



## **STUDENTS GRIEVANCES CUM REDRESSAL COMMITTEE – SGRC**

The Students Grievances Cum Redressal Committee of A.K.T. Memorial College of Engineering and Technology is constituted with the objective of addressing student grievances in a fair, transparent, and timely manner and ensuring a supportive, inclusive, and student-friendly campus environment in alignment with the vision, mission, quality policy, and the principles of justice, accountability, student welfare, and institutional integrity. The Committee serves as a key institutional body responsible for receiving, reviewing, and resolving grievances related to academic, administrative, infrastructural, examination, and personal concerns of students, thereby promoting trust, satisfaction, and confidence among the student community.

The Students Grievances Cum Redressal Committee systematically plans, organizes, and implements procedures for grievance registration, grievance analysis, inquiry, resolution, and follow-up actions. The Committee ensures that students are provided with a safe and accessible platform to express their concerns without fear of discrimination or retaliation, thereby strengthening transparency and responsiveness within the Institution.

Further, the Committee works in coordination with faculty members, Heads of Departments, administrative officials, examination cell, hostel authorities, and student representatives to ensure effective investigation, resolution, and communication of grievance outcomes. It also facilitates counseling support, corrective actions, and preventive measures to address recurring issues and improve institutional systems and student satisfaction.

The Students Grievances Cum Redressal Committee maintains proper records and documentation of grievances received, actions taken, resolutions provided, and compliance reports submitted. It ensures confidentiality, fairness, and adherence to institutional policies and regulatory guidelines while handling all student concerns.

Based on periodic reviews and reports, the Students Grievances Cum Redressal Committee submits detailed findings, recommendations, and compliance reports to the Management and Governing Council of A.K.T. Memorial College of Engineering and Technology for ensuring continuous improvement in grievance handling mechanisms, student support systems, and the overall development of a transparent, responsive, and student-centric institutional environment.



## OBJECTIVES:

- To provide a transparent, accessible, and student-friendly mechanism for addressing grievances.
- To ensure timely redressal of student complaints related to academic, administrative, and personal issues.
- To promote fairness, justice, and accountability in handling student concerns.
- To create a safe and supportive environment where students can express grievances without fear.
- To maintain confidentiality and sensitivity while dealing with complaints.
- To resolve grievances in a systematic and unbiased manner through proper inquiry and review.
- To enhance student satisfaction and trust in institutional processes.
- To prevent recurrence of issues by recommending corrective and preventive measures.
- To ensure coordination among departments, faculty members, and administrative units for effective resolution.
- To strengthen continuous improvement in student support services and institutional responsiveness.

## ROLES AND RESPONSIBILITIES:

- To receive complaints from students, faculty, staff, or any other stakeholders related to academic, administrative, or other concerns.
- To ensure proper registration and acknowledgment of all grievances received through prescribed channels.
- To maintain strict confidentiality of the complainant and all details related to the complaint.
- To conduct thorough and impartial investigations into complaints by collecting relevant information, interviewing concerned parties, and reviewing available evidence.
- To resolve conflicts and address grievances fairly through mediation, negotiation, or appropriate corrective measures.
- To recommend necessary corrective actions, policy improvements, or administrative measures based on findings of the investigation.



# A.K.T MEMORIAL COLLEGE OF ENGINEERING & TECHNOLOGY

(Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai, Accredited by NAAC with 'A' Grade)  
A.K.T Nagar, Neelamangalam, Kallakurichi Dt., Tamilnadu - 606 213  
(Tel : 04151 - 223577, Mobile : 9524742999. Email : aktengg@yahoo.in, Website : www.aktmcet.in)



- To ensure timely and effective redressal of grievances in a transparent and unbiased manner.
- To coordinate with departments, faculty members, and administrative units for proper resolution of issues.
- To provide counseling or guidance support to affected students wherever required.
- To communicate the status and outcome of grievance redressal to the concerned stakeholders appropriately.
- To maintain detailed records of all complaints, investigations, decisions, and actions taken for accountability and future reference.
- To conduct awareness programmes for students and staff on grievance redressal mechanisms and procedures available in the Institution.
- To analyze recurring grievances and suggest corrective and preventive measures for institutional improvement.
- To ensure compliance with institutional policies and regulatory guidelines while handling all grievances.
- To promote a transparent, responsive, and student-friendly institutional environment that encourages trust and confidence.

