



# CIET

# COIMBATORE INSTITUTE OF ENGINEERING AND TECHNOLOGY

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## GRIEVANCE REDRESSAL COMMITTEE

### INTRODUCTION

The Grievance Redressal Committee (GRC) of Coimbatore Institute of Engineering and Technology (CIET) is established to address and resolve grievances raised by students, faculty and staff. The committee ensures a fair, transparent and effective mechanism for handling concerns related to academics, administration, facilities and overall campus environment.

The GRC is committed to fostering a positive atmosphere by upholding the principles of justice and equity while addressing grievances in a timely and impartial manner.

### FUNCTIONS OF THE COMMITTEE

The primary functions of the Grievance Redressal Committee include:

- Receiving and reviewing grievances submitted by students, faculty and staff.
- Conducting thorough investigations and discussions to understand the nature of complaints.
- Providing recommendations for resolution based on institutional policies and regulations.
- Ensuring confidentiality and fairness throughout the grievance-handling process.
- Monitoring the effectiveness of grievance resolution and suggesting improvements.
- Creating awareness among students and staff about grievance redressal mechanisms.

### OBJECTIVES

The key objectives of the GRC at CIET are:

- To provide a structured platform for addressing grievances fairly and effectively.
- To uphold transparency and accountability in handling complaints.
- To create a safe and inclusive environment for all stakeholders.
- To prevent discrimination, harassment or any form of unfair treatment within the institution.
- To ensure compliance with regulatory guidelines and institutional policies.



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## FREQUENCY OF MEETINGS

The Grievance Redressal Committee meets at regular intervals to review and resolve grievances effectively.


The schedule is as follows:

**Half yearly Meetings:** The committee convenes once every six months to review general complaints and policy-related concerns.

**Special Meetings:** Additional meetings are held as and when required, especially in cases requiring immediate intervention.

**Emergency Meetings:** Convened in response to urgent grievances requiring swift resolution.

The Grievance Redressal Committee is dedicated to ensuring a responsive and transparent grievance resolution system. By maintaining an open channel for communication and ensuring prompt action on concerns raised, the committee upholds the integrity and welfare of the institution's community. Continuous improvements and proactive measures will be taken to create a conducive learning and working environment for all.



PRINCIPAL



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**Ref: CIET/GRC/2025-26/Meeting/CIR – 001**

**Date: 22.07.2025**

The following members have been appointed as part of the Grievance Redressal Committee (GRC) of CIET. The roles and responsibilities of the committee members will be discussed during the first meeting, scheduled to be held on 25.07.2025, 2.00 p.m. at Principal's office.

All members are requested to attend without fail.

1. Dr. K.Manikanda Subramanian – Chairperson
2. Dr.K.Kalamani, Dean -Academics – Member
3. Prof.K.Velumani , HOD – S & H – Coordinator
4. Dr.K.Pushpalatha, HOD-CSE – Member
5. Dr.D.Seenivasan – HOD – MECH - Member
6. Dr.S.Gokul – HOD – EEE – Member
7. Mr. S.Deva Veera Kumaran - III CSE – Member
8. Ms. R. Priyadarsini – III IT – Member

  
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Copy to:

1. The Director, CIET
2. The members concerned
3. All HoDs
4. Office file



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## Meeting Minutes

The first Grievance Redressal Committee meeting was held on 25.07.2025 at 2.00 p.m in the principal office.

1.The meeting began with a welcome address by the principal, who introduced the new members to the committee.

- The principal outlined and assigned the roles and responsibilities of each member.
- The Chairperson will oversee the grievance redressal process, ensuring effective management and resolution.
- Committee members will assist with grievance resolution, maintain communication with students, and support the overall grievance process.
- Administrative support will manage grievance records and documentation.
- All members accepted their roles and responsibilities.

2.Action Plan for Grievance Redressal Process:

- Grievances will be logged within 48 hours of submission.
- The resolution time frame will be 7 working days with escalation for unresolved grievances.
- Regular updates will be provided to students regarding the status of their grievances.

