



SRI RAMAKRISHNA ENGINEERING COLLEGE

[Educational Service : SNR Sons Charitable Trust]

Vattamalaipalayam, N.G.G.O. Colony Post,
Coimbatore – 641022.

 www.srec.ac.in

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GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Date: 09.03.2026

Venue: MBA Board Room

Time: 2:30 pm

Points discussed in the meeting:

Dr. R Mary Metilda, Head of the Department, MBA warmly welcomed all the members and briefed them on the following points:

- ❖ Brief overview of the meeting's objectives
- ❖ Review of Current Grievance Mechanisms
 - Online Grievance Link
 - Overview of the current online grievance system.
 - Discussion on its effectiveness and areas for improvement.
- ❖ Suggestion Box in Main Building and Departments
- ❖ Class Committee and Tutor Ward Meetings
- ❖ Challenges in the Current Grievance Mechanisms
- ❖ Suggestions for Improvement
- ❖ Any other points

1. Pathway from A block to IT block

Mr. Pratham, III year Mechanical Engineering student, reported that the pathway between A Block and IT Block is uneven dumped with stones for walking. It was suggested that the pathway be maintained properly to ensure safe and easy movement for students and staff.

2. Water doctor not working properly

Student Ms. Rochitha, III year Bio Medical Engineering informed that some of the Water Doctor (C Block, ECE Block & Near PD Room) units are not functioning properly. This affects access to clean drinking water for students. Immediate attention is to be given to this issue. It was also informed by Dean Academics, Dean Administration, HoD- BME, that the machines are very old.

It was highlighted that regular maintenance and servicing of the Water Doctor units are not being carried out. The administration was requested to schedule periodic inspections and maintenance to ensure continuous functioning.

3. Cleanliness of Girls' Washroom

Ms. Rishmitha of III year Robotics and Automation Engineering raised concerns about the hygiene and cleanliness of the girls' washrooms. It was requested that cleaning be done more frequently to maintain proper sanitation and hygiene standards. Several latches in the girls' washroom are damaged and required maintenance.

4. Street dog issue near Amenity Hall

Final year students of Artificial Intelligence and Data Science Ms. Sharmila Devi S reported the presence of street dogs near the Amenity Hall, which sometimes creates discomfort and safety concerns for students moving around that area. And students are advised not to feed the dogs inside the college premises.

It was also informed by the Doctor Gowtham, that since the street dogs inside the campus are not vaccinated it involves high risks of health and medication expenses.

Students recommended conducting awareness programs or sharing guidelines on how to safely deal with or avoid street dogs within the campus premises. It is recommended to create and display awareness posters in different areas of the college campus. Ms. Kanishka and Ms. Rochitha will be responsible for this campaign.

5. Missing Valuables During Lab Sessions

Some students reported that valuables such as mobile phones, money and personal items have gone missing during lab sessions. It was suggested that better monitoring, awareness, and security measures be implemented. A rack should be placed inside the laboratory for students

to keep their belongings. Students are advised to store their valuable items in a small hand wallet.

6. Digital Screen in Food Court

Mr.Pratham of III year Mechanical engineering proposed installing a digital display screen in the food court to show order numbers or order status. This will help reduce crowd and waiting time.

7. Insufficient Snacks in Food Court

Students mentioned that the quantity and availability of few snacks in the food court are sometimes insufficient, especially during peak hours. Increasing the supply was requested.

8. Inclusion of Computer Science Domain for EEE Students

III year EEE student Ms. Divya Rakshana M R requested that opportunities related to the Computer Science domain be made available for them, such as workshops, electives, or training programs and value-added program.

9. Two Exams Scheduled on the Same Day

Students raised concerns about having two exams scheduled on the same day, which creates pressure and difficulty in preparation. It was suggested that exam schedules be arranged more evenly.

10. Sanitary Napkin Vending Machine

Girls' Students and Dr. R Brindha, Senior Deputy Warden- Women's Hostel requested the installation of sanitary napkin vending machines within the college premises to ensure better hygiene and convenience for female students.

11. Staff room cleaning

Faculty members suggested that housekeeping staff ensure proper cleanliness and hygiene on a daily basis of the staff room and faculty cabin.

