



(Approved by AICTE, New Delhi, Affiliated to
Anna University, Chennai)

6.1.2. The effective leadership is visible in various institutional practices such as decentralization and participative management.

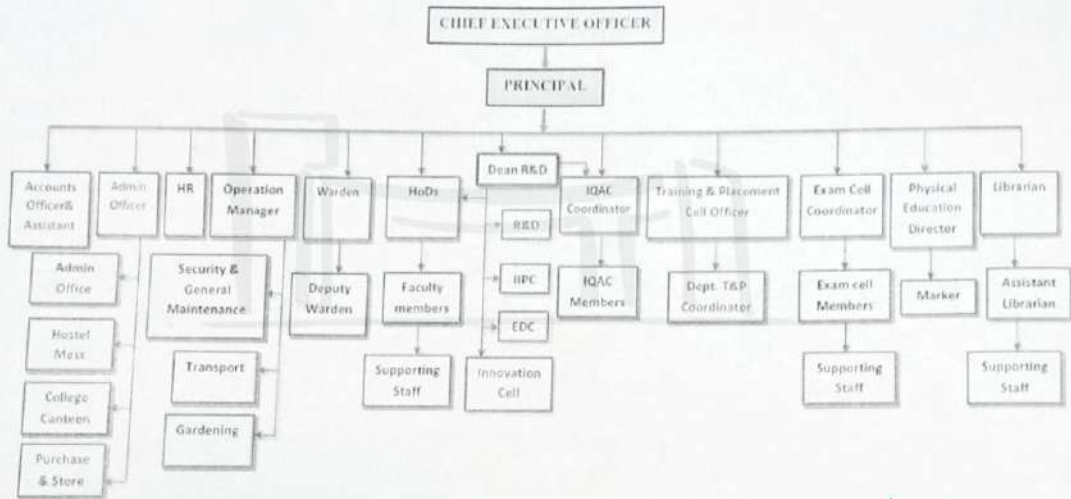
INDEX

S.NO	CONTENTS	PAGE.NO.
1	ORGANIZATION CHART	2
2	DESIGNATION WISE ROLES AND RESPONSIBILITIES	3-6
3	VARIOUS COMMITTEE WITH THEIR MEMBERS	7-18
4	GRIEVANCE REDRESSAL COMMITTEE	19-26
5	CASE STUDY	27

1. Organization Chart



ORGANIZATION CHART



S. Prathap

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



G.NARAYANAN EDUCATIONAL TRUST
 No. 27, Thayanur, Trichy - 620 009 | Ph: 0431 - 2690505 | Email: contact@care.ac.in

care.ac.in

2. Designation Wise Roles and Responsibilities



(Approved by AICTE and Affiliated to Anna University, Chennai)

27, Thayanur, Trichy – 620009

Responsibilities of Authorities

Authority	Roles and Responsibilities
CEO	<ul style="list-style-type: none">• Responsible for the planning and development of the college and its activities.• Authorized for sanctioning of funds for the various procurement activities.• Responsible for faculty and staff selection• Responsible for ensuring the continual improvement based on the feedback from the management review meeting.• Responsible for student admission as per the University norms.
Principal	<ul style="list-style-type: none">• Monitoring the functioning of the academic and administrative staff and to see that they fulfill all their responsibilities as prescribed.• Responsible for ensuring the resources required to conduct the curriculum as specified by the applicable University.• Responsible for assessing the faculty performance and initiating the appropriate upgradation / development programs.• Responsible for identifying and recommending standardization of various activities through appropriate software and hardware.• Responsible for conducting both internal and external examinations as a chief superintendent.• Ensure effective purchase procedure.• Define and delegate responsibilities of various positions in the organization
Dean R&D	<ul style="list-style-type: none">• Identify opportunities for externally funded R&D projects, apply for funding, submit project proposals, follow up with the funding agencies, for securing sanction of projects.• Identify R&D projects to be taken up with college funding.• Prepare R&D budget including, among others, seed money for faculty for research, incentives, project cost; obtain funds for budget proposals.• Prepare an annual R & D plan of activities including externally funded projects and college funded projects.• Manage R & D projects


