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24/3/23

**STANDING UNIVERSITY GRIEVANCE REDRESSAL COMMITTEE
(FOR CONSTITUENT COLLEGES)
ANNA UNIVERSITY CHENNAI -600 025**

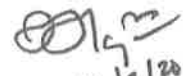
Minutes of the Standard Operating Procedure (SOP) Formulation Meeting of the Standing University Grievance Redressal Committee (SUGRC) for Constituent Colleges, held in Syndicate Hall, Anna University on 09.03.2023 at 03.00 PM, chaired by Vice Chancellor.

Members Present:

Sl.No.	Name	Designation
1	Dr.R.Velraj	Vice Chancellor
2	Dr.G.Ravikumar	Registrar i/c
3	Dr.T.Thyagarajan Emeritus Professor, Dept. of Instrumentation Engg	Convener
4	Dr.V.Sivakumar , Professor, Dept. of Chemical Engg & Coordinator-ACS	Member
5	Dr.R.H.Rukkumany Assoc. Prof. & Head, Dept of Architecture	Member
6	Dr.M.Chandrasekar Professor, Dept. of Mathematics & Chairman (S&H)	Member
7	Dr. Sabitha Ramakrishnan (through online) Assoc. Prof., Dept of Instrumentation Engg	Member
8	Dr.R.S.Bhuvaneswaran Professor & Director, RCC	Special Invitee
9	Dr. P. Velvizhi, AP-CSE & DD-CCC	Special Invitee
10	Dr. E.Shanmuga Priya, AP-CSE & DD-CCC	Special Invitee
11	Deans of 16 Constituent Colleges (through online)	Invitees

Welcome remarks by the Vice Chancellor:

Prof. R. Velraj, Vice Chancellor, welcomed the members and informed them about the various steps taken to address the grievances of staff and students of UCEs and RCs. He also highlighted the roles and responsibilities of Deans, Mentors, Core Committee Members and HoDs to address the grievances. He also explained the formation of open forum with 30 members to address the grievances.


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Remarks by the Registrar


- Prof. G. Ravikumar, Registrar i/c, suggested to give direction to Deputy Registrar (Personnel) to initiate steps for the formation of open forum with 30 members.

Remarks by the Convener

- Prof. T. Thyagarjan, Emeritus Professor presented the draft mechanism /Standard operating procedure (SOP) for the functioning of Grievance Redressal Cell with the help of a PPT-Slide presentation. After deliberations the SOP was finalized as follows:

STANDARD OPERATING PROCEDURE (SOP) FOR REGISTERING COMPLAINTS STANDING UNIVERSITY GRIEVANCE REDRESSAL CELL MEANT FOR THE CONSTITUENT COLLEGES (SUGRC-CC).

1. Any Student / Staff member who wishes to represent a grievance should first bring it to their respective Head of Department who will investigate and communicate the decision to the grievant within 15 working days of the receipt of the grievance.
2. If, there is no response within the stipulated time from the Head of Department (or) the grievant is not satisfied with the response, he/she is free to represent his/her grievance with the Dean of the respective Campus who will investigate with the help of Core Committee and communicate the decision to the grievant within 15 working days of the receipt of the grievance.
3. If, there is no response within the stipulated time from the Dean of the Campus (or) the grievant is not satisfied with the response, he/she is free to register his/her grievance with the Standing University Grievance Redressal Cell meant for the Constituent Colleges (SUGRC-CC) through the Google form available in the University website.
4. The SUGRC-CC Members will investigate the grievance and communicate the decision to Director-CCC for onward transmission to the grievant, within 15 working days of the receipt of grievance.


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5. SUGRC-CC, if necessary, will also conduct open forum meeting, once in 3 months, of all the officials concerned and also by inviting grievant and respondents to discuss and find amicable solution, to resolve sensitive / common grievances.

Dr. RS. Bhuvanewarn, D-RCC and his team coordinated the IT support for the above meeting. Dr P.Velvizhi and Dr E. Shanmuga Priya DD-CCC along with her team members made all other arrangements for the smooth conduct of the meeting. The meeting ended with vote of thanks proposed by Dr. P. Velvizhi.


