

Establishment of Online Grievance Rederssal Mechanism



AAA College of Engineering and Technology
Accredited by NBA (CIVIL,CSE,EEE,ECE & MECH) and NAAC with 'A' grade.
An ISO 21001:2018 TUV Certified Institution
Approved by AICTE-New Delhi. Affiliated to Anna University, Chennai
Amathur, Sivakasi – 626 005.

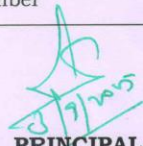
AAA/ Estb/2025- '26/01A

03-09-2025

Establishment of Grievance Redressal Committee

The Grievance Redressal Committee for our institution is re-constituted with the following members for the academic year 2025-26.

S. No.	Name of the Faculty	Desig. & Department	Phone Number	Position
1.	Dr.M .Sekar	Principial	8124011542	Chairperson
2.	Dr.P.Kalaiselvi	Asso.prof/Civil	9150301992	Convener
3.	Dr.P.S.R Senthil Maharaj	Asso.prof/Mech	9944046643	Faculty Member
4.	Dr.P.Senthil Pandian	Asso.prof/CSE	9159699366	Faculty Member
5.	Mrs.P.Ganeshwari	Asst.Prof / ECE	9043878107	Faculty Member
6.	Dr.S.Kirthiga Deepa	Asso.prof /S&H	9710420082	Faculty Member
7.	Mrs.P.S Saritha	Asst.Prof / S&H	9384743817	Faculty Member
8.	Mrs. B.Sarojini	Asst.Prof/ EEE	8220043510	Faculty Member
9.	Mr.P.Sanjay	Student/III CSE	9345752465	Member
10.	Mr.N.Anish Sandron	Student/I CSE	8778825257	Member
11.	Mr.G.Vijay	Student/III Civil	6380874479	Member
12.	Ms. Abirami	Student/IV EEE	7639205118	Member
13.	Ms.A.Sweety	Student/IV ECE	9842575716	Member
14.	Ms.M.Mohana	Student/III AIDS	6369611973	Member
15.	Ms.P.Ponramapraba	Student/III IT	8374678576	Member
16.	Ms.P.Ghuna Shri	Student/II Cyber	9003119903	Member


PRINCIPAL
(Dr.M. Sekar)

Copy to:

1. All HoDs
2. File



AAA College of Engineering and Technology

Accredited by NBA (CIVIL,CSE,EEE,ECE & MECH) and NAAC with 'A' grade.

An ISO 21001:2018 TUV Certified Institution

Approved by AICTE-New Delhi. Affiliated to Anna University, Chennai

Amathur, Sivakasi - 626 005.

AAA/ Estb/2025- '26/01

03-09-2025

Establishment of Grievance Redressal Committee for faculty / staff member

With reference to the AICTE notification F. No. 1-103 / AICTE / PGRC / Regulation/2021, the Grievance Redressal Committee for faculty/staff members in our institution is re-constituted with the following members for the academic year 2025-26.

S. No.	Name of the Faculty	Desig. & Department	Phone Number	Position
1.	Dr. M. Sekar	Principal - AAA CET	81240 11542	Chairperson
2.	Dr. P. Kalaiselvi	Asso.Prof./Civil - AAA CET	91503 01992	Convener
3.	Dr. P. Jayashree	Professor/ Department of Computer Technology, MIT Campus, Anna University, Chennai	94440 24463	University Nominee
4.	Dr. B. Stalin	Professor/Department of Mechanical Engineering, Anna University Regional Campus, Madurai	98652 64158	Member affiliating university
5.	Mrs. P.S. Saritha	Asst. Prof./S&H - AAA CET	93847 43817	Faculty Member


PRINCIPAL
(Dr.M.Sekar)

Copy to:

1. All members /HoDs / to publish in website
2. File



ANNA UNIVERSITY

SARDAR PATEL ROAD, CHENNAI - 600 025

Phone : +91 - 44 - 2235 2161

Office : +91 - 44 - 2235 7004

+91 - 44 - 2235 7003

Fax : +91 - 44 - 2235 1956

E-mail : registrar@annauniv.edu

REGISTRAR

Lr. No. 972 / CAI / AU / 2024

Date: 16.12.2024

To

The Principal
AAA College of Engineering and Technology,
Amathur Village, Sivakasi,
Virudhunagar – 626 123.

Sir / Madam,

Sub: Anna University nominee for Governing Council and Grievance Redressal Committee – Reg.

Ref: Principal Lr. No. AAA/GEN/2024-25/07 dated: 19.07.2024.

