

Dr.R.MANI,M.E.,Ph.D.,M.I.S.T.E.,
Principal

Date: 24.12.2025

Online Grievance Redressal Mechanism

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/suggestion box.

Objectives:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period, to strengthen the bond of the students with the institution by providing with all kind of facilities to a satisfaction level for maintaining a suitable ambience of academic teaching and learning.

Mechanism of the GRC:

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against whom the complaint has been made, if required.
5. GRC shall consider redressing of grievances within a reasonable time.
6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities as the case may be.

The notice board /flex board is fixed near the office, indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal: www.muthayammal.org/Grievance, names, contact nos. and e-mail ID's of members of the Grievance Committee.

For any Grievances contact mail-id is gvc@muthayammal.org

Grievance Redressal Committee:

S.No	Name of the Member	Designation	Role
1	Dr.R.Mani	Principal	Chairperson
2	Mr.K.Manikandan	HOD/MECH	Member
3	Mr.K.Manojkumar	HOD/EEE	Member
4	Mrs.R.Keerthika	HOD/ECE	Member
5	Mr.P.Asaithambi	HOD/CIVIL	Member
6	Mr.S.Babu	Physical Director	Member



PRINCIPAL