

GRIEVANCE REDRESSAL CELL-

AS PER AICTE NORMS



AICTE- Grievance Redressal Cell

Overview

The Online Grievance Redressal Cell is established to provide students, faculty, and staff with a transparent and efficient platform to raise and resolve concerns. The cell ensures that all grievances are addressed promptly, fairly, and confidentially, fostering a supportive and inclusive academic environment.

Objective

- To provide an accessible platform for lodging grievances
- To ensure timely and effective resolution of complaints
- To promote transparency and accountability
- To safeguard the rights and well-being of students and staff

Types of Grievances

The cell addresses a wide range of issues, including:

- Academic-related concerns
- Examination and evaluation issues
- Infrastructure and facility complaints
- Harassment or discrimination concerns
- Administrative and service-related issues

How to Submit a Grievance

1. Fill out the online grievance form available on the portal
2. Provide accurate details and supporting documents (if any)
3. Submit the form and note the reference number for tracking
4. Receive updates via email or portal notifications

You may use the following link to use this facility [AICTE-Feedback-Click Here](#)

Redressal Process

- Grievances are reviewed by the designated committee
- Issues are forwarded to the concerned department
- Necessary action is taken within a stipulated time frame
- The complainant is informed about the resolution status

Guidelines

- Provide clear and factual information
- Avoid anonymous or false complaints
- Maintain respectful and appropriate communication
- Use the platform responsibly

Confidentiality

All grievances are handled with strict confidentiality. The identity of the complainant will be protected to ensure a safe and secure reporting environment.

Grievance Redressal Committee

The committee consists of senior faculty members and administrative representatives committed to fair and unbiased resolution of issues.

| Sl. No. | Name | Category | Present Designation/ Occupation |
|---------|---|-----------|------------------------------------|
| 1 | University Nominee, Appointed by Anna University, Chennai | OMBUDSMAN | UNIVERSITY REPRESENTATIVE |

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| | https://www.aicte-india.org/sites/default/files/public%20Grievance_FQA.pdf | | |
| 2 | Prof.K.Thilagavathi | Member | Management |
| 3 | Dr.A. Thillaivanan | Member | Principal |
| 4 | Mr. R. Saravanakumar | Member | Administration |
| 5 | Mr. M. Soundararajan | Member | Academician |
| 6 | Mr M. GowriPrakash | Member | Administrative |
| 7 | Miss.Madhumitha | Member | Student |
| 8 | Mr.Ajith | Member | Student |
| 9 | Mr.Manikandan | Member | Student |