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

<p>HODs</p>	<ul style="list-style-type: none"> • Responsible for conducting the academic activities as per the applicable University regulations. • Responsible for identifying and organizing counseling programs for the students through the student counselors. • Responsible for identifying and arranging required programs for Faculty. • Training, up gradation and development for the faculty, nonteaching faculty and students. • Responsible for enhancing the facilities in the department in line with technological development. • Responsible to equip the faculty and students for accessibility to the national and international resource materials
<p>Faculty</p>	<ul style="list-style-type: none"> • Maintains a high sense of dedication towards their duties with high responsibility. • Adheres to the rules and regulations of the Institution and also plays a major role in design and implementation of quality policy. • Counsel the students about the importance of quality and identify their difficulties and guide them to improve their performance. • Actively associates with all departmental and Institutional activities such as arranging guest lectures, seminars, workshops.
<p>IQAC</p>	<ul style="list-style-type: none"> • Development of quality benchmarks/parameters for various academic and administrative activities of the institution • Development of Quality Culture in the institution and faculty maturation to adopt the required knowledge and technology for participatory teaching and learning process. • Conducting internal Academic as well as Administrative Audits. • Arrangement for feedback response from students, parents and other stakeholders on quality-related institutional processes. • Documentation of the various programmes/activities leading to quality improvement and maintenance of institutional database for the purpose of maintaining /enhancing the institutional quality.

S. Shanthi

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

CARE 
COLLEGE OF ENGINEERING

(Approved by AICTE and Affiliated to Anna University, Chennai)

27, Thayanur, Trichy – 620009

	RO plants, borewells, furniture, campus green cover, transport vehicles, telephones, photocopiers, Fax machines, Air conditioners, Computers, Printers, Cash Counting Machines, CC Cameras, Water Coolers etc.
Accounts	<ul style="list-style-type: none">• Writing and maintaining accounts, cash books / ledgers• Verifying bills prepared• Preparation and consolidation of budgets pertaining to all departments/sections/centers• Cash collection• Verification of cheques and bills• Preparation of salary reports
Physical Director	<ul style="list-style-type: none">• Ensures smooth conduct of sports• Ensures proper use of sports material and facilities• Purchase of sport items by coordinating with AO• Encourages students to participate in zonal/university tournaments• Ensures discipline among students in campus
Librarian	<ul style="list-style-type: none">• To manage the library as well as the digital library of the college.• To be continuously in touch with the students and faculty to understand/assess their needs of Books/Journals/Magazines/CDs etc. and apprise the Dean, Academics about the same for procurement• Provides URL links/resources for information on various study material• Maintaining the books in good condition
Operation Manager	<ul style="list-style-type: none">• Plan and execute maintenance work systematically• Trouble-shoot maintenance problems/complaints including plumbing problems.• Manage staff of maintenance technicians /semi skilled, unskilled labour.• Inspect the college properties for safety hazards and take corrective action.



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

<p>Training and Placement Officer</p>	<ul style="list-style-type: none"> • Liaisons with industry • Identifies and provides for training needs of students • Arranges campus interviews • Prepares database of some top international/national companies consisting of their addresses, details of operations, their expectations, their HR team etc. for which services of some students could be utilized. • Assists students develop and implement successful job search strategies. • Works with faculty members/department Heads and administration to integrate career planning and academic curriculum as well as coordinate Project Work/ Summer Training/internship programs. • Prepares a placement brochure having all the student profiles. • Provides right placement to the right candidate so that students excel in their future life
<p>EDC</p>	<ul style="list-style-type: none"> • To organize Entrepreneurship Awareness Camps, Entrepreneurship Development Programmes and Faculty Development Programmes • To invite the resource person for conducting the orientation program. • To identify interested students in entrepreneurship.
<p>Lab instructor</p>	<ul style="list-style-type: none"> • Ensures that the infrastructure facilities in the labs are adequate so that each batch has ample opportunity to complete practical's satisfactorily. • Introduces new experiments, if any, that can reinforce the student learning • Arranges to display the laboratory schedule • Maintains lab documentation
<p>Administrative Officer</p>	<ul style="list-style-type: none"> • Assists the Principal in the day-to-day administrative functions of the college, and also in developing policies, procedures, and systems which ensure productive and efficient operations. • Assists in the preparation of contract agreement/document for canteen operations, Security services, general maintenance, supply of Private Vehicles by Travel agencies, as required. • Coordinates provision of, and maintains, the campus infrastructure, installations, office equipment like class room, staff rooms, laboratories, washrooms, electrical installations,

