjanya

*Sowjanya*  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

To  
The Principal,  
B.V. Raju College,  
Vishnupur,  
Bhimavaram.

Sub: Apology Letter of my behaviour.

Respected Sir,

I Kavya Sai of I MPC. I am

Very sorry. I am ashamed. I now understand that the impact of my actions and communications created an uncomfortable environment. At every stage I have sought to uplift my classmates and cultivate a culture of respect. In this objective, I have failed. I have nothing but the deepest respect for the bravery of the women who have spoken out, trying to create an environment in which they can thrive and reach their fullest potential.

Sincerely,  
I Kavya Sai.

P. Madhu

*Principals*  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202



## Complaint letter

Bhimavaram,

9-07-2017.

To  
The principal,  
B.V. Rice college,  
Vishnupur.

Respected Sir,

I am a student of B.V. Rice. I belongs to MPCs-A.

My name is Ch. Sai Srujan. Sir, I am from a village which is 20km from  
Bhimavaram, our college timings are 9:00 to 5:00 which is causing a  
problem in the evening the buses are not in time it is a problem for  
us girl students due to late it is a problem for all students. But  
I am mentioning the problem. So please give permission for us to go home  
early.

Thanking you sir

Yours faithfully  
Ch. Sai Srujan  
II MPCs

Ch. Sai Srujan



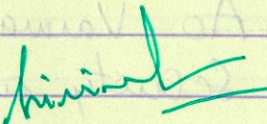
Circular

9

BVRM

10-07-2017.

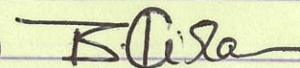
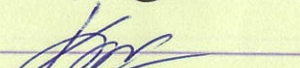
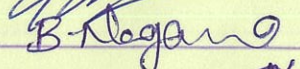
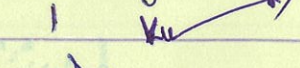

All the GC members and Co-ordinators are requested to attend A meeting in principal chambers, regarding a Complaint/ Issue raised by students. at 3 pm on 11-07-2017.

  
PRINCIPAL.

Agenda of the meeting.

- ① DISCUSS about the problem - students from nearby villages facing problem due to 9 to 5 timings.
- ② Solution for the Issue
- ③ Action/Resolution against the Complaint/Issue.

Sign. of the members.

B. KIRAN   
KSP Varma   
B. Naganani   
Dr K. Brahma Rao   
D.S. priyadarshini 



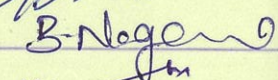

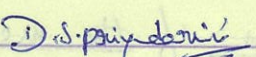


### Resolutions taken against the Complaint:

As the issue is genuine and girls (day scholars) are unable to catch the buses at Bhimavaram bus stand in time, Principal Sir suggested to permit non-local girl students to leave the college from 4:40 PM. Respective HoDs are authorized to sign student letters and Ao Varma gave will inform the same to security incharge for smooth solution.

Time taken to resolve the issue: The problem/issue solved in three days. (9th to 12th July).

### Sign of the members attended:

B. KIRAN -   
 K. S. Varma -   
 B. Naganair -   
 Dr. K. Raghava Rao -   
 D. S. Priyadarshini - 

*hinnich*



Bhimavaram,  
8/8/2017.

To  
Principal sir  
BV Raju College,  
Vishnupur, Bhimavaram, AP.

Sub: Requesting for medical kit in girls room -  
Respected sir, Regarding.

I am Tejaswini bearing regd no: 17311710108

I am sincerely request you to provide a medical kit for girls in girls room with the availability of some painkillers like mefadol spain and some other periods <sup>Pain</sup> controlling painkillers. It will be very helpful for us if you consider our request.

Thanking you.

Sir: Hope you may accept our request.

p. Madhu

Yours Sincerely,

M. Tejaswini

  
PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202



Complaint / Issue  
Complaint Letter

Bhimavaram

Principal  
Rice College  
Bhimavaram

Respected sir,

We are the students from I Msc. Our classes are going well. But from few days <sup>onwards</sup> our class projector is not working well. Due to some technical issues, the classes are going slow. We are unable to understand the classes. So please kindly provide the new projector for our classes, so that we can thoroughly understand classes well and we can complete our syllabus within time. We kindly request you to provide the new projector to our classroom, so that we can understand our classes very well.

