

## GRIEVANCE REDRESSAL CELL

Anna University has an effective mechanism in place to deal with day to day grievances related to students and parents. Grievance Redressal Cell was constituted in Anna University in accordance with the University Grants Commission regulations and the Director, Centre for Student Affairs is acting as Nodal Officer for the Grievance Redressal Cell of Anna University.

The Grievance Redressal Cell of Anna University has been constituted with an aim to provide easy and readily accessible machinery for prompt disposal of the day to day genuine grievance of the student community and to make the student community to pursue their education at a congenial atmosphere. Any student with a genuine grievance may approach the Grievance Redressal Cell to submit his/her grievance in writing to The Director, Centre for Student Affairs, Anna University, Chennai - 25 or send on-line through e-mail to [dsa@annauniv.edu](mailto:dsa@annauniv.edu).

Grievances submitted by the students are addressed systematically with active involvement and cooperation of the respective college/office connected with the grievance, maintaining necessary confidentiality in handling process. Grievance Redressal Cell at Anna University has emerged into an appropriate forum providing support and encouragement to all the students and expresses their grievances freely and frankly. It is striving to ensure a responsive and accountable attitude among the authorities concerned.

### OBJECTIVES:

- To introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/parents
- To develop a responsive and accountable attitude among all stakeholders, thereby maintaining a harmonious atmosphere in the College / University campus
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason; and
- To ensure that grievances are resolved promptly, neutrally and in complete confidentiality.
- To uphold the dignity of the University by promoting cordial Student-teacher relationship.

## FUNCTIONS:

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

## METHODOLOGY ADOPTED:

The aggrieved students of affiliated Engineering Colleges shall represent his/her grievance either in person or in writing to the Nodal Officer of the Grievance Redressal Cell which is acknowledged. A written reply is sent to the petitioner after obtaining the remarks from the respective authorities.

The following guidelines are followed to solve the grievances by considering the welfare of the students.

- ❖ After receipt of representation from the students/parents/public, the official remarks are called from the principal of respective college by “The Director Center for Students Affairs, Anna University, Chennai”.
- ❖ The official remarks by the principal on the particular issue are meticulously analyzed by the officials in the Center for Student Affairs and the same is communicated to the students/ parents/petitioner based on the genuinity. If the remarks are found to be unacceptable, further enquires are proposed as per the direction of Vice-Chancellor of our University.
- ❖ Considering the nature of the complaint mentioned in the representation of students/parents/public, an enquiry committee consisting of Professors from Anna University headed by The Director, Center for Student Affairs, is constituted with the approval of Vice-Chancellor, Anna University, Chennai.
- ❖ The enquiry committee members will discuss about the issues on the representation in the Centre for Student Affairs and the common consensus is arrived regarding the date, place of enquiry and visit to college (if the situations demand).

- ❖ The Principal, faculty members and staff (whose names are mentioned in the representation) of the respective college as well the petitioners are called for enquiry in person, if the enquiry committee desire to conduct the enquiry at Center of Student Affairs, Anna University, Chennai.
- ❖ The committee make a detail and fair enquiry with the Principal, faculty members and staff (whose names are mentioned in the representation) of the respective college as well the petitioners regarding the issues and submit the recommendation to the Vice – Chancellor, Anna University, Chennai, for approval.
- ❖ The Director, Center for Student Affairs will take suitable action based on the recommendation of the enquiry committee with the approval of Vice-Chancellor and a detail action taken report is called from the respective Principal to ensure the implementation of recommendation for prevailing good academic ambience in the college.
- ❖ If the committee members desire to conduct the enquiry at the respective college, they visit the college with or without prior intimation to the Principal of the college depending on the nature of the grievance. The committee will convene the enquiry with the Principal, the faculty members and students, separately and inspect the existing facilities in both college and hostel. The committee members in turn submit their enquiry report along with the recommendation to the Vice Chancellor for further proceedings.
- ❖ If the representation of students/parents/public is related to the collection of excess fee, the representation is immediately forwarded to “The Chairman, Committee to Enquire and Inspect Educational Institution on Collection of excess fees, Directorate of Technical Education, Chennai” for taking necessary action.

- ❖ If the representation of students/parents/public is related to disbursement of the scholarship, the Principal of respective college is asked to take suitable measures towards disbursement of sanctioned scholarship to the particular students.
- ❖ If the scholarship is not sanctioned (based on the Principals reply regarding disbursement of scholarship) Center for Student Affairs, will forward the particular representation of students/parents/public to the Commissioner, Directorate of Technical Education, Chennai for taking suitable action.

\*\*\*\*\*