

CHETTINAD COLLEGE OF ENGINEERING & TECHNOLOGY, KARUR
GRIEVANCE REDRESSAL CELL
ACADEMIC YEAR 2024-2025

ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

In the course of the Academic Year 2024–2025, the Grievance Redressal Cell (GRC) of Chettinad College of Engineering and Technology ensured prompt and effective redressal of student grievances. Each concern was carefully evaluated, resolved within the stipulated time, and confirmed through feedback mechanisms.

GRIEVANCE:1

An online complaint was received on 07.08.2024, wherein students sought the introduction of foreign language classes as part of their academic and skill development programmes. They expressed that learning languages such as Japanese, German, or French would significantly enhance their employability, especially in multinational companies and overseas job opportunities, and provide a competitive edge during campus placements. The Grievance Redressal Committee acknowledged the importance of foreign language proficiency for global career readiness and recommended exploring the feasibility of introducing such training through discussions with Heads of Departments, identifying industry-relevant languages, and examining the availability of qualified trainers or institutional partnerships. Based on detailed deliberations, the committee unanimously decided to proceed with Japanese Language Training, considering student interest, market demand, and placement relevance, and identified Sri Sankara Japanese Language Training & Consultancy Academy, Karur District as a suitable certified training partner. Dr. Punithavathi, Head – CSE, appointed as the Coordinator, submitted a comprehensive proposal detailing the course structure, duration, budget, and expected outcomes, which was forwarded to the Principal and Management for approval. A decision was also taken to issue a formal circular inviting student participation. The grievance was resolved on 17.08.2024, taking 10 days for redressal, and the Principal appreciated the initiative while encouraging timely implementation to enhance students' global employability prospects.



GRIEVANCE:2

Hostel students submitted a grievance on 19.10.2024 through the complaint box, requesting the provision of evening snacks within the college campus during internal examination periods. They stated that the tight schedule of attending regular classes followed immediately by evening coaching sessions made it difficult to return to the hostel for snacks, resulting in physical exhaustion, loss of concentration, and reduced effectiveness during coaching classes. After careful consideration, the Grievance Redressal Committee recommended immediate corrective measures, and the Principal instructed the Administrative Officer, in coordination with the Hostel Warden and Mess In-charge, to ensure that students' needs were addressed without delay. Accordingly, the evening snack distribution point was shifted to the canteen area, a centrally located and easily accessible place near the academic blocks, to minimize travel time. Snacks were distributed hygienically by 4:15 PM, allowing students sufficient time to refresh before attending the 4:45 PM coaching sessions. The grievance was resolved on 25.10.2024, taking 8 days for complete redressal. Students expressed overwhelmingly positive feedback, stating that the new arrangement significantly reduced stress, improved comfort and focus during coaching classes, and was both practical and thoughtful, and the committee recommended continuing this arrangement during future internal examination periods as well.



GRIEVANCE:3

ECE students submitted a grievance on 26.10.2024 through the online portal, requesting the provision of IoT (Internet of Things) kits to enhance their practical learning and project work. They stated that hands-on exposure to sensors, microcontrollers, wireless communication, and system-level design is essential to understand real-world applications such as smart cities, home automation, healthcare systems, and industrial automation. The Grievance Redressal Committee acknowledged the importance of IoT kits as a need of the hour for strengthening students' practical knowledge and technical skills in emerging domains, and the Principal instructed the Administrative Officer to notify the Purchase Committee to initiate the procurement process. As immediate purchase was not feasible, the Administrative Officer was directed to identify suitable suppliers and submit a detailed proposal to the Management for approval, while students were informed that the kits would be procured in the following semester. Subsequently, IoT kits were purchased and made available in the laboratory, and the grievance was resolved on 25.02.2025, taking 125 days for complete redressal. Following implementation, students expressed their gratitude to the management and department, stating that the availability of IoT kits significantly enhanced their practical sessions, improved their understanding of embedded systems and automation, increased confidence in undertaking mini-projects and competitions, and better prepared them for placements in core and emerging technology sectors.



For the Academic Year 2024–2025, the Grievance Redressal Cell (GRC) at Chettinad College of Engineering and Technology actively worked to address student grievances promptly and efficiently. All issues were reviewed thoroughly, resolved within the prescribed period, and verified through post-resolution feedback.

B 80/30/5/25
HEAD ADMIN

ADSR
PRINCIPAL