



SIR ISSAC NEWTON COLLEGE OF ENGINEERING AND TECHNOLOGY

(Approved by AICTE, New Delhi & Permanently Affiliated to Anna University, Chennai.
(An ISO 9001:2015 Certified Institution)

Velankanni Road, Pappakovil, Nagapattinam - 611 102

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Lr.No.SINCET/OFF/2024-25/36

DATE: 09.09.2024


Circular for Formation of Grievances Redressal Committee Members 2024-2025

As per UGC (Grievance Redressal) Regulations, 2019 published in the Gazette of India on 6th May 2019, under sub-regulations 5C the regulation; the principal is pleased to constitute the Grievances Redressal Committee (GRC) members as under

The Grievance Redressal Committee is constituted with the following Members.

S.NO	NAME	DESIGNATION	ROLE	MOBILE NUMBER
1.	Dr. A.KUMARAVADIVEL	PRINCIPAL	CHAIR PERSON	9443850603
2.	Mr. M . MOHAMED FAISAL	HOD/CSE	CONVENOR	9688110199
3.	Mr. P.MALAISELVARAJA	HOD / MECH	MEMBER	9843354618
4.	Mrs. J. SIVSASANKARI	HOD/ S&H	MEMBER	9788988036
5.	Mr. N. RAGUVARAN	HOD / EEE	MEMBER	9003303896
6.	Mr. K. AZHAGAN	STUDENT/ III - ECE	MEMBER	8940974335
7.	Ms. A.ISWARYA RANJANI	STUDENT/II -CSE	MEMBER	9943108262
8.	Mr. G. NATRAJ	STUDENT/III - MECH	MEMBER	8148926356
9.	Ms. T. MOHITHASRI	STUDENT/II - AI&DS	MEMBER	9360741343

Enclosed: Objectives & Procedure of Grievance Redressal Committee


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GRIEVANCE REDRESSAL COMMITTEE

Objectives

- The Grievance Redressal Committee plays a vital role in bridging the gap between our institution and the industry. Its primary function is to understand industry trends and expectations, preparing students to meet current requirements through internships in renowned architectural firms and organizing various training programs such as seminars, workshops, and expert talks by practicing architects. By effectively fulfilling its role, the Industry Institute Partnership Cell (IIPC) at SINCET significantly contributes to our overarching vision and helps mitigate criticisms by addressing any shortcomings.

Procedure

- **Receiving Complaints:** This function establishes a clear pathway for both students and staff to submit complaints, ensuring that grievances are documented and promptly addressed.
- **Establishing a Complaint Handling System:** Implementing a structured system for managing complaints is vital for addressing issues in a consistent and organized manner
- **Forwarding Results to Management:** It's essential to keep the management informed of the outcomes and actions taken in response to complaints, particularly for issues requiring higher-level intervention or systemic changes.
- **Listening, Recording, and Investigating Promptly:** Demonstrating responsiveness and thoroughness in addressing grievances underscores the organization's commitment to taking complaints seriously.
- **Prioritizing Grievances:** By prioritizing grievances based on their authenticity and severity, the organization can efficiently allocate resources and address the most pressing concerns first.
- **Forwarding Grievances to Relevant Departments:** Directing grievances to the appropriate departments ensures that experts and decision-makers are involved in resolving specific issues.
- **Organizing Regular Meetings:** Regular meetings to review the status of grievance resolutions are essential for monitoring progress and ensuring that issues remain a priority.
- **Conducting Regular Follow-ups:** Persistent follow-up on complaints until they are fully resolved demonstrates the organization's dedication to achieving satisfactory outcomes for complainants
- **Maintaining Confidentiality:** Upholding the confidentiality of grievances, especially in sensitive matters, is crucial for safeguarding the privacy and trust of those lodging complaints.


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