Thanking you sir

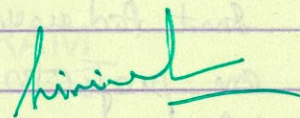


Yours sincerely  
A. Swetha  
K. Sai Teja  
M. V. Alekhya  
V. B. Vanaja

Circular

06/01/2018.

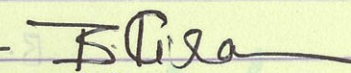

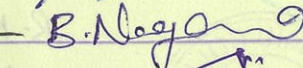
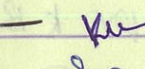

All the GC members and Coordinator are requested to attend a meeting in principal chamber, regarding a Complaint / Issue raised by students at 4 PM on 06/01/2018 with out fail.

  
PRINCIPAL

Agenda of the meeting.

- ① Discuss about the problem — Msc (p) students facing problems due to faulty projector in classroom.
- ② Solution for the issue.
- ③ Action taken against the complaint.

Sign of the members.

B. KIRAN —   
KSP Varma —   
B. Naganmai —   
Dr. K. Brahma Rao —   
D. S. Priyadarsini — 



Action taken / Resolutions against the Complaint/Issue.

- ① Issue raised by the students is rectified with computer lab Asst and he informed a minor problem in the projector and screen.
- ② As the repair takes place one month time (approx), principal Sir advised Sri Rama Rao, camp HOD and Smt Padmavathy madam, HOD PG Chemistry to substitute one projector for Bsc class rooms.
- ③ Repair work will be followed up by Sri Mohan Varma Camp Lab Asst.

Time taken to resolve the issue:

problem solved by 9<sup>th</sup> Jan. It took 6 days to solve the problem (4<sup>th</sup> Complaint received and 9<sup>th</sup> issue closed).

Sign of the members attended.

*Amirach*



B. KIRAN - *[Signature]*

KSP Varma - *[Signature]*

B. Nopamani - *[Signature]*

Dr K Brahma Rao - *[Signature]*

D.S. priyadarsini - *[Signature]*



Bhimavaram  
5/9/2018

To,  
The Principal,  
B.V. Raju College,  
Vishnupur,

Respected Sir,

I am the student from I MScs. Our classes are going well. But the problems we are facing like back pain, gas trouble, etc. For that we are not getting proper tablets in the first aid box. So please provide all the tablets in the first aid box and solve the problem of students. So we kindly request you to provide the new first aid box.

Thanking you sir,

(I) (Stat)

R



Yours sincerely,  
R. Kopa Naidu



All the Gc members and Coordinators are requested to attend A meeting in principal Chamber, regarding a Complaint / Issue raised by students on 6/9/2018 at 11 am with out fail

*[Signature]*  
PRINCIPAL

Agenda of the meeting.

- ① Discuss about the problem - non availability of required medicine in first aid box.
- ② solution for the Issue.
- ③ Action taken against the complaint

Sign of the members

BRIRAO - *[Signature]*  
 KSP Varma - *[Signature]*  
 B. Naganani - *[Signature]*  
 Dr K. Bachwa Rao - *[Signature]*  
 D. S. Priyadarsini - *[Signature]*





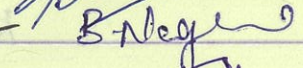
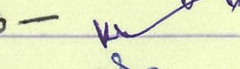

Action taken / Resolutions against the Complaint / Issue

Principal is advised to Varma gave to take information of medicines from other colleges in Campus and update our first Aid kit. Also advised to give priority to girl students requirements both in first Aid as well as in Restrooms. Ato Varma gave assured that All this work will be completed in a couple of days with the help of padmarathy madam, HOD, Chemistry.

Time taken to Resolve the issue.