12. Wi-Fi connectivity in the college campus

Ms. Kanishka of I year MBA and some Students raised the issue of very low Wi-Fi connectivity across the college campus. It was requested that the technical team check the network infrastructure and improve the internet speed and coverage.

13.Information about government internships

Students mentioned that the information regarding government internships should be communicated to students in a timely manner through official notices, email, or student groups so that students can apply without missing deadlines.

All the members are satisfied with the discussion made and informed students that necessary action will be taken for the queries mentioned by the students. At last Dr. Mary Metilda, HoD-MBA, thanked all the members who participated in the meeting.


Convenor


Principal



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Department of Management Studies

Circular

Grievance Redressal Cell

The members of the Grievance Redressal Cell are requested to attend a meeting on March 03, 2026 at 3:00 pm in the MBA Board Room. In this regard, the Heads of various Department are requested to direct the Staff and Students to attend the same.

[Signature]
Convenor

[Signature]
Principal

Copy To: All HoD's



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Grievance and Redressal Cell

Agenda

Venue: MBA Boardroom

Date: 03.03.2026

Time: 3 pm

The following are the discussions aimed for the meeting on the Grievance and Redressal Cell.

- ❖ Brief overview of the meeting's objectives
- ❖ Review of Current Grievance Mechanisms
 - Online Grievance Link
 - Overview of the current online grievance system.
 - Discussion on its effectiveness and areas for improvement.
- ❖ Suggestion Box in Main Building and Departments
- ❖ Class Committee and Tutor Ward Meetings
- ❖ Challenges in the Current Grievance Mechanisms
- ❖ Suggestions for Improvement


Convener


Principal



SRI RAMAKRISHNA ENGINEERING COLLEGE

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[Autonomous Institution, Reaccredited by NAAC with 'A+' Grade]
[Approved by AICTE and Permanently Affiliated to Anna University, Chennai]
[ISO 9001:2015 Certified and all eligible programmes Accredited by NBA]
VATTAMALAIPALAYAM, N.G.G.O. COLONY POST, COIMBATORE – 641 022



Minutes of the Grievance and Redressal Committee Meeting

Date: 14th August 2024

Time: 3:00 PM

Venue: MBA Boardroom

1. Opening and Brief Overview

- **Chairperson's Opening Remarks:** Dr. Soundarrajan opened the meeting, outlining the primary objectives, which are to review the current grievance mechanisms, assess their effectiveness, and identify potential improvements.
- Dr.R.Mary Metilda briefed about the objectives of the meeting

2. Review of Current Grievance Mechanisms

➤ Online Grievance Link

Dr.Mary Metilda provided an update on the existing online grievance system. The system allows students and staff to submit complaints and suggestions anonymously. Participants noted that the online system is user-friendly and accessible. Concerns were raised about delayed responses and lack of follow-up communication.

➤ Suggestion Box in Main Building and Departments

Dr.L.Raghunath reported that the suggestion boxes are placed at strategic locations and are regularly checked. The committee discussed the limited use of suggestion boxes and the need for increased visibility and awareness.

➤ Class Committee and Tutor Ward Meetings

Dr.S.Jayanthi highlighted that grievances raised in these meetings are generally addressed promptly. There is inconsistency in how grievances are documented and followed up across different departments.

3. Challenges in Current Grievance Mechanisms

- **Inconsistency in Response Times:** Several members pointed out that varying response times across different mechanisms can lead to frustration among users.
- **Lack of Awareness:** Some students and staff are not fully aware of how to use the available grievance channels effectively.
- **Follow-Up Issues:** There are instances where grievances are resolved, but there is a lack of feedback to the complainant.

4. Suggestions for Improvement

- Dissemination of different channels to address the grievances to the students and staff about the grievance mechanisms and their importance. Improve visibility of the suggestion boxes through more prominent signage and regular reminders.
- Develop a standardized process for documenting grievances and ensuring consistent follow-up across departments. Designate a grievance officer in each department to manage and oversee the grievance process.
- Schedule periodic reviews of the grievance mechanisms to assess their effectiveness and make necessary adjustments. Create a feedback loop where complainants can provide input on their experience with the grievance process.

5. Grievances Addressed:

- Students from IIIrd Year Bio-Medical, Mechanical and EIE Departments requested for Placement training from 3rd year itself.
- ECE girl's restroom lock was not available for 1 restroom which was taken for Discussion.
- IIIrd Students from IT and EIE raised the issue of Dogs intervention at times in the Campus.