S. Manoj

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

3. Various Committee With Their Members



Composition of Governing Council

S. No.	Name	Position	Present Position / Occupation	Telephone Numbers	E Mail	Address
1	Mr. Arun Nehru	Chairman	Industrialist	0431-2690505	contact@care.ac.in	G.Narayanan Educational Trust, 21, C V Raman road, Teynampet, Chennai
2	Mr.PrativeChend B	Member	Chief Executive Officer	0431-2690505	ceo@care.ac.in	C 74 10 th Cross Street Thillai Nagar, Trichy - 620018, Thiruchirappalli
3	Mr.Ravichandran K N	Member	Industrialist	0431-2690505	contact@care.ac.in	G.Narayanan Educational Trust, 21, C V Raman road, Teynampet, Chennai
4	Dr.Anand K	Member	Doctor	0431-2690505	contact@care.ac.in	Maruthi Hospital, 95, PattabiramanSalai, Anna Nagar, Tenuur, Tiruchirappalli, 620017
5	Mr.VineethNanthan R	Member	Business	0431-2690505	contact@care.ac.in	C 74 10 th Cross Street Thillai Nagar, Trichy - 620018, Thiruchirappalli
6	Mr.Manivannan K N	Member	Industrialist	0431-2690505	contact@care.ac.in	C 74 10 th Cross Street Thillai Nagar, Trichy - 620018, Thiruchirappalli
7	Regional Office, AICTE, South Region, Chennai	Member	SRO, AICTE, Chennai	-	-	South Regional Office, AICTE, Chennai
8	Dr.GomathiPriya P	Member	Professor	044-22359138	pgpriya@annauniv.edu	AC Tech, Guindy, Anna University, Chennai
9	Commissioner of Technical Education	Member	DOTTE	-	-	GOVT. of Tamilnadu
10	DrShanthi S	Member	Principal	9962733133	principal.coe@care.ac.in	A.G6,Rohini Gateway..Dheeran Nagar, Thiruchirappalli - 620009
11	Dr.Pasumpon Pandian A	Member	Dean R&D	9994023736	dean.rd@care.ac.in	CARE College of Engineering, 27, Thayanur, Thiruchirappalli - 625009



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

G.NARAYANAN EDUCATIONAL TRUST
 No. 27, Thayanur, Trichy - 620 009 | Ph: 0431 - 2690505 | Email: contact@care.ac.in

care.ac.in

Research and Development Cell

The following table shows the members of research and development cell.

S. No.	Name	Department	Role
1	Dr. Pasumpon Pandian A	Professor/CSE	Dean (R&D)
2	Dr. Gobalakrishnan B	AP/MECH	R & D Cell Co-ordinator
3	Mr. Saravanan K	AP/ADS	Member
4	Mr. SriramSundar S	AP/ ECE	Member
5	Mr. Mahadevan K	AP/CSE	Member
6	Dr. Velvizhi P	APSP/S&H	Member
7	Mrs. Mohanalakshmi V	AP/CIVIL	Member
8	Mrs. Keerthana Devi A	AP/MBA	Member



S. Shakti

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

Training and Placement Cell Composition

The following table shows the members of training and placement.

S.No.	Name of the members of faculty	Basic Academic Designation	Additional responsibility
1	Mr.P.Selvakumar	Assistant Professor	Placement Officer
2	Mr.J.JoshuvaSakunth	Assistant Professor/ CIVIL	Placement Coordinator/ CIVIL
3	Mr.K.Jeeva	Assistant Professor/ ADS	Placement Coordinator/ ADS&CSE
4	Ms.K.Rubitha	Assistant Professor/ ECE	Placement Coordinator/ ECE
5	Mr.M.Anthony Kingston	Assistant Professor/ MECH	Placement Coordinator/ MECH
6	Mr.T.JosephRozario	Assistant Professor/ S&H	Placement Coordinator/ S&H
7	Mr.S.Sunil Allan	Assistant Professor/ MBA	Placement Coordinator/ MBA


S. Prakash

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



G.NARAYANAN EDUCATIONAL TRUST

No. 27, Thayanur, Trichy - 620 009 | Ph: 0431 - 2690505 | Email: contact@care.ac.in

 care.ac.in

Grievance Redressal Cell

The following table shows the members of Grievance Redressal committee.