Total time taken from complaint received to Action taken is 4 days. (19/18 to 23/18)

Sign of the members attended:

B. KIRAN —   
 KSP Varma —   
 B. Nageswari —   
 Dr K. Brahma Rao —   
 D. S. Priyadarshini — 



## STAFF Complaint

Vishnupur,  
11-7-18

To  
The Principal,  
B.V. Raju college,  
vishnupur.

IGAC  
A/  
12/7/18

Sir,

sub: Computer system Maintenance -reg.

This is for your consideration that the Computer system allotted to gents staff room is not working properly for many months. So, we faculty in gents staff room are facing trouble in posting the attendance and other academic works related to the system.

Hence we request you to give necessary directions for its maintenance / replacement to the concerned.

Thanking you sir,

yours faithfully

1) D.V.S.S.R. PRASAD

2. 

3. K. William King

4) M. Siva (M&S)

5) K. Ravi

6) E. Ashok Kumar

7) Ch. Satyanarayana

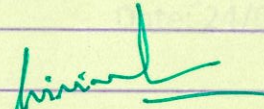
8. P. Chandu Choudhary



CIRCULAR

27


All the staff (ai) members and co-ordinators are requested to attend a meeting in principal chamber regarding a grievance raised by Gen's staff at 4PM on 13/7/18 without fail.

  
PRINCIPAL.

Agenda of the meeting.

- ① Discuss about the problem - computers and other facilities in Gen's staff room
- ② Solution for the issue.
- ③ Action taken plan.

Signature of the staff attended.

B. Kilar —   
Ksp Varma —  
L. Nopamai —  
Dr K. Bv. Bheemala —  
Ds. priyadashini —





Your Sincerely,  
 M. V. K. D. Barga,  
 D. S. Prityadarshan,  
 P. Srinala Deepthi,  
 Y. Kiran Kumar.

Thanking you sir,

We the faculty of BURC  
 have facing network issues in order to have  
 continuous class during online sessions. So it is  
 our humble request to provide one week time  
 to arrange the devices and set the proper  
 mechanism to take online class without any  
 interruption as we are from several living areas  
 when proper internet connection will be slow  
 and will effect easily by little climate changes  
 to.

Respected sir,

Bhimavaram,  
 Vishnupur,  
 B. V. Raja college,  
 The principal,

To  
 Bhimavaram,

Complaint/Issue

45



CIRCULAR

47

All the GC members and Co-ordinators are requested to attend a meeting in principal chamber, regarding a Complaint/Issue raised by students at 4 PM on

Principal  
PRINCIPAL.

Agenda of the meeting.

- ① Discuss about the problem: Faculty request to give 1 week time for online classes.
- ② Solution for the issue
- ③ Action taken report.

Sign of the members-

B. KIRAN - B. Kiran  
KSP Varma - KSP Varma  
B. Nageswari - B. Nageswari  
Dr K. Brahma Rao - K. Brahma Rao  
D. S. Priyadarshini - D. S. Priyadarshini



### Resolutions taken against the complaint issue

The problem discussed with the principal and all HOD's and they are suggested to take ~~to~~ time to arranging their facilities.

### Time taken to resolve the Issue:

The management gave 4 week time to all faculty to arrange the devices and set up mechanism to take online classes.



## CIRCULAR

All the Grievance cell coordinators are requested to attend a meeting in Room. No: 208, regarding a complaint raised by students at 4pm on 07/07/2021 without fail.

Principal

PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-50.

### Agenda of the meeting:

1. Discuss about the problem-IIIMPC students facing problem of fans and light in their classroom.
2. Solution for the issue.
3. Action taken against the complaint.

### Sign of the members:

B.Kiran

K.S.P.Varma

V.Bhaskara Murthy

All HOD's

D.S.priyadarshi  
Convener



# Complaint Letter

Bhimavaram,  
6/7/2021

To  
The Principal Sir,  
BVRaju College,  
Vishnupur, Bhimavaram.

Respected Sir,

I am student of BVRC. I belongs to  
III<sup>rd</sup> MPCB. (BSc). My name is M. Divya. We are very  
comfortable and enjoying our classes. But we are  
uncomfortable with fans and light, because they are  
not working properly in our classroom (R.no 305). While  
teaching classes it is very difficult to visible on  
the board. So please kindly solve this problem as  
soon as possible.

Thanking you,

~~Signature~~



Yours Obediently  
III<sup>rd</sup> MPCB. L.R.  
Class Students.



### **Action taken/Resolutions against the complaint/Issue:**

The problem is discussed with class mentor and administrative officer and maintenance in charge. They promised to replaced damaged LED bulbs and also repair fans in Room. No 305.

### **Time taken to resolve the Issue:**

Complete process of complaint discussed and repair work took time of 10 days.

### **Sign of the members:**

D.S.priyadarsini  
Convener

B.Kiran



K.S.P.Varma



V.Bhaskara Murthy



All HOD's





## CIRCULAR

All the Grievance cell coordinators are requested to attend a meeting in Room. No: 208, regarding a complaint raised by students at 4pm on 24/08/2021 without fail.

**Principal**

PRINCIPAL  
B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

### Agenda of the meeting:

1. Discuss about the problem- IM.Sc students facing problem of notice board in their classroom.
2. Solution for the issue.
3. Action taken against the complaint.

### Sign of the members:

B.Kiran

K.S.P.Varma

V.Bhaskara Murthy

All HOD's

D. S. priya darshini  
Convener



# Complaint letter

Bhimavaram,  
Dt: 19/08/2021.

To

The pounicipal sir,  
Bv. Raju college,  
Vishnupur, Bhimavaram.

Respected sir,

I am student of BVRC. I belong to I Msc Analytical chemistry. My name is S. Iswarya. We are very comfortable and enjoying our classes. But our class room doesn't have any notice board to display the events or information. Our class R.no is 234. So please kindly solve this problem as soon as possible.

Thanking you,

yours obediently,

S. Iswarya

Ist Msc Analytical  
chemistry.

~~BY~~





### Action taken/Resolutions against the complaint/Issue:

The problem is discussed with class mentor and administrative officer and maintenance in charge. They promised to arrange the notice board in Room. No 234.

### Time taken to resolve the Issue:


Complete process of complaint discussed and arranged notice board facility within 10 days.

### Sign of the members:

B.Kiran



K.S.P.Varma



V.Bhaskara Murthy



All HOD's



D.S.priyadarshi  
Convener





## CIRCULAR

All the Grievance cell coordinators are requested to attend a meeting in Room.No: 208, regarding a issue raised by Department of Commerce at 4pm on 09/09/2021 without fail.



**Principal**

PRINCIPAL

B.V. RAJU COLLEGE  
Vishnupur, BHIMAVARAM-534 202

### Agenda of the meeting:

1. Discuss about the problem- Issue raised by the department of commerce regarding poor internet facility and printer functioning from past one week.
2. Solution for the issue.
3. Action taken against the complaint.

  
**Convener**

### Sign of the members:

B.Kiran



K.S.P.Varma



V.Bhaskara Murthy



All HOD's





Bhimavaram,  
6/09/2021.

To

The Principal,  
B.V. Raju College,  
Vishnupur,  
Bhimavaram.

Sub: Request to replace new printer in department

Respected Sir,

We department of Commerce  
facing a issue with working of internet and poor  
working of printer from last week. Due to this  
problem our department works are being late a bit.  
So I (D. Salyanarayana), HOD, Department of Commerce,  
request you to followup the poor connectivity of  
internet and replace our existing Printer with  
new one.

Thanking you Sir,

Yours sincerely,

D. Salyanarayana

~~BA~~





### Action taken/Resolutions against the complaint/Issue:

Discussions made with HOD, department of commerce , technical staff and AO to resolve the problem as early as possible due to high demand of technicians and time required to change the wiring connections in the department.

### Time taken to resolve the Issue:

The complete process of complaint discussion and work done through technicians took 10days and replacement of new printer took another 5 days.

### Sign of the members:

B.Kiran



K.S.P.Varma



V.Bhaskara Murthy



All HOD's



D. S. Pradyumn  
Convener