

CARE

COLLEGE OF ENGINEERING

Approved by AICTE, New Delhi | Affiliated to Anna University, Chennai
Accredited by NAAC with 'A' Grade
#27, Thayanur, Tiruchirappalli - 620009

STUDENTS GRIEVANCE REDRESSAL CELL

Establishment of Grievance Redressal Committee

As per AICTE regulations regarding establishment of Grievance Redressal Mechanism in Technical Institutions, Regulations 2012, the College has appointed an Ombudsman and formed a Grievance Redressal Committee for the purpose of redressal of grievances of the students and parents.

Appointment of Ombudsman

Dr. A. Pasumpon Pandian, M.E., Ph.D., Professor and Dean (R&D), CARE College of Engineering has been appointed as OMBUDSMAN to address the grievances of students and parents.

Objectives: -

- To maintain a fair, unbiased and consistent system for Redressal of various issues faced by the students and faculty.
- To ensure strict confidentiality so that students approach the Grievance Redressal Cell without fear.
- To maintain a conducive atmosphere and relationship between the students and faculty.
- To ascertain the grievances/issues and immediate/non-delayed/ suitable actions taken by the cell (or) management

Procedure: -

- The Grievance Redressal Cell will meet once in a semester.
- If necessity arises that is, based on the nature of the grievance by the aggrieved students and faculty. The Grievance Redressal Cell will arrange the meet immediately to take necessary steps to redress the grievances.
- The students and faculty can drop their grievance letters in the *grievances box* provided in our campus, near canteen or send online to the email grievanceredressal@care.ac.in
- The grievances dropped in the suggestion boxes are collected periodically and analyzed by the committee.
- The analyzed report will be forwarded to the concern department for remarks/clarification.
- After receiving the remarks/clarification, the committee discusses about it.
- An inquiry meet will be arranged to hear the voices of both parties.
- Finally, takes action, if found genuine, by the guidance of chairman of the Redressal cell
- If the grievances are pertaining to the decision of the management, the committee will submit the same to the management. They will resolve the issues.
- If the grievances are found to be not reasonable, will be explained to the concerned student(s) and faculty.



PRINCIPAL
CARE COLLEGE OF ENGINEERING
No. 27, Thayanur, Trichy-620 009.

CARE COLLEGE OF ENGINEERING

Approved by AICTE, New Delhi | Affiliated to Anna University, Chennai
Accredited by NAAC with 'A' Grade
#27, Thayanur, Tiruchirappalli - 620009

The Structure of Grievance Redressal Cell - AY 2022-2023

The committee is as follows,

S. No.	Name	Department	Role
1	Dr.S.Shanthi	Principal	Chairperson
2	Dr.D.R.Rajkumar	HoD / Mechanical Engineering	Coordinator
3	Ms.B.Sudhapriya	HoD / Civil Engineering	Member
4	Dr.J.Jeyarani	HoD / Electronics and Communication Engineering	Member
5	Mr.S.Susindhiran	AP / Science and Humanities	Member
6	Ms.S.Rhaxma	III Year AI&DS	Student Member
7	Ms.Shri Harini	I Year MBA	Student Member



PRINCIPAL
CARE COLLEGE OF ENGINEERING
No. 27, Thayanur, Trichy-620 009.

18.01.23

Trichy

From :-

Bairava Prakash . P ,
I - CSE ,
CARE College of Engineering,
Trichy.

TO :-

The Principal,
CARE College of Engineering,
Trichy.

SUB : [Application for not over Food]

Respected Mam:-

I am Bairava Prakash . P Pursuing
B.E CSE batch 2022-2026 . I am staying in hostel.
The hostel food is good but it becomes very cold
in this season. And it becomes difficult for
us to consume . I urge you to take the
food immediate corrective actions to solve
this issue

My hope is that these issue will be
resolved and I can continue to enjoy my dining
with it's safety & cleanliness.

forwarded
for NA to
Principal
18.1.23.
Mr. Pradi cell
J. Phas

PRINCIPAL
CARE COLLEGE OF ENGINEERING
No. 27, Thayanur, Trichy-620 009.

Yours Truly,
Bairava Prakash
Gmip
18.1.23
[Coordinator]

CARE

COLLEGE OF ENGINEERING

Approved by AICTE, New Delhi | Affiliated to Anna University, Chennai
Accredited by NAAC with 'A' Grade
#27, Thayanur, Tiruchirappalli - 620009

Date: 20-01-2023

GRIEVANCE REDRESSAL CELL

CIRCULAR

This is to inform you that ombudsman and Grievance Redressal Committee meeting will be convened on **25-01-2023 (Wednesday) at 10 am** in the **Board Room** of our college. All committee members are requested to attend the meeting without fail.