6. Suggestions:

- **Dr.L.Raghunath:** Provided the primitive action for the stray dog intervention inside the campus and how it can be prevented by blocking the way it enters.
- **Dr.S.Jayanthi:** To enhance the visibility of suggestion boxes and improve awareness campaigns.
- **Dr.N.Sathish Kumar:** To standardize the grievance documentation and follow-up process across departments.
- **Mrs.Brindha:** Suggested various actions for the grievances.

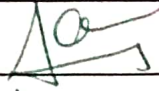
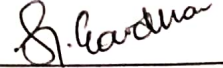
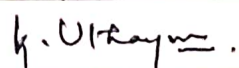
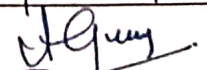
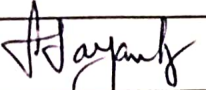
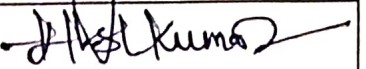
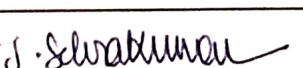
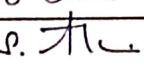
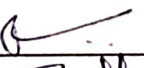
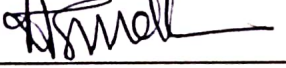
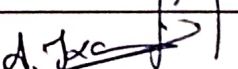
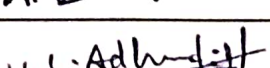
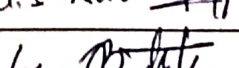
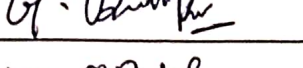
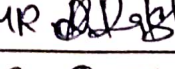
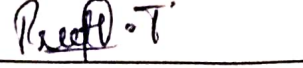
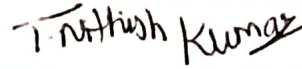
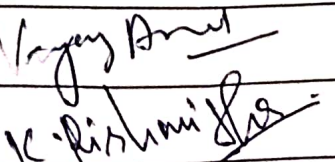
7. Adjournment

The meeting was adjourned by Dr. Soundarrajan followed by Dr.R.Mary Metilda, by thanking all participants for their contributions and efforts in improving the grievance and redressal mechanisms.


Convenor 15/8/24


Principal 16/8

Attendees of the Meeting

S.No	Name	Signature
1	Dr. A.Soundarrajan (Principal)- Chairperson	
2	Dr.R.Mary Metilda (Professor & Head-MBA)- Convener	
3	Dr.S.Gowtham (Doctor) - Member	
4	Dr.K.Uthayarani (Prof.& Head-Physics(Senior Faculty)) - Member	
5	Dr.A.Grace Selvarani (Prof.&Head-CSE) - Member	
6	Dr.L.Rahunath (Prof.& Head-Chemistry Senior Dupty Warden)-Member	
7	Dr.S.Jayanthi (Professor-ECE)-Member	
8	Dr.N.Sathish Kumar (Professor-ECE)-Member	
9	Dr. J. Selvakumar (Professor - CSE)-Member	
10	Dr. S. Allirani (Prof. & Head - EEE)-Member	
11	Dr. V. Rukkumani (Associate Professor - EIE)-Member	
12	Mrs.Brindha (Deputy Warden-Girl's Hostel)-Member	
13	Mr.R.Rajesh (Deputy Warden-Boy's Hostel)-Member	
14	Mr.M.Nagarajapandian (Deputy Warden-Boy's Hostel)-Member	
15	Kaviyashree.A (III BME)-Member	
16	Adhan Jeff.M.S (III IT)-Member	
17	Bharathkumar.G (III ECE -A)- Member	
18	Divya Rakshana.M.R (II EEE -A)-Member	
19	Preethi.T (III EIE)-Member	
20	Nithish Kumar.T (III Aero)-Member	
21	Vijay Anand.A (IV Mech)-Member	
22	Rishmitha.K (II R& A)-Member	

23	Meideva Prasanna.K (III Civil)-Member	K. Meideva
24	Sri Mithila.P.G (III M.Tech CSE)-Member	Sri Mithila, P.G
25	Sharmila Devi.S (III AIDS)-Member	Sharmila D. S.
26	Kaushika (II MBA)-Member	Kaushika