

## Functions of the Committee

The function of the cell is to look into the complaints lodged by any student/ staff and judge its merit. The grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the committee members of Grievance Redressal Cell in person.

In case the person is unwilling to appear in person, grievances may be dropped in writing in the complaints / suggestion box on ground floor Entrance Lobby, or send the Grievance via the Online Form available in the Quick link on the web site.

Grievance is any type of problem, concern, dispute or complaint or suggestion(s) related to academics, amenities and services, administration or the environment, in the college premises. We work on principles including confidentiality, impartiality, sensitivity and timely and appropriate action.

- The cases will be attended promptly on receipt of grievances from students / staff / parents.
- The cell will review all the cases and will act accordingly as per the management policy.
- The cases resolved will be informed to the grievant within stipulated time frame.
- The cell will give a report to the authorities about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

## Roles and Responsibilities

A Grievance Redressal Committee's responsibilities include:

- **Addressing grievances:** A Grievance Redressal Committee considers grievances submitted by students / faculties/ staff or parents and looks into the merit of the complaint.
- **Providing a resolution:** A Grievance Redressal Committee works to resolve grievances and provide a way for people to have their complaints addressed.
- **Encouraging open communication:** A Grievance Redressal Committee encourages people to express their concerns without fear of retaliation or victimization.
- **Promoting respect:** A Grievance Redressal Committee advises people to respect the rights and dignity of others.

- **Maintaining a harmonious environment:** A Grievance Redressal Committee works to maintain a harmonious environment by promoting positive relationships between students, staff and other stakeholders.
- **Providing access to benefits:** A Grievance Redressal Committee can help people understand their rights to access benefits due to them under the policies.

### **Role of the Co-ordinator / Convenor :**

- To ascertain the facts and try to redress the grievance within a reasonable time period, preferably within a week of the receipt of the complaint. If the Grievant is not satisfied with the verdict or solution of the complaint by the Programme Co-ordinator then the case shall be placed before the Principal of the College. If necessary the Principal may refer the case to the Ombuds person appointed by the University.
- To organize Awareness programs on Grievance Redressal.
- To organize a meeting of the cell in every semester as well as when a grievance is received.
- To ensure timely redressal.
- To communicate the resolved issue to the complainant in writing.

### **Role of the Faculty members:**

- To enlighten the students on their duties and responsibilities to access benefits due to under the policies.
- To ensure that all class in charge in the class committee meetings speak about the functions of the Grievance Redressal Cell and how the students can access benefit through it.
- To establish structured interactions with students to elicit information on their expectations.
- To help in organizing Events conducted by the committee.

### **Role of the Student members of the Committee:**

- The Student members play an important role in the Committee meetings as representatives of Students so that there is a transparency in the working of the committee and decisions taken.

- They also help in organizing Events conducted by the Cell.

### Establishment of Online Grievance Redressal Committee

The committee for the Online Grievance Redressal is established and the details are given below.

S.No	Committee Type	Appointment order Reference Number	Date of Appointment	Name of the Committee Member	Profession	Associated with	Mobile Number	Email Address
1	Online Grievance Redressal	MAT/AMACE/OGRM/001/2024	25/09/2024	Mr. SURESH C.	Assistant Professor	Association with Anna University	9600967325	sureshmca1971@gmail.com
2	Online Grievance Redressal	MAT/AMACE/OGRM/001/2022	12/06/2022	Mr. MURUGAN CP.	Assistant Professor	Association with Anna University	9884819368	cpmurugan.amace@gmail.com
3	Online Grievance Redressal	MAT/AMACE/OGRM/001/2012	22/07/2012	Mr. DINESHKUMAR C.	Assistant Professor	Association with Anna University	9962382821	dinakumareee@yahoo.com
4	Online Grievance Redressal	MAT/AMACE/OGRM/002/2022	13/11/2022	Mr. DAKSHINAMURTHY D.	Assistant Professor	Association with Anna University	9445145106	Dakshinamurthy980@gmail.com
5	Online Grievance Redressal	MAT/AMACE/OGRM/001/2001	04/06/2001	Mr. UMAPATHY V.	Assistant Professor	Association with Anna University	9677492715	vumapathy76@gmail.com
6	Online Grievance Redressal	MAT/AMACE/OGRM/001/2017	02/06/2017	Ms. CHINTHAMANI S.	Assistant Professor	Association with Anna University	8668010671	cinthamanis06@gmail.com
7	Online Grievance Redressal	MAT/AMACE/OGRM/002/2017	02/06/2017	Ms. HARIPRABA R.	Assistant Professor	Association with Anna University	9894497872	sharewithpraba@gmail.com
8	Online Grievance Redressal	MAT/AMACE/OGRM/002/2024	27/11/2024	Mr. SOORIASELVAM R.	Assistant Professor	Association with Anna University	9952817461	sooriaselvam@gmail.com
9	Online Grievance Redressal	MAT/AMACE/OGRM/002/2012	02/08/2012	Mr. KOTTTEESVARAN B.	Assistant Professor	Association with Anna University	9994526220	kotteesvaran@gmail.com

### Establishment of Online Grievance Redressal Mechanism

The committee for the Online Grievance Redressal Mechanism is established

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