

ONLINE GRIEVANCE REDRESSAL MECHANISM

Object.

The purpose of Grievance Redressal Cell is a online platform has setup to probe into the student grievances. The Grievance Redressal Cell enable to register any type of problems and complaints on academic and non academic and tried to redress the issue.

Functional Committee

S.No.	Name &	Department	Designation	Mobile Number
1.	VARADHARAJAN R	Former Head Master Govt Boys HSS, Srirangam	Convener	9943983077
2.	ASWINKUMAR R	HEAD OF DEPT. ECE	\Member	8973143378
3.	JAYANTHI C	LECTURER/BASIC ENGG - PHYSICS	\Member	9659975177
4.	BALAKRISHNAN R	EX-MWO, INDIAN AIR FORCE	\Member	9524352307
5.	KARTHIKEYAN G	PRESS REPORTER	\Member	9443165515
6.	SINDHUJA S	LECTURER - ECE	\Member	8760046540
7.	SRIJHA T	STUDENT - Reg No. 22404183	\Member	8838211992
8.	ALEXANDER MARX J	STUDENT - Reg No. 22219543	\Member	6380331024

As per the directions of UGC, AICTE and DOTE the Grievances Redressal Cell is established in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time bound manner.

The online Grievance Redressal mechanism can be able to receive and dispose of the grievances online. The Flex board is fixed near the office with the committee members list, contact numbers and email-id's of members indicating the details of the online Grievance Redressal mechanism i.e. URL of the online Grievance Redressal Portal to ensure publicity/awareness of the establishment of Grievance Redressal mechanism.

Faculty from departments, who are members of this cell meet periodically and provide solutions to the complainer. to problems related to girl students and women employees. Any grievances/sexual harassment related specific issues are addressed through professional counseling. If required, parents are called and counseled confidentially.

An online monthly Status Report regarding the number of grievances received, disposed off and pending as on the last day of the previous month is being informed to AICTE via online feedback report in AICTE web portal.

- The notice board /flex board is fixed at the entrance of the college premises, indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal www.srivigneshpoly.com. **Names ,contact mobile No. and e-mail ID's of members of the Grievance Committee.**svpc2009@gmail.com

Grievance Redressal Protocol

1. Registration of grievances via email-id/submitting in person at GRC or Department Coordinators /online registration system.
2. Acknowledging the receipt of grievances immediately.
3. Forwarding to the Grievance Redressal cell.
4. Scrutiny of the redressal process by reviewing the grievances.
5. Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
6. Forward to the student counselor if required.
7. Final resolution/decision by grievance redressal committee.
8. Communicating the final decision to both parties.
9. Closing of grievance and preparation of report
10. Feedback for improving the redressal process from time to time.