3.Awareness of Grievance Redressal Mechanism to Students:

- The committee discussed the importance of raising awareness about the grievance redressal portal among students.
- It was proposed to conduct orientation sessions at the beginning of each semester to introduce the grievance redressal process.
- Regular updates on the portal will be shared through the CMS portal and notice boards.
- The committee will also work with the student council to organize awareness campaigns.



#### 4.Exclusive Portal for Grievance Redressal Mechanism in CMS Portal:

- The grievance redressal portal is already created and functional.
- The focus is now on increasing awareness of the portal and its features, such as online grievance submission, real-time tracking, document uploads, and automatic email notifications.

#### 5.General Awareness on Grievance Redressal Procedures:

Workshops and awareness programs will be organized for both students and faculty to ensure everyone understands how to effectively use the grievance redressal portal.

The student members of the grievance redressal cell expressed their grievance.

- Request for additional stationery items to be made available on campus.
- Request to repair and maintain sanitary napkin vending machines
- Request to establish a new juice shop facility on campus.
- Request for installation of snack vending machines in the hostel.
- Request for provision of mosquito nets in the hostel.

#### Follow-up and Next Meeting:

A follow-up meeting was scheduled for January 2026 to assess the progress of the awareness campaigns and other initiatives.

  
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## Action Taken Report on Issues Raised in the Grievance Redressal Committee

Meeting held on 25.07.2025

- Additional stationery items have been arranged and made available on campus through the concerned vendor.
- Sanitary napkin vending machines have been inspected, repaired and are being regularly maintained.
- Approval has been initiated for establishing a new juice shop facility on campus; necessary arrangements are in progress.
- The installation of snack vending machines in the hostel has been approved and procurement is underway.
- Mosquito nets have been provided in the hostel to ensure student safety and comfort.

All the grievances raised have been successfully addressed. The institution remains committed to the continuous improvement of campus facilities and student development initiatives, ensuring a supportive and responsive environment for all students.

  
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**Ref: CIET/GRC/2025-26/Meeting/CIR – 002**

**Date: 23.01.2026**

All members of the Grievance Redressal Cell are asked to attend the meeting in the Board Room on 28.01.2026 at 3.00 p.m

**Agenda for the Second Grievance Redressal Committee Meeting:**

1. Confirmation of the minutes of the previous meeting.
2. Review of grievances received and actions taken.
3. Evaluation of the effectiveness of existing grievance redressal mechanisms.
4. Discussion on pending or unresolved grievances.
5. Awareness initiatives to improve student understanding of grievance procedures.
6. Any other matter with the permission of the Chair.

  
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## Second Meeting Minutes held on 28.01.2026

### Points Discussed:

- The minutes of the previous meeting were reviewed and confirmed.
- The Committee reviewed the grievances received and noted the actions taken.
- The effectiveness of existing grievance redressal mechanisms was evaluated and found to be satisfactory, with scope for further improvement.
- The following concerns were raised by student members:
  - Request for revision of the hostel menu to improve quality and variety.
  - Request for servicing and maintenance of water dispensers (water coolers/RO units).
- It was resolved to take necessary action through the concerned authorities for the above issues at the earliest.
- It was further resolved to enhance awareness among students regarding grievance redressal procedures.
- No other matters were discussed.

### Conclusion:

The meeting concluded with a vote of thanks to the Chair.

  
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## Action Taken Report for the meeting held on 28.01.2026

- The hostel menu has been reviewed and revised in consultation with the mess committee to improve quality and variety.
- Water dispensers have been serviced and are functioning properly.
- Necessary instructions have been issued to the concerned staff to ensure regular monitoring and maintenance.

All the grievances raised have been addressed effectively. The institution remains committed to ensuring timely resolution of student concerns and to continuously improving campus facilities and services.

  
COORDINATOR

  
PRINCIPAL

### New Complaint

**\*Select Grievance Category**  
-- Select Category --

**\*Sub Category**  
-- Select Sub Category --

**\*Location**  
Start typing location  Other Location

**Place / Item Name**  
Enter the Place / Item Name

**\*Subject**  
Enter the Subject

**\*Description**  
Enter Complaint Description

**Available From Date**

**Available To Date**

Submit

Cancel