

CHETTINAD COLLEGE OF ENGINEERING & TECHNOLOGY, KARUR

GRIEVANCE REDRESSAL CELL

ACADEMIC YEAR 2023-2024

ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

In the Academic Year 2023–2024, the Grievance Redressal Cell (GRC) of Chettinad College of Engineering and Technology functioned proactively to ensure that student grievances were resolved in a timely and effective manner. Each grievance was carefully examined, addressed within the stipulated timeframe and confirmed through follow-up feedback.

GRIEVANCE:1

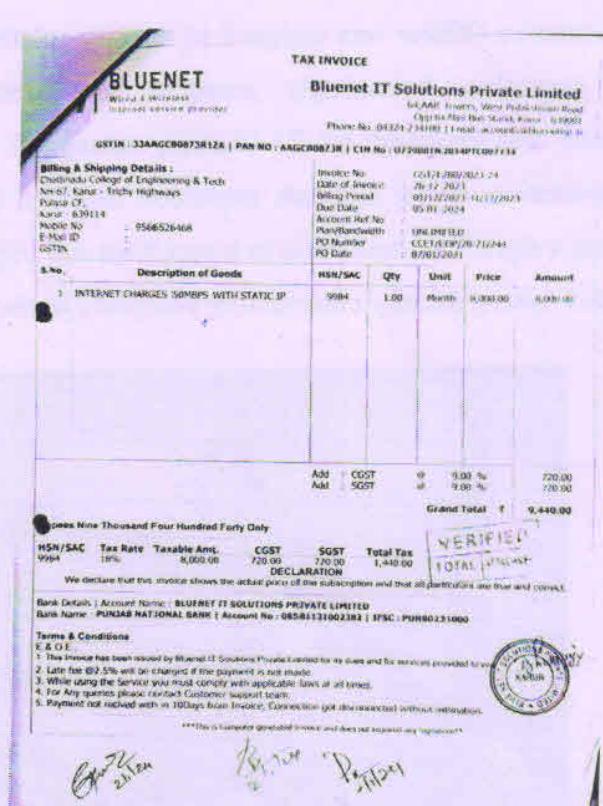
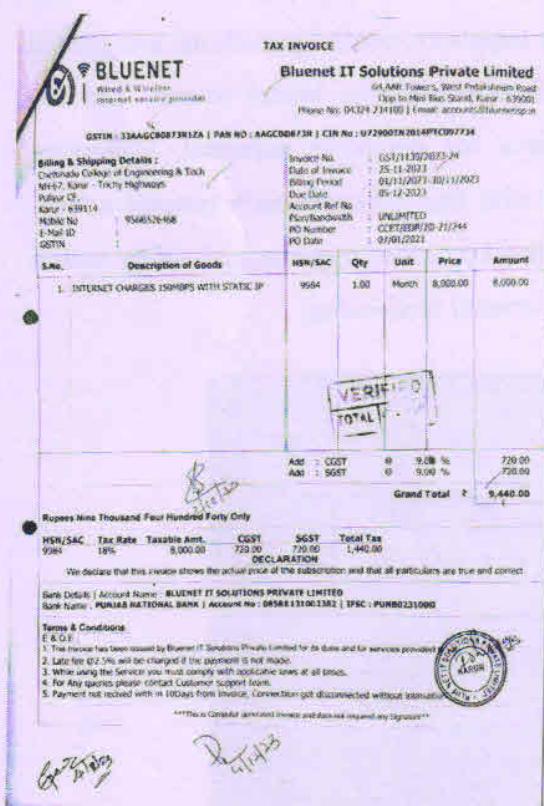
Hostel students raised an online grievance on 15.10.2023 regarding the presence of insects in hostel rooms, reporting frequent insect bites, disturbed sleep, and overall discomfort, which adversely affected their living conditions and overall well-being. Upon review, the Grievance Redressal Committee recommended immediate and long-term remedial measures, and the Principal instructed the Administrative Officer to conduct a comprehensive inspection of both boys' and girls' hostels to assess the severity of the infestation and identify potential breeding areas, followed by the implementation of immediate pest control measures. As a sustainable solution, the committee unanimously recommended the installation of mosquito nets on all hostel room windows, emphasizing the use of durable, securely fitted nets to prevent recurrence. The Administrative Officer was assigned to identify suitable suppliers, obtain quotations, and ensure timely execution. Accordingly, mosquito nets were installed in the hostel rooms, and the grievance was resolved on 31.10.2023, taking 16 days for complete redressal. Following implementation, hostel students expressed satisfaction with the management's prompt action, reporting a significant reduction in insect bites and improved comfort, hygiene, and safety within the hostel rooms, thereby contributing positively to their overall well-being.



Mosquito Nets at Hostel rooms

GRIEVANCE:2

Students from the AIDS department raised an online grievance on 01.11.2023 regarding slow internet connectivity in the computer laboratory, stating that it hindered their ability to access online resources, collaborate effectively on projects, and complete assignments efficiently, especially as many academic tools and software applications require stable and high-speed internet access. Upon review, the Grievance Redressal Committee recommended immediate action, and the Principal instructed the Administrative Officer, with the support of the IT Manager, to identify and rectify the issue at the earliest. A thorough assessment of the existing internet speed was conducted, including bandwidth usage analysis during peak hours, based on which the internet speed in the lab was upgraded. The grievance was resolved on 09.11.2023, taking 8 days for complete redressal. Following the upgrade, students provided positive feedback, stating that the improved internet speed enabled smoother software functionality, timely updates, uninterrupted access to online learning resources, and better collaboration during group projects and online meetings. Students also expressed gratitude for the enhanced connectivity, noting that it significantly improved their learning experience in the NAAN MUDHALVAN course by enabling effective participation in interactive sessions and efficient completion of assignments.



GRIEVANCE:3

Hostel students raised a grievance regarding the improper functioning of the 4-Station Multi-Gym equipment and the recurring malfunction of the Front-Loaded Bike Rider in the Boys Gym. The complaint was received through the complaint box when it was opened on 12.02.2024. Students reported issues such as jammed resistance cables, malfunctioning pulleys and weight stacks, along with unusual noise and vibration during the use of the bike rider, which affected their regular fitness routines and comfort. Upon review, the Grievance Redressal Committee recommended immediate intervention, and the Principal directed the Administrative Officer, with the support of the Physical Education Director, to arrange an urgent inspection of the equipment by a certified gym equipment technician. Based on the inspection report, faulty components were repaired or replaced, and the defective sections were temporarily restricted from use to ensure student safety until restoration was completed. The grievance was fully resolved on 26.02.2024, taking 14 days for complete redressal. Following the repairs, students expressed sincere appreciation for the timely action taken by the management, noting significant improvement in the performance, safety, and usability of both the multi-gym equipment and the front-loaded bike rider and commended the institution's commitment to maintaining a safe, well-equipped, and student-friendly fitness facility



All grievances received during the Academic Year 2023–2024 were systematically reviewed and resolved effectively within the stipulated timeframe, ensuring student satisfaction and institutional accountability.

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HEAD ADMIN

ADS
PRINCIPAL