

Students' Grievance Redress Cell

A Grievance cell to redress the grievances of students was constituted in the year 2009, as per the direction of University Grant commission regulations. Dr. S. Kaja Mohideen, Senior Professor and Dean (School of Electrical & Communication Sciences) is the Nodal officer for the Grievance Redressal Cell .

This Grievance Redressal Cell is functioning in the Electrical Sciences Block at the Office of Dean(School of Electrical & Communication Sciences). Students who are having any grievance related to academic matters may approach the cell in person or send through email to students_grievance@credent.education.

All grievances submitted by the students are addressed systematically with active involvement and cooperation of the respective Departments/Schools connected with the grievance, maintaining necessary confidentiality in handling the process. Grievance Redressal cell has emerged into an appropriate forum providing support and encouragement to all students and express their grievances freely and frankly. It is striving to ensure a responsive and accountable attitude among the authorities concerned.

Duties and responsibilities of Cell:

1. The cell will go through the grievances received from the students and send it with the recommendations to the concerned officials for taking appropriate action.
2. Even in cases where the petition does not contain a grievances and no action warranted, a reply should be sent to the petitioner appraising him / her of the factual position.
3. The Nodal officer will monitor the progress by ensuring fair, objective and quick solutions with a fixed time limit for disposal of the grievances.

Methodology Adopted

The grievances received by the Nodal officer of the grievances cell will be acknowledged as early as possible. Reply via email will be sent to the petitioner after obtaining the remarks from the respective authorities.

The following methodology is followed to resolve the grievances by considering the welfare of students.

1. After receipt of representation from the students, the official remarks are called by the Nodal officer from the respective Head of the department / Dean of the school.
2. The official remarks on the particular issue are meticulously analyzed by the Nodal officer and the same is communicated to the petitioner based on the genuinity. If the remarks are found to be unacceptable, further enquiries as per the direction of Vice-Chancellor of the university will be carried out.
3. The grievances will be redressed immediately or within a week based on the nature of the problem.

Dr.S.Kaja Mohideen
Nodal Officer ,
Students Grievance Redress Cell