## **COMPOSITION:**

The following members, along with the nominees representing the Management, Academic Administration, Governing Authorities, Departments, Faculty Members, Academic Coordinators, IQAC, Examination Cell, Administrative Officials, Security Personnel, Hostel Wardens, Student Representatives, Statutory Committees, Healthcare Professionals, Counselors, and other stakeholders, are hereby designated as members of the Students Grievances Cum Redressal Committee of A.K.T. Memorial College of Engineering and Technology for the effective receipt, registration, examination, resolution, monitoring, and continuous improvement of grievance redressal mechanisms related to academic, administrative, infrastructural, and student-related concerns in alignment with the vision, mission, quality policy, statutory regulations, and the principles of fairness, transparency, accountability, student welfare, and institutional integrity of the Institution.



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Sl. No.	Name	Role	Designation	Contact Number
1.	Dr. T.S. Sivakumaran	Chairperson	Principal	6369457133
2.	Mr. K. Venkataraman	Senior Member	Principal - AKTMHSS	9976969141
3.	Mr. K. Meyyanathan	NGO	Advocate	9443262690
4.	Mr. S. Gulasekara Pandiyar	Convener	AP - Civil	9600862831
5.	Mrs. A. Mahalakshmi	Member	AP – CSE	9962239585
6.	Mrs. R. Suriya	Member	AP – ECE	8610828997
7.	Mr. J. Dhamodharan	Member	AP – EEE	9944948120
8.	Mr. K. Palaniappan	Member	AP – MECH	7639275420
9.	Mr. K. Kalaiselvan	Member	AP – IT	8807273805
10.	Mr. T. Duraisamy	Member	AP – AI&DS	9789158114
11.	Mrs. C. Nathiya	Member	AP – S&H (Phy.)	8939971590

## EXPECTED OUTCOMES:

- Establishment of a transparent, fair, and efficient grievance redressal system within the Institution.
- Timely resolution of student, faculty, and stakeholder complaints related to academic and administrative matters.
- Increased trust and confidence among students regarding institutional support systems.
- Improved communication between students, faculty members, and administrative authorities.
- Reduction in repeated grievances through effective corrective and preventive actions.
- Strengthened accountability, transparency, and responsiveness in institutional functioning.
- Enhanced student satisfaction and overall campus experience.
- Early identification and resolution of issues before they escalate into major concerns.
- Continuous improvement in institutional policies and administrative processes based on grievance analysis.
- Creation of a supportive, student-friendly, and harmonious campus environment.



## SDG MAPPING:

The activities and initiatives of the Students Grievances Cum Redressal Committee are aligned with the following United Nations Sustainable Development Goals (SDGs):

SDG	SDG Title	Students Grievances Cum Redressal Committee Contribution
SDG 3	Good Health and Well-being	Supports mental well-being by providing timely grievance resolution, counseling support, and a stress-free academic environment.
SDG 4	Quality Education	Ensures a smooth academic experience by addressing student concerns related to teaching, learning, and evaluation processes.
SDG 5	Gender Equality	Provides equal access to grievance redressal mechanisms and ensures fair treatment regardless of gender.
SDG 10	Reduced Inequalities	Promotes inclusiveness by ensuring all students have equal opportunity to voice concerns and receive fair resolution.
SDG 16	Peace, Justice, and Strong Institutions	Strengthens transparent governance, fair inquiry processes, accountability, and effective grievance redressal systems.
SDG 17	Partnerships for the Goals	Encourages collaboration among departments, faculty, administrative units, and external experts for effective grievance resolution.