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 through e-mail to 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, there by 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 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 genuineness. If the remarks are found to be unacceptable, further enquiries 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.
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- 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.

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D.O.No.F.1-1/2015(Secy) 2nd July, 2015

Dear Sir/Madam,

University Grants Commission desires that for the benefit of the students who seek admission in your esteemed university/college and their parents, it would be appropriate that all relevant information regarding your institutions should be displayed on its website.

The following information must be displayed on your website:

(i) All relevant information regarding admission procedure, availability of seats etc. in various courses
(ii) Profile of teachers faculty-wise
(iii) Calendar of activities
(iv) Academic calendar
(v) All student centric facilities available in the institution especially hostels, transport etc.
(vi) Research output of the institution
(vii) The placement profile of the pass-outs of the institution
(viii) All relevant approvals from statutory bodies
(ix) The structure of the fee charged for each course along-with other funds like institutions development etc.
(x) Details of students grievance redressal mechanism
(xi) Name of the nodal officer for students’ facilitation services
(xii) Scholarships/free ships available in the institution
(xiii) Accreditation ranking of the institution
(xiv) Details of the departments which have been recognized as Centre of excellence by the statutory and funding bodies.

I, therefore, request you to kindly take appropriate action on the above points and action taken may kindly be sent to the undersigned on email ugc.webinfo@gmail.com within 15 days.

With kind regards,

Yours sincerely,

(Jaspal S. Sandhu)

To the Vice-Chancellors of all Universities.

Copy to:

The Publication Officer, UGC, New Delhi for uploading on UGC website.

(Jaspal S. Sandhu)