CONVENER

(SUGRC-CC)


REGISTRAR i/c

APPROVED/NOT APPROVED

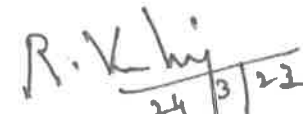

24/03/22
VICE CHANCELLOR

**STANDARD OPERATING PROCEDURE (SOP) FOR REGISTERING
COMPLAINTS STANDING UNIVERSITY GRIEVANCE REDRESSAL CELL
MEANT FOR THE CONSTITUENT COLLEGES (SUGRC-CC).**

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CONVENER SUGRC-CC


REGISTRAR i/c


VICE CHANCELLOR

**STANDARD OPERATING PROCEDURE (SOP) FOR REGISTERING COMPLAINTS
STANDING UNIVERSITY GRIEVANCE REDRESSAL CELL MEANT FOR THE
CONSTITUENT COLLEGES (SUGRC-CC).**

Grievance Registration:

**The grievant shall submit his/her grievance to the SUGRC only through
the Google forms (Annexure- 1 for Staff and Annexure-II for Students)
available in the University website**

Contact Details:

The Convener
Standing University Grievance Redressal Committee (Constituent Colleges)
Office of the Director - Constituent Colleges
University Administrative Building
Chennai, 600025
e-mail ID: ccaugrcell@annauniv.edu

Google Link for Staff Grievance

<https://forms.gle/kDYBkFzwwTeULQPw6>

Google Link for Student Grievance

<https://forms.gle/wW3F1MJGdTG8LB9d6>

(ANNEXURE-I & ANNEXURE-II ARE GIVEN BELOW)

Annexure I

Format for submission of complaints to Grievance Cell by Staff Members

Google Form Link for Staff:

1. Staff ID (if available)
2. Salutation : Dr. / Mr. / Ms. / Mrs.
3. First name (all caps)
4. Last name and/or Initials (all caps)
5. Designation
6. Department
7. Campus
8. gmail ID
9. Teams ID (if available)
10. Mobile No.
11. Type of grievance (drop-down menu)
 - Transfer
 - Promotion/ Sanction of increment/ CAS
 - Recruitment / Absorption / Regularization
 - Harassment
 - Student related
 - Dept / Campus related
 - Others (please specify) _____
12. Brief Statement of grievance (Max. 100 words)
13. Have you submitted any written request / complaint through proper channel in this regard?
 - YES
 - NO

If YES,

 - (i) Date of submission of your letter:
 - (ii) No. of follow-up letters submitted:
 - (iii) Dates of submission of follow-up letters
 - (iv) filenames of the documents attached (scanned copies of letters/mails, etc)

Files to be attached

(v) Response received if any (100 words)

Files to be attached

If NO, give the details about why a written letter was not submitted (Max. 100 words)

14. What in your opinion are the challenges in resolving this grievance? (Max. 100 words)

15. Brief description of any additional documents submitted other than the above mandatory attachments (50 words):

Files to be attached

16. Any specific remarks in this regard (100 words)

17. Date of submission of the Google-Form (dd/mm/yyyy)

Annexure II

Format for submission of complaints to Grievance Cell by Students

Google Form Link for Students:

1. Reg. No.
2. Salutation: Mr. / Ms.
3. Name (all caps)
4. Initials (all caps)
5. Degree
6. Branch
7. Dept
8. Batch
 - a. Starting year
 - b. Completion year
9. gmail ID
10. MS Teams ID (if available)
11. Mobile No.
12. Type of grievance (drop-down menu)
 - Theory classes
 - Lab classes
 - Computer / Internet access
 - Scholarship
 - Hostel / canteen
 - Harassment
 - Safety / Security
 - Amenities (facilities / services)
 - Others (please specify) _____
13. Brief Statement of grievance (100 words)

14. Have you submitted any written request / complaint about the grievance through proper channel in this regard?
 - YES
 - NO

If YES,

 - (i) Date of submission of your letter:
 - (ii) No. of follow-up letters submitted:
 - (iii) Dates of submission of follow-up letters

(iv) filenames of the documents attached (scanned copies of letters/mails, etc)

Files to be attached

(v) Response received if any (100 words)

Files to be attached

If NO, give the details about why a written request / complaint was not submitted (100 words)

15. Details of any additional documents submitted other than the above mandatory attachments (100 words):

Files to be attached

16. Any specific remarks in this regard (100 words)

17. Date of submission of the Google-Form (dd/mm/yyyy)