



A.V.C. COLLEGE OF ENGINEERING

| Approved by AICTE, New Delhi || Affiliated to Anna University, Chennai |
Accredited by NBA (CSE, EEE, ECE & MECH) || NAAC with 'A' grade (3rd Cycle) |

| An ISO 9001:2015 Certified Institution |

Mannampandal, Mayiladuthurai - 609 305

Ph: 04364-227202, Fax: 04364-227299 www.avccengg.net



Students' Grievance Redressal Committee (SGRC)

UGC Policy and Guidelines

For an **Engineering College** affiliated to a university (such as Anna University), the **Grievance Redressal Cell (GRC)** should be constituted in accordance with the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**, which replaced the 2019 regulations. These regulations apply to all UGC-recognized Higher Educational Institutions.

UGC Guidelines for Students' Grievance Redressal Committee (SGRC)

1. Objective

The Grievance Redressal Cell aims to:

- Provide a transparent and fair mechanism for resolving student grievances.
- Protect students from arbitrary decisions.
- Ensure timely disposal of complaints.

Promote a student-friendly academic environment.

2. Types of Grievances

The Cell generally deals with complaints relating to:

- Admission issues
- Fee-related matters
- Scholarships and financial assistance
- Examination and evaluation
- Attendance and academic records
- Issue of certificates
- Library and laboratory facilities

- Hostel and transport facilities
- Administrative delays
- Discrimination or unfair treatment (other than matters specifically handled by the Internal Committee or Anti-Ragging Committee)
- Student welfare services

3. Constitution of the Institutional Student Grievance Redressal Committee (ISGRC)

UGC recommends the following composition:

Position	Member
Chairperson	Principal/Director or Senior Professor nominated by the Head of Institution
Member	Senior Faculty Member
Member	Senior Faculty Member
Member	Administrative Officer/Student Welfare Officer
Special Invitee	Student representative nominated on the basis of academic merit, sports or co-curricular excellence (participates where appropriate)

Key points:

- Members generally hold office for **2 years**.
- **Quorum:** Minimum **3 members**, including the Chairperson (excluding the student special invitee).

Proceedings must follow the **principles of natural justice**.

4. Functions of the Grievance Redressal Cell

The Committee should:

- Receive student grievances.
- Register and acknowledge complaints.
- Conduct an impartial inquiry.

- Hear both parties.
- Maintain confidentiality.
- Recommend corrective measures to the Principal.
- Monitor implementation of recommendations.

Maintain grievance records and reports.

5. Complaint Procedure

Students should be able to:

1. Submit complaints through an **online portal** or in writing.
2. Receive acknowledgement.
3. Attend a hearing if necessary.
4. Present supporting documents.

Receive a reasoned decision. Institutions are expected to maintain an online grievance submission facility.

6. Timeline

Activity	Timeline
Institution forwards complaint to the Committee	Within 15 days of receipt
Committee submits recommendations	Within 15 working days of receiving the grievance
Appeal to Ombudsperson (if applicable)	As provided under the UGC Regulations
The Ombudsperson is expected to make efforts to resolve appeals within 30 days .	

Key UGC Reference

The governing regulation is the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**, which lays down the constitution, procedure, timelines, and role of the Institutional Student Grievance Redressal Committee and the Ombudsperson for higher educational institutions.



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CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

Establishment of Grievance Redressal Committee in the institute and Appointment of OMBUDSMAN & the complaints Registry at Institute level. (As per All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012. F.NO.37-3/Legal 12012 dated 25.05.2012)

Name	Designation/Department	Member
Dr.P.Balasubramanian	Principal	Convener
Dr. Chitravalavan	Professor-ECE Dept.	Registry In-charge & Member
Dr. S.A Chithra Devi	Associate Professor/EEE	Member
Mrs. M. Kavitha	Assistant Professor/CSE	Member
Mrs. K. Thamarai Selvi	Assistant Professor/ECE	Member
Dr. A. Haja Maideen	Associate Professor/MECH	Member
Mrs.S.Alarmelumangai	Assistant Professor/CIVIL	Member
Mrs.G.Renuga	Assistant Professor/IT	Member
Mrs.M. Vinothini	Assistant Professor/ICE	Member
Mrs.S.Saranya	Assistant Professor/AIDS	Member
Mrs.B.Anusuya	Assistant Professor/S&H	Member
Dr.K.Keerthi	Associate Professor/MBA	Member
Dr.A.Suganthi	Associate Professor/MCA	Member
Ms.R.Shahini	III ECE	Student Member
Ms.V.Santhiya	III EEE	Student Member
Ms.S.Amirthavarshini	III CSE - A Section	Student Member
Ms.N.Dhivya	II MBA	Student Member

Ombudsman - *University level ombudsman to be appointed by Anna University

The Committee shall abide by the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012. F.NO.37-3/Legal 12012 dated 25.05.2012 and carry out its activities in full compliance to the same and any further amendments that may be issued from time to time by AICTE or any Regulations/ordinance/Act that may be issued by any other lawful competent Authority/s.