I am to inform that Convenor Committee is pleased to nominate **Dr.P.Jayashree**, Professor, Department of Computer Technology, MIT Campus, Chromepet, Anna University, Chennai – 600 044 as Anna University Nominee for Governing Council and Grievance Redressal Committee to **AAA College of Engineering and Technology**, Amathur Village, Sivakasi, Virudhunagar, - 626123 for the academic years 2024 – 25 to 2026 – 27.

Yours sincerely,

REGISTRAR
REGISTRAR
Anna University
Chennai - 25

- Copy to: i. **Dr.P.Jayashree-** Anna University Nominee
Professor
Department of Computer Technology,
MIT Campus,
Anna University, Chennai – 600 044
Mail ID: pjshree@annauniv.edu,
Phone No: +91- 9444024463.
- ii. The Director
Centre for Academic Courses
Anna University, Chennai – 600 025
- iii. Master File

7/12/24
19/12/24

MINUTES OF GRIEVANCE AND REDRESSAL COMMITTEE

Venue	Principal Room	Date : 24.09.2025	Time : 3.00 p.m.	Ref. No.: AACET/GC/2025-26	
Members Present	Dr.P.Kalaiselvi ASP/CIVIL Convenor	Mr.P.S.R.Senthil Maharaj ASP/Mech	Dr.P.Senthil Pandian, ASP/CSE	Mrs.B.Sarojini AP/EEE	Mrs.P.S Saritha AP/S&H(Physics)

S.No	Points Discussed
1.	<p>Agenda & Discussions:</p> <ul style="list-style-type: none"> • Introduction & Objectives of GRC • Chairperson highlighted the importance of creating a safe, fair, and transparent academic environment. • Dr. P. Kalaiselvi briefed members on UGC and AICTE guidelines. • Grievance Submission Channels
2.	<p>Online Portal:</p> <ul style="list-style-type: none"> • Grievances can be submitted via the AAA-CET Grievance Portal. • Email: grievance@aaacet.ac.in • Drop Boxes: Installed at ground floor entrances of academic blocks and hostels. • Class Committee / Direct Approach: Students may approach HoDs, Mentors, or Committee members directly.
3.	<p>Escalation Procedure:</p> <ul style="list-style-type: none"> • First Level: Mentors / Class Coordinators / HoDs. • Second Level: College GRC. • Third Level: Director, Centre for Student Affairs, Anna University (for exam/certificate/hostel issues) or UGC Online Grievance Redressal System (for national-level monitoring)
4.	<p>Timelines:</p> <ul style="list-style-type: none"> • Acknowledgement of grievance: 2–3 working days. • Resolution at SGRC level: Within 15 working days. • Resolution at GRC level: Within 30 working days.
5.	<p>Ombudsman Appointment:</p> <p>Mrs. M. Shanmughathai appointed as Ombudsman for impartial oversight.</p> <p>Members acknowledged her role in ensuring fair and unbiased grievance redressal.</p>

6.	Confidentiality & Non-Retaliation: <ul style="list-style-type: none">• All grievances will be handled confidentially.• Retaliation against complainants will not be permitted• Awareness of the grievance mechanism will be posted on college website and notice boards.
7.	Any Other Matters: <ul style="list-style-type: none">• Members suggested periodic training for staff and students on grievance procedures.• Committee agreed to prepare a template for grievance report tracking.
8.	Meeting Conclusion: <ul style="list-style-type: none">• The committee unanimously approved the constitution and procedures of the GRC.• Members committed to ensure prompt and impartial grievance redressal as per UGC, AICTE, and Anna University regulations.



Venue	Board Room	Date : 31.10.2025	Time : 3.00 p.m.	Ref. No.: AAACET/GC/2025-26	
Members Present	Dr.M.Sekar Principal Chairperson	Dr.P.Kalaiselvi ASP/CIVIL Convenor	Dr.P.S.R.Senthil Maharaj ASP/Mech	Dr.P.Senthil Pandian, ASP/CSE	Mrs.B.Sarojini AP/EEE
	Mrs.P.Ganeswari AP/ECE	Dr. S.Kiruthiga Deepa AP/S&H(Maths)	Mrs.P.S Saritha AP/S&H(Physics)		

