



ARULMIGU MEENAKSHI AMMAN COLLEGE OF ENGINEERING

Vadamavandal, Cheyyar Taluk,
Near Kanchipuram, Vembakkam, Tamil Nadu - 604410.

GRIEVANCE REDRESSAL CELL

Academic Year: 2025–2026

1. CONSTITUTION ORDER

Institution: Arulmigu Meenakshi Amman College of Engineering

Order No.: AMACE/GRC/2025-26/01

Date: 20.06.2025

OFFICE ORDER

With the approval of the Principal, the Grievance Redressal Cell (GRC) is constituted for the Academic Year 2025–2026 to address grievances of students and staff related to academic, administrative, and infrastructural matters.

The Cell shall function as per UGC and AICTE guidelines.

Composition of Grievance Redressal Cell

S.No	Name	Designation	Role in Cell	Contact No
1	Dr. R. Ganesan	Principal	Chairperson	9791529229
2	Mr.D.S.B. BalajiSha	Assistant Professor	Member	7667703380
3	Mr.S. Lakshmanan	Assistant Professor	Member	9994651997
4	Mr. Dineshkumar C.	Assistant Professor	Member	9962382821
5	Mr. Dakshinamurthy D.	Assistant Professor	Member	9445145106
6	Mr. Umapathy V.	Assistant Professor	Member	9677492715
7	Ms. Chinthamani S.	Assistant Professor	Member	8668010671
8	Ms. Haripraba R.	Assistant Professor	Member	9894497872

Term: June 2025 – May 2026


Principal Signature

2. OBJECTIVES OF THE GRIEVANCE REDRESSAL CELL

- To provide a transparent and fair mechanism for grievance handling.
- To ensure timely resolution of academic and non-academic issues.
- To maintain confidentiality in grievance processing.
- To promote a harmonious academic environment.

3. MECHANISM FOR SUBMISSION OF GRIEVANCES

- Complaint Box installed in Administrative Block.
- Online grievance submission through college website.



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- Direct representation to GRC members.
- Email: grievance@amace.edu.in

Resolution Timeline: Within 7–15 working days.

4. MINUTES OF MEETING

Minutes of Meeting – 1

Meeting No.: GRC/01/2025-26

Date: 05.08.2025

Venue: Principal's Chamber

Time: 11.00 AM

Members Present:

S.No	Name	Designation	Role in Cell
1	Dr. R. Ganesan	Principal	Chairperson
2	Mr.D.S.B. BalajiSha	Assistant Professor	Member
3	Mr.S. Lakshmanan	Assistant Professor	Member
4	Mr. Dineshkumar C.	Assistant Professor	Member
5	Mr. Dakshinamurthy D.	Assistant Professor	Member
6	Mr. Umopathy V.	Assistant Professor	Member
7	Ms. Chinthamani S.	Assistant Professor	Member
8	Ms. Haripraba R.	Assistant Professor	Member

Agenda:

1. Review of grievances received during July 2025
2. Discussion on classroom infrastructure complaints
3. Examination-related grievance review

Proceedings:

4. The Chairperson welcomed all members.
5. Total grievances received: **04**
 - Academic: 02
 - Infrastructure: 01
 - Examination-related: 01



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6. Grievance 1: Delay in internal mark updating.
 - Action: Marks verified and updated within 3 days.
7. Grievance 2: Insufficient fans in Classroom CSE-203.
 - Action: Two additional ceiling fans installed.
8. Grievance 3: Request for revaluation of internal test paper.
 - Action: Revaluation conducted; marks revised accordingly.
9. Grievance 4: Wi-Fi connectivity issue in library.
 - Action: Router replaced and connectivity restored.

Resolution Status:

All 4 grievances resolved within 10 working days.

Meeting concluded at 12.15 PM

Chairperson Signature

Member Signatures

S.No	Name	Designation	Signature of Members
1	Dr. R. Ganesan	Principal	
2	Mr.D.S.B. BalajiSha	Assistant Professor	
3	Mr.S. Lakshmanan	Assistant Professor	
4	Mr. Dineshkumar C.	Assistant Professor	
5	Mr. Dakshinamurthy D.	Assistant Professor	
6	Mr. Umapathy V.	Assistant Professor	
7	Ms. Chinthamani S.	Assistant Professor	
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Minutes of Meeting – 2

Meeting No.: GRC/02/2025-26

Date: 10.03.2026

Venue: Conference Hall

Time: 2.30 PM

Members Present:

S.No	Name	Designation	Role in Cell
1	Dr. R. Ganesan	Principal	Chairperson
2	D.S.B. BalajiSha	Assistant Professor	Member
3	Mr.S. Lakshmanan	Assistant Professor	Member
4	Mr. Dineshkumar C.	Assistant Professor	Member
5	Mr. Dakshinamurthy D.	Assistant Professor	Member
6	Mr. Umopathy V.	Assistant Professor	Member
7	Ms. Chinthamani S.	Assistant Professor	Member
8	Ms. Haripraba R.	Assistant Professor	Member

Agenda:

1. Review of complaints (Jan–May 2026)
2. Anti-ragging compliance review
3. Suggestion for improvement in lab scheduling

Proceedings:

4. Total grievances received: 03
5. Complaint regarding lab batch size adjustment.
 - Action: Lab hours increased and additional batch created.
6. Request for additional reference books in Electrical Machines.
 - Action: 12 new titles purchased.
7. Concern regarding exam timetable clash.
 - Action: Timetable revised and circulated.

Preventive Measures Suggested:

- Monthly grievance review
- Awareness program on grievance submission procedure
- Online tracking system for complaint status

Resolution Rate: 100%

Chairperson Signature



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7	Ms. Chinthamani S.	Assistant Professor	
8	Ms. Haripraba R.	Assistant Professor	

5. GRIEVANCE SUMMARY REPORT

Category	No. of Complaints	Resolved	Pending
Academic	3	3	0
Infrastructure	2	2	0
Examination	2	2	0
Others	0	0	0

Total Complaints: 7

Resolution Percentage: 100%

Average Resolution Time: 8 Days

6. ACTION TAKEN REPORT

S.No	Complaint Received Date	Nature of Complaint	Action Taken	Date of Resolution	Status
1	15.03.2026	Internal Mark Issue	Marks Verified	18.03.2026	Closed
2	22.03.2026	Classroom Ventilation	Fans Installed	30.03.2026	Closed
3	18.03.2026	Lab Scheduling	Additional Batch Created	25.03.2026	Closed

The Grievance Redressal Cell has functioned effectively during the Academic Year 2025–2026, ensuring timely resolution of complaints in accordance with institutional policies and regulatory guidelines.

Principal

IQAC Coordinator

GRC Chairperson