

Activities

Grievance Redressal Cell

The Grievance Redressal Cell was constituted to probe into the student grievances. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem.



Objectives

- To formulate the policy to investigate and review complaints of grievances of students and faculties
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the gravity of the complaint.

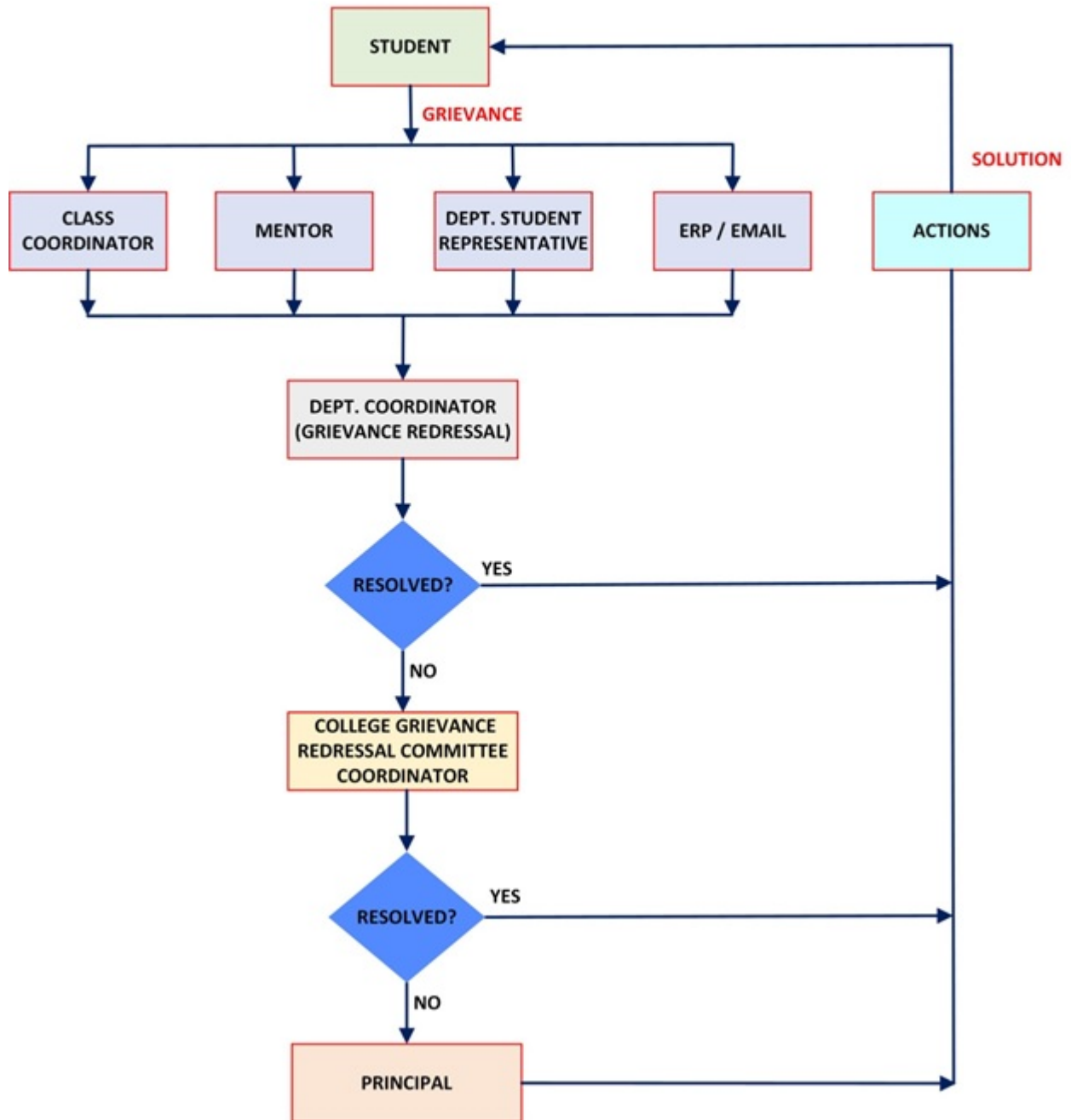
Functional Committee

S.No.	Name of Member	Designation	Department	Mobile No.	Mail ID
1	Mr. S.Meenakshinathan	Principal	Chairman	9865165996	meenakshinathans@yahoo.com
2	Mr. R.Muthupandikrishan	Faculty	EEE	9952302414	mayakrishnanips@gmail.com
3	Mr. S.Sahul Hameed	Faculty	MECH	8681964236	sahulrandy@gmail.com
4	Mr.S.Anandamurugan	Faculty	Graphics	9698536646	sanandamurugan@gmail.com
5	Ms. G.Thivyapriya	Faculty	DCE	9842317659	thivyapriya14@gmail.com

Following the directions of AICTE, 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 students approach the Cell to voice their grievances regarding academic and non academic matters. The cell redresses the grievances at individual and class level and grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

GRIEVANCE REDRESSAL MECHANISM



The complaint management mechanism is carried out in three levels in the institution

- The departmental level grievances are attended by the concerned class Coordinators, Counselors and Department Heads.
- The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- URL of the online Grievance Redressal Portal : www.skapcmnm.in/Grievance,
names ,contact nos. and e-mail ID's of members of the Grievance Committee.
- For any Grievances contact mail-id is tmpc343@yahoo.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.