Head of Ombudsman and Grievance Redressal Committee

Copy to,

- 1) Chairperson
- 2) HoD/CSE Department
- 3) HoD/ECE Department
- 4) Hod/CE
- 5) Hostel Warden
- 6) Dean Academics
- 7) Admin Manager, CARE
- 8) To the Grievance Redressal File

CARE

COLLEGE OF ENGINEERING

Approved by AICTE, New Delhi | Affiliated to Anna University, Chennai
Accredited by NAAC with 'A' Grade
#27, Thayanur, Tiruchirappalli - 620009

OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE Minutes of Meeting

25-01-2023

OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE MEETING	
Date of Meeting	Time 10.00 am
Venue	Board Room, CARE College.

Meeting Chairman Dr.S.Shanthi, Principal CARE College of Engineering, Trichy.

Members attended:

1	Dr.D.R.Rajkumar Head of the Department, Mechanical	<i>Coorj R</i> 25/01/23
2	Mrs.B.Sudhapriya Associate Professor, CIVIL Department.	<i>B. Sudhapriya</i> 25/1/23
3	Dr.J.Jeyarani Associate Professor, ECE Department.	<i>J. Jeyarani</i> 25/01/23
4	Mr.S.Susindhiran AP/Science & Humanities	<i>S. Susindhiran</i> 25-01-23
5	Ms.S.Rhaxma Student Member / III AI&DS	<i>S Rhaxma</i>
6	Ms.K.Shri Harini Student Member / I MBA	<i>K. Shri Harini</i>

Minutes of the Meeting

1)	Hostel Student studying First year in Computer Science Engineering, sent a request letter to grievance cell for taking action on the issue of meals losing its warmth, sooner during winter season.
2)	After visiting the hostel and understanding the situation, the committee understands the issue is important and to be solved immediately.
3)	The committee sends the suggestion/ recommendation to the Admin Manager for taking absolute measures immediately. One member suggested that there are double boilers like Bain Marie available in the market which would be useful for solving such an issue.
4)	The committee requested the Management to take immediate action on this issue


Heads of OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE

Date: 25-01-2023
Place: CARE, Trichy

CARE

COLLEGE OF ENGINEERING

Approved by AICTE, New Delhi | Affiliated to Anna University, Chennai
Accredited by NAAC with 'A' Grade
#27, Thayanur, Tiruchirappalli - 620009

GRIEVANCE REDRESSAL CELL

ACTION TAKEN REPORT

Based on the suggestion by Ombudsman and the Grievance Redressal Committee, action was taken immediately to keep the food warm, for a longer duration in the hostel. A bain-marie which is a double boiler was installed on 23/05/2023. Now the meals are maintained in a warm condition over a period of time with the help of this device. The hostellers are satisfied with the food nowadays.

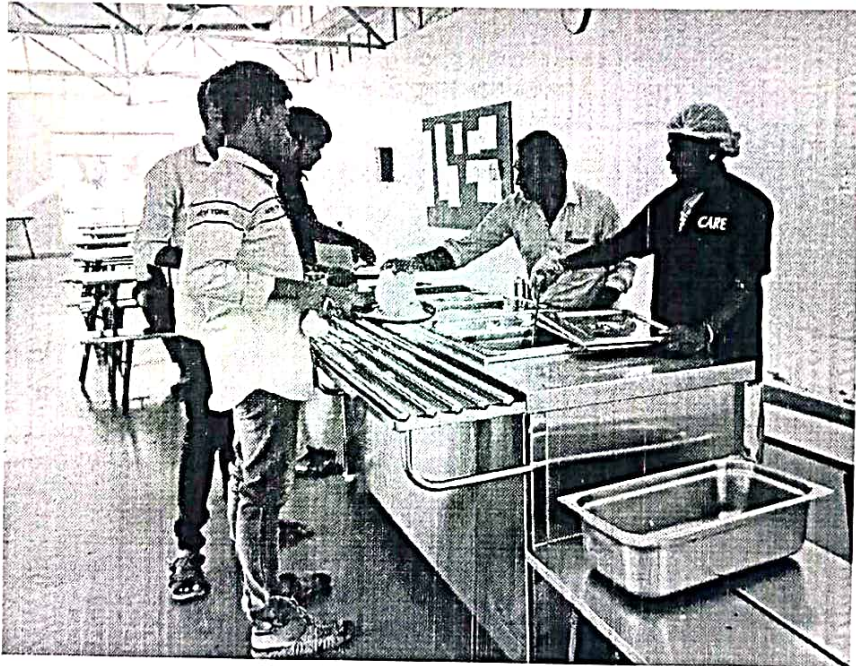


Fig.1: Bain-marie After Installation

G. S. Prasad
(Coordinator)

S. Prasad

PRINCIPAL

CARE COLLEGE OF ENGINEERING
No. 27, Thayanur, Trichy-620 009.

[Signature]
Heads of OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE