

CHETTINAD COLLEGE OF ENGINEERING & TECHNOLOGY, KARUR

GRIEVANCE REDRESSAL CELL

ACADEMIC YEAR 2022-2023

ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

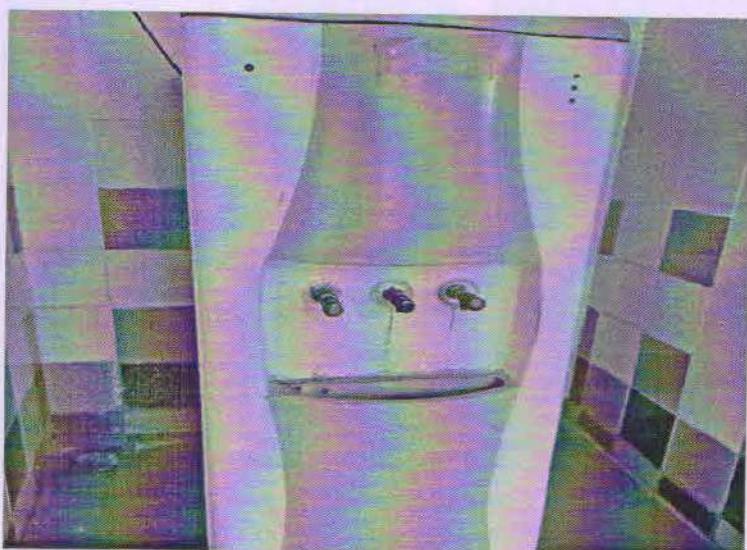
During the Academic Year 2022–2023, the Grievance Redressal Cell (GRC) of Chettinad College of Engineering and Technology functioned proactively to ensure that grievances raised by students were addressed promptly and effectively. Each grievance was carefully reviewed, resolved within a stipulated timeframe, and verified through follow-up feedback.

GRIEVANCE:1

Students raised a grievance through the online grievance redressal portal on 13.09.2022 regarding a non-functional cooler water tap and hot water tap, along with water leakages in the water purifier at the B Block Ground Floor. The Grievance Redressal Committee reviewed the issue in consultation with the Maintenance Manager and verified records from the Repair and Maintenance Register, which revealed that the problem was caused by ageing equipment, wear and tear, lack of preventive maintenance, and delay in the availability of spare parts.

Based on the committee's recommendation, the Principal instructed the Administrative Officer to take immediate corrective action. Accordingly, the faulty taps were repaired, leakages were rectified, and necessary components were replaced. Quality testing was conducted before restoring the facility for student use.

The grievance was resolved on 22.09.2022, within a period of 9 days. Students expressed satisfaction with the prompt resolution and appreciated the institution's commitment to providing safe and reliable drinking water facilities, thereby ensuring a hygienic and student-friendly campus environment.

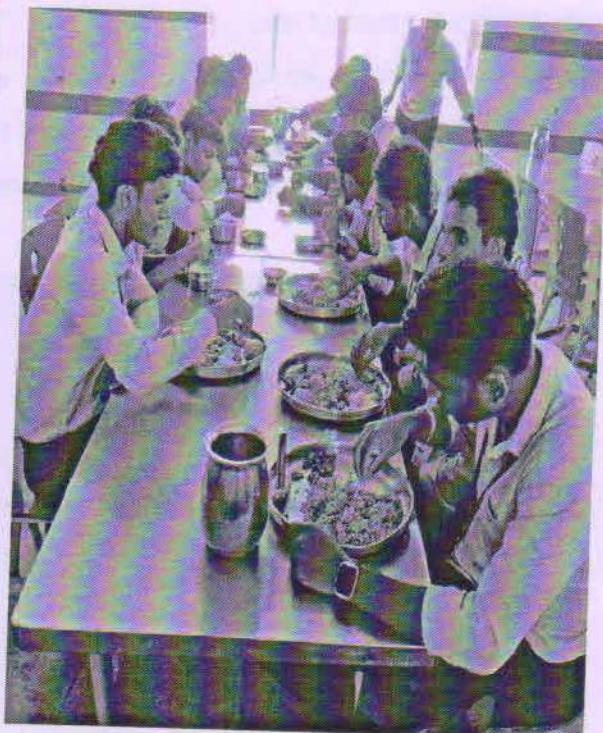
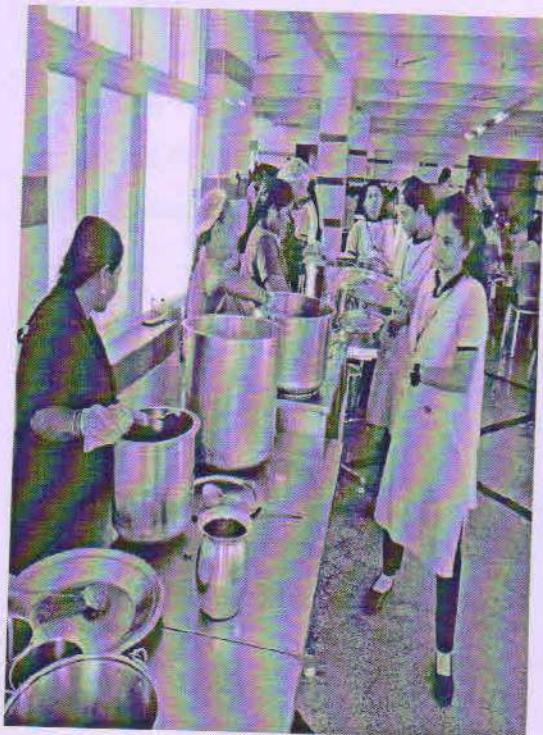