S. No.	Name	Department	Role
1	Dr. Shanthi S	Principal	Chairperson
2	Dr. Rajkumar D R	HoD/ Mechanical Engineering	Co-ordinator
3	Ms. Sudhapriya B	HoD/ Civil Engineering	Member
4	Dr. Jeyarani J	HoD/Electronics and Communication Engineering	Member
5	Mr. Susindhiran S	AP/Science and Humanities	Member
6	Ms. Rhaxma S	IV Year B.Tech. ADS	Student Member
7	Ms. Shri Harini K	II Year MBA	Student Member



S. Shanthi

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

EDC Team Members

The following table shows the members of EDC Team.

S.N o.	Name of the members of faculty	Basic Academic Designation	Additional responsibility
1	Mr. Mohamed Nizarudeen M	Assistant Professor/CSE	Co-ordinator
2	Mr.Nandakumar T	Assistant Professor/ CIVIL	Member
3	Mr.Kiruthika D	Assistant Professor/ ADS	Member
4	Ms.Sasikala M	Assistant Professor/ ECE (GE)	Member
5	Mr. Anthony Kingston M	Assistant Professor/ MECH	Member
6	Dr.Paventhana V T	Assistant Professor/ S&H	Member
7	Dr. Ramya T	Assistant Professor/ MBA	Member



S. Shafiq

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

Composition of Library Committee

The following table shows the members of library committee.

S. No.	Name	Department	Role
1.	Dr. Shanthi S	Principal	Executive Members
2.	Dr. Jamuna Rani L	Librarian	
3.	Dr. Rajkumar D R	HoD/Mech	Faculty Members
	Mr. Karthick S	AP/Mech	
4.	Mrs. SudhaPriya B	HoD/Civil	
	Mr. Nandhini S	AP/Civil	
5.	Dr. Jeyarani J	HoD/ECE	
	Ms. Vanitha R	AP/ECE	
	Dr. Abdul Subhan B	ASP/ MBA	
	Dr. Ramya T	AP/ MBA	
6.	Ms. Rhaxma S	IV Year B.Tech.ADS	Student Representatives
7.	Ms. Kaviya V	IV Year B.E. Civil	
8.	Mr. PristanRajkumar A	IV Year B.E. Mech	
9.	Ms. Shri Harini K	II Year MBA	