S.No	Points Discussed
1.	The committee discussed that all grievances were communicated to the appropriate authorities , including the Principal, Administrative Officer (AO), Heads of Departments, and concerned staff, to ensure timely and effective resolution.
2.	Members reviewed the mechanism for prompt action on maintenance, IT, and technical issues and emphasized the need for coordinated efforts among support teams.
3.	The committee deliberated on various student support measures , including remedial classes, mentoring, project facilitation, and organization of symposiums and workshops to enhance academic performance and skill development.
4.	Members emphasized the importance of continuous follow-up for pending issues such as window screens, water purifiers, and fan replacements, ensuring that all actions follow proper procedures.
5.	The committee discussed the steps taken to strengthen academic support , including extra coaching, revision tests, and re-teaching of difficult topics based on student feedback.
6.	The availability and improvement of IT and network facilities , including provision of high-speed internet connectivity, were reviewed and appreciated.
7.	The committee deliberated on examination schedule adjustments and project facilitation , ensuring adequate preparation time for students.
8.	Members discussed the need to conduct departmental workshops, technical symposiums, and placement-related activities to improve student exposure and employability.
9.	Issues related to hostel, food arrangements, and general student welfare were discussed and communicated to the concerned authorities.
10.	The importance of student guidance on proper usage of facilities such as washrooms, laboratories, and classrooms was emphasized to avoid recurrence of complaints.
11.	Any other matters suggested by the members related to student welfare and institutional improvement were also discussed.

GRIEVANCES REDRESSAL

By implementing these measures, our institution can maintain a harmonious working environment while upholding principles of integrity and fairness in addressing disputes promptly and professionally.

Grievances Redressal Cell deals with all types of grievances, complaints and malpractices including those received from Students, Faculty and other Stakeholders.

Committee Members (Students)

Committee Members (Faculty/ Staff)

AICTE REGULATION

REPORT YOUR GRIEVANCES

The Grievance Redressal Committee for our institution is re-constituted with the following faculty members for the academic year 2024-25.

S. No.	Name of the Faculty	Desig. & Department	Phone Number	Position
1.	Dr.M.Sekar	Principal	8124011542	Chairperson
2.	Dr.P.Kalaiselvi	Asso.prof/Civil	9150301992	Convener
3.	Dr.P.S.R Senthil Maharaj	Asso.prof/Mech	9944046643	Faculty Member



Search



ENG
IN



10:12 AM
1/19/2026



The Grievance Redressal Cell at the institute is responsible for addressing student grievances related to both academic and non-academic matters. An online grievance addressal form is available for students /staff/ faculty to report their genuine grievances.

Link : <https://aaaengcoll.ac.in/grievances-redressal/>

Escalation Procedure: Initially, grievances are handled by mentors, class coordinators, and department heads. If unresolved, they are escalated to the Grievance Redressal Cell. The Cell also encourages students to share suggestions for continuous improvement and aims to provide a supportive system while taking proactive measures for timely redressal.

Students can approach committee members directly and inform their genuine concerns. They can also approach the HoDs or interact during the class committee meetings or in person. The class committee report will be investigated and appropriate action at the institutional level will be taken. Students can also write mails to grievance@aacet.ac.in or drop their grievance /suggestion in the drop box kept in ground floors of Oxford/Cambridge/Hostel ground floor entrances.

Faculty/ Staff working in the institution can express their grievances to the committee members appointed for faculty/staff. Faculty /Staff are asked to use the above channels of online reporting or contact the committee members/ HoDs/ Principal. Any unsolved issues will be escalated to management for further resolution.

Mrs. M. Shanmugathai former Professor & Head of Mathematics Department, VVV College for Women(Government Aided) is the ombudsman of our institution.

About Us



We are the top engineering college in Sivakasi. We offer the best engineering education in the state of Tamil Nadu.

Quick Links

About Us
Prospectus

External Links

Anna University
NBA

Contact

Kamarajar Educational Road,
Amathur - 626 005

enquiry@aacet.ac.in



Search



ENG
IN



10:18 AM

1/19/2026



https://aaaengcoll.ac.in/grievances-redressal/

← → ↻ aaaengcoll.ac.in/grievances-redressal/ 🔍 ☆ ⬇️ E School ⋮

ADMINISTRATION + ADMISSIONS + ACADEMICS + CAMPUS + STUDENT'S CORNER + PLACEMENTS + RESEARCH + IQAC + CAREERS

upholding principles of integrity and fairness in addressing disputes promptly and professionally.

Grievances Redressal Cell deals with all types of grievances, complaints and malpractices including those received from Students, Faculty and other Stakeholders.


Committee Members (Students) | Committee Members (Faculty/ Staff) | AICTE REGULATION | **REPORT YOUR GRIEVANCES**

Submit Your Grievance

Grievance Type * Name * Register Number / Faculty Code / Non-Teaching Code *

Department * Phone Number * Email Address *

Grievances Detail *

I'm not a robot  [Privacy](#) - [Terms](#)

Send Message

📞

Windows Search | Taskbar: File Explorer, Edge, Word, PowerPoint | System Tray: ENG IN, 10:20 AM 1/19/2026