GRIEVANCE:2

The hostel students raised a grievance through the online grievance redressal system on 20.09.2022 regarding the insufficiency of the lunch break duration, stating that they found it difficult to reach the hostel mess, have lunch without rushing, and return to classes on time, which caused stress, fatigue, and reduced concentration during afternoon academic sessions. After careful consideration, the Grievance Redressal Committee acknowledged the concern but noted that extending the lunch break exclusively for hostel students would disrupt the regular academic schedule; hence, as an alternative solution, the committee recommended arranging lunch service in the college canteen located closer to the academic blocks.

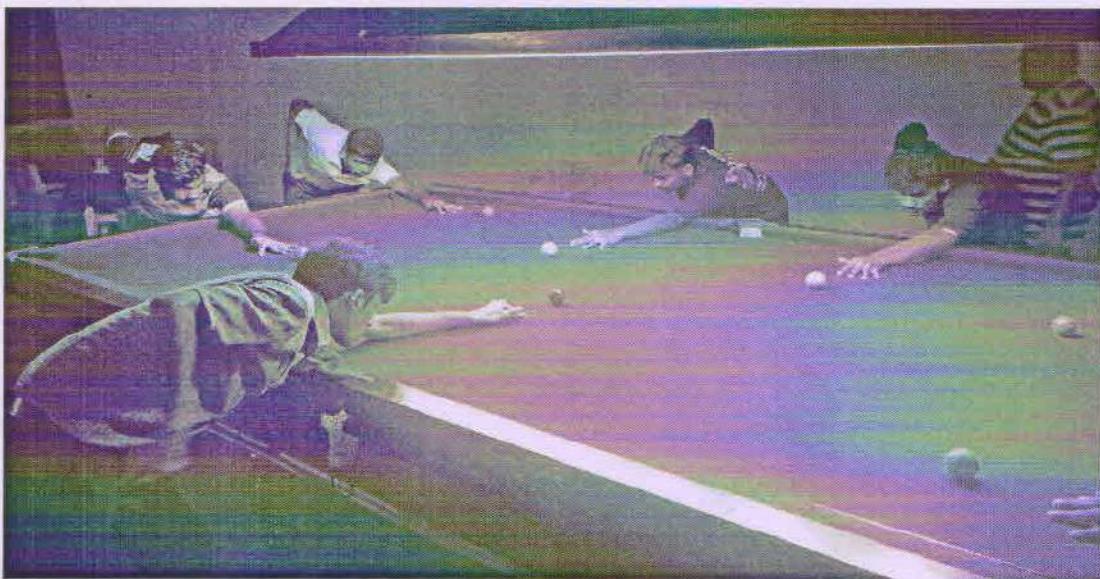
Based on the committee's recommendation, the Principal instructed the Administrative Officer to coordinate with the Hostel Warden, Mess In-charge, and Canteen Supervisor to implement this arrangement without affecting the academic structure. Accordingly, a separate serving space was successfully arranged within the canteen exclusively for hostel students, and the grievance was resolved on 24.09.2022, taking 4 days for redressal.

Following implementation, hostel students expressed positive feedback, stating that the new arrangement allowed them to have lunch comfortably without feeling rushed, reduced overcrowding during meal times, and significantly improved their focus and performance during afternoon sessions, thereby enhancing overall student well-being and campus dining efficiency.



GRIEVANCE:3

The Grievance Redressal Committee (GRC) received a complaint through the complaint box when it was opened on 01.02.2023, regarding the deteriorating condition of the snooker table cloth in the college indoor games area, stating that prolonged usage had made the cloth worn out, rough and uneven., thereby affecting smooth ball movement, accuracy of shots, and overall gameplay quality. Recognizing the importance of indoor sports facilities for student recreation and stress relief, the Grievance Redressal Committee reviewed the complaint and recommended the immediate replacement of the worn-out cloth with a high-quality, durable fabric. The Snooker Coach, Mr. Pushparaj, along with the Physical Director, was assigned to inspect the table to ensure that the frame and cushions were in proper condition prior to replacement, while the Administrative Officer initiated the procurement process in adherence to quality standards. The replacement work was executed promptly to minimize disruption to student access, and the grievance was resolved on 16.02.2023, taking 14 days for complete redressal. Following the replacement, students provided positive feedback, stating that the new cloth significantly improved gameplay, enhanced smooth ball movement and accuracy, and renewed their interest in using the indoor sports facility, while expressing appreciation to the management, Physical Director, and Snooker Coach for their timely support and effective resolution.



All grievances received during the Academic Year 2022–2023 were resolved effectively within a reasonable time frame.

HEAD ADMIN

BAT3123

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PRINCIPAL