S. Shanthi

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

Composition of Anti-Ragging Committee

S. No.	Name	Position	Category	Present Designation / Occupation	Telephone Numbers	Mobile Numbers	E-mail id	Address
1	Mr. RAVI Composition of Library Committee CHAKRAVARTHY R	Member	Police Department	POLICE INSPECTOR	0431 - 2690505	9498159383	ravichakravarthy@gmail.com	Somasampettai Police Station, Somarasampettai, Trichy - 620020
2	Mrs. SUMATHI S	Member	Revenue/ Taluk /Civil /Officers	REVENUE TALUK OFFICER	0431 - 2690505	9445000603	tstrysrirangam@in.gov.in	Thayanur, SrirangamTk - Trichy
3	Mrs. VANITHA MUTHU P	Member	Official of NGO	Representative DOTE	0431 - 2690505	9952877169	hodcse.gcse@gmail.com	Department of CSE, Government College of Engineering, Sethurappatti, Trichy - 620012
4	Mr. VIJAYAKUMAR P	Member	Representatives of parents	FARMER	0431 - 2690505	9943987635	vivetha97861@gmail.com	14/82, Periyar Nagar, Vengur, Trichy - 620013
5	Mrs. MAHALAKSHMI N	Member	Representatives of parents	BUSINESS	0431 - 2690505	8838595603	karthickrajanraja@gmail.com	202, South Street, Laigudi, Trichy - 621601
6	Ms. VIVETHA V	Member	Representatives of Students	FRESHER FEMALE	0431 - 2690505	9786117464	vivetha.v.ad@care.ac.in	14/81, Periyar Nagar, Vengur, Trichy - 620013
7	Mr. KARTHICK RAJA N	Member	Representatives of Students	FRESHER MALE	0431 - 2690505	8610443998	karthickrajan.n.cse@care.ac.in	265, South Street, Laigudi, Trichy - 621601
8	Mr. AANTO J	Member	Representatives of Students	CSE MALE STUDENT	0431 - 2690505	9443854171	aanto.j@care.ac.in	No.76, Vasantha Nagar, 8th Cross, Jaya Nagar Extension, Karumandapam, Trichy 620009
9	Mr. QUINY CRISTABLE R	Member	Representatives of Students	AD FEMALE STUDENT	0431 - 2690505	9751178225	quiny22cristable@gmail.com	11/16c, Viswappa NayakanPettai Street, Puthur, Trichy - 620007
10	Mr. AHAMED BUHARI A	Member	Representatives of Students	CSE MALE STUDENT	0431 - 2690505	8438507845	ahamedbuhari15@gmail.com	104, Annavi Nagar, Manapparai, Trichy - 621306
11	Ms. MOSHIKA M	Member	Representatives of Students	AD FEMALE STUDENT	0431 - 2690505	7092897638	moshika.m@are.ac.in	16 A, MGR Nagar, Mutharasanallur, Trichy - 620101
12	Mr. SENTHILKUMAR G	Member	Representatives Non-Teaching	LAB TECHNICIAN	0431 - 2690505	9443438856	gsenthileee@gmail.com	27, Thayanur, Trichy - 620009
13	Dr. PASUMPON PANDIAN A	Member	Representatives of College	DEAN	0431 - 2690505	9994023736	dean.rd@care.ac.in	27, CARE College Quarters, Trichy - 620009



S. Guha
PRINCIPAL

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

G.NARAYANAN EDUCATIONAL TRUST
 No. 27, Thayanur, Trichy - 620 009 | Ph: 0431 - 2690505

care.ac.in

Composition of Women Empowerment Cell

The following table shows the members of women empowerment cell.

S. No.	Name	Department	Role
1	Ms. Shirley Mary Vanitha A	AP/S&H	Co-ordinator
2	Dr. Jeyarani J	Asso. Prof/ECE	Member
3	Ms. KalaiSelvi M	AP/ADS	Member
4	Ms. Sudhapriya B	AP/CIVIL	Member
5	Ms. Sasikala R	AP/CSE	Member
6	Ms. Rubitha K	AP/ECE	Member
7.	Ms. Nandhini R	AP/MBA	Member




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

Industry Institute Partnership Cell

The following table shows the members of industry institute partnership cell.

S. No.	Name	Department	Role
1	Dr. Shanthi S	PRINCIPAL	Chairman
2	Dr. Pasumpon Pandian A	Dean (R&D)	Vice Chairman
3	Mr. Karthick S	AP/MECH	IIPC Coordinator
4	Mr. VetriAadithiya K	AP/CIVIL	Member
5	Dr. Jothi M	ASP/ADS	Member
6	Ms. Ranitha R	AP/CSE	Member
7	Ms. Elavarasi R	AP/ECE (GE)	Member
8	Mr. Francis Rebello I	AP/MBA	Member
9	Mr. Susindhiran S	AP/S & H	Member



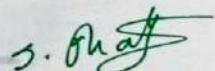

PRINCIPAL
CARE COLLEGE OF ENGINEERING
No. 27, Thayanur, Trichy-620 009.

Composition of NSS Committee

The following table shows the members of NSS committee.

S. No.	Name	Department	Role
1	Dr. Shanthi S	Principal	Chairman
2	Dr. Pasumpon Pandian A	Dean (R&D)	Vice Chairman
3	Mr. Saravanan R	AP/EEE	Programme Officer
4	Praveen Kumar C	II CSE	Volunteer
5	Pooja Lakshmi S	II ADS	Volunteer
6	GokulG	II ADS	Volunteer
7	Sanjay P	II MECH	Volunteer




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

Staff Selection Committee Members

The following table shows the members of staff selection committee.

S. No.	Name	Department	Role
1	Shri. PrativeChend B	Management Representative	CEO
2	Dr. Shanthi S	Principal	Chairman
3	Dr. Pasumpon Pandian A	Dean(R&D)	Vice Chairman
4	Dr. D.Sugumar	Business Administration	Member
5	Dr. Rajkumar D R	Mechanical Engineering	Member
6	Mrs. Sudhapriya B	Civil Engineering	Member
7	Dr. Jeyarani J	Electronics & Communication Engineering	Member
8	Dr. Suresh J	Computer Science Engineering	Member
9	Mrs. Amutha T	Artificial Intelligence & Data Science	Member
10	Mr. Venkatesan G	Science & Humanities	Member
11	Academic Experts	From reputed Institutions	Member



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

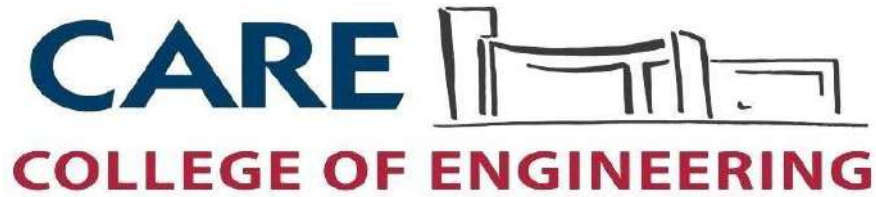
Composition of YRC Committee

The following table shows the members of YRC committee.

S. No.	Name	Department	Role
1	Dr. S. Shanthi	Principal	Convener
2	Mr. Saravanan R	AP/S&H	Programme Officer
3	VaseekaranThol	II MECH	Volunteer
4	ManojMukul S	II ADS	Volunteer
5	Raghuram, G. D	II ECE	Volunteer
6	Manikandan P	II CIVIL	Volunteer




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



(Approved by AICTE, New Delhi, Affiliated to Anna University, Chennai)

Grievance Redressal Committee

Students and Staff Grievance and Redressal Committee

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.

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 GRIEVENCE 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 - 620099

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 even 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
as 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. Pradi

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

Yours Truly,

Bairava Prakash

Gopi P . P
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
#77, Thayanar, Tiruchirappalli - 620009

OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE Minutes of Meeting

25-01-2023		
OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE MEETING		
Date of Meeting	25-01-2023	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 B</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.

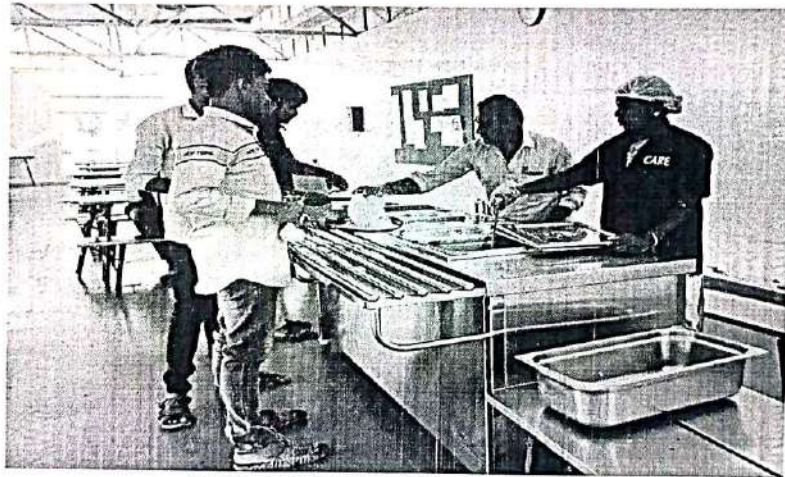


Fig.1: Bain-marie After Installation

Grossip
(Coordinator)

S. Shetty

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

Heads of OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE

CASE STUDY

The College has a students' Grievance and Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in a self grievances may be sent in writing or also be sent through email to the Officer in charge of the student Grievance Redressal Committee or principal.

A registry to register the Complaint is established and kept in the Principal Office under the supervision of Principal. On receipt of the complaint, the staff in-charge of the registry will submit the same to the convenor of the "Grievance Redressal Committee".

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN". The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the institute and the aggrieved person. In case of any false Involous Complaint, the OMBUDSMAN may order appropriate action against Complaint.