

# Student Grievance Redressal Committee (SGRC)

The Grievance Redressal cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the institution and in particular those made by students. The cell ensures effective solution to the grievances using a fair approach. The Grievance Redressal cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the college. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

## Objectives

- To develop an organizational framework to resolve grievances of the students and other stakeholders.
- To ensure effective solution to the stakeholders grievances with an impartial and fair approach
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.

## Functions and Responsibilities

1. **Addressing Complaints:** The GRC is responsible for receiving and addressing complaints from students, faculty, and staff. These complaints can be related to academic matters, financial issues, administrative problems, or any other grievances.
2. **Fair and Transparent Process:** Ensuring a fair and transparent process for handling grievances, including proper documentation and timely responses.
3. **Resolution of Grievances:** Striving to resolve grievances in a just and fair manner. This includes investigating the complaints, holding hearings if necessary, and making recommendations or decisions.
4. **Monitoring and Reporting:** Keeping track of grievances and their resolutions and reporting to the higher authorities like the institution's governing body and the UGC.

## Procedure for Filing a Grievance

1. **Submission:** A written complaint can be submitted by the aggrieved party to the GRC. Or Aggrieved party can submit the complaint via online redressal mechanism as enclosed in the attachment.

2. **Acknowledgment:** The GRC acknowledges receipt of the complaint and informs the complainant about the process and timeline.
3. **Investigation:** The GRC investigates the complaint, which may involve gathering information from relevant parties and conducting hearings.
4. **Resolution:** Based on the investigation, the GRC arrives at a decision and communicates it to the complainant. If the grievance is found to be genuine, appropriate actions are taken to redress it.
5. **Appeal:** If the complainant is not satisfied with the decision, they can appeal to a higher authority within the institution or to the UGC.

### Importance of GRC

1. **Ensuring Justice:** It ensures that grievances are heard and resolved in a timely and fair manner.
2. **Promoting Transparency:** Promotes transparency and accountability within the institution.
3. **Improving Institutional Environment:** Helps in improving the overall environment of the institution by addressing and resolving issues that may hinder the academic and administrative functioning.
4. **Compliance with UGC Guidelines:** Ensures that the institution complies with UGC regulations regarding grievance redressal.

S. No	Name	Designation	Role
1	Dr. T. Sunitha 9884408557	HoD/AI & DS	Chairperson
2	Ms. N. Anitha	Assistant Professor	Member
3	Ms. J. Assis Nivetha	Assistant Professor	Member
4	Ms. Subha Darathy	Assistant Professor	Member
5	Dr. J. A. Jose Ezhil	Assistant Professor	Member
6	Ms. D. Ebi	III CSE, Student	Special Invitee

### Ombudsman

Name	Designation	Contact
Dr. Hosimin Thilagar S	Professor, Dept. of EEE ANNA University Chennai 600 025	9444372244 shthilagar@annauniv.com

[Online Portal to register Grievance](#)