

MARIA COLLEGE OF ENGINEERING AND TECHNOLOGY



Attoor, Thiruvattar (P.O.), Marthandam, Kanyakumari District - 629 177

Approved by AICTE and Affiliated to Anna University

☎ : 04651-282310, 282588, 296150 / Fax : 04651 - 282166

E-mail : maria.college.of.engineering@gmail.com

Website : www.maria-college-of-engineering.org

10-06-2025

Establishment of Grievance Redressal Committee

OFFICE ORDER

Subject: Establishment of Grievance Redressal Committee for the Academic Year 2025-26.

To ensure the effective management of disciplinary matters within the institute, the Grievance Redressal Committee has been reconstituted for the upcoming academic year.

Sl. No	Name of the Faculty Member	Designation/ Department	Position
1.	Dr. Y. Sujar	Principal	Chairperson
2.	Dr. Shibu J V Bright	Vice Principal	Convenor
3.	Mr. ShibuSenthillal	AP & HOD / MECH	Member
4.	Mr. Prakash J	AP & HOD / CSE	Member
5.	Dr. Navarathna	AP / MBA	Member

Copy to:

1. To all Concern
2. Notice Board
3. To all HoDs


Principal
Dr. Y. SUJAR, B.E., M.Tech., Ph.D.
Principal
Maria College of Engineering
and Technology
Attoor, Thiruvattar - P.O.
Kanyakumari District.

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Date: 12.06.2025

CIRCULAR

Sub: Establishment of Online Grievance Redressal Mechanism

Ref.: Principal's office order of establishment of Grievance Redressal Committee, Regarding All India Council for Technical Education (AICTE) Regulations on Grievance Redressal of Students, Dated March 11, 2024.

The Principal has approved the composition of the Grievance Redressal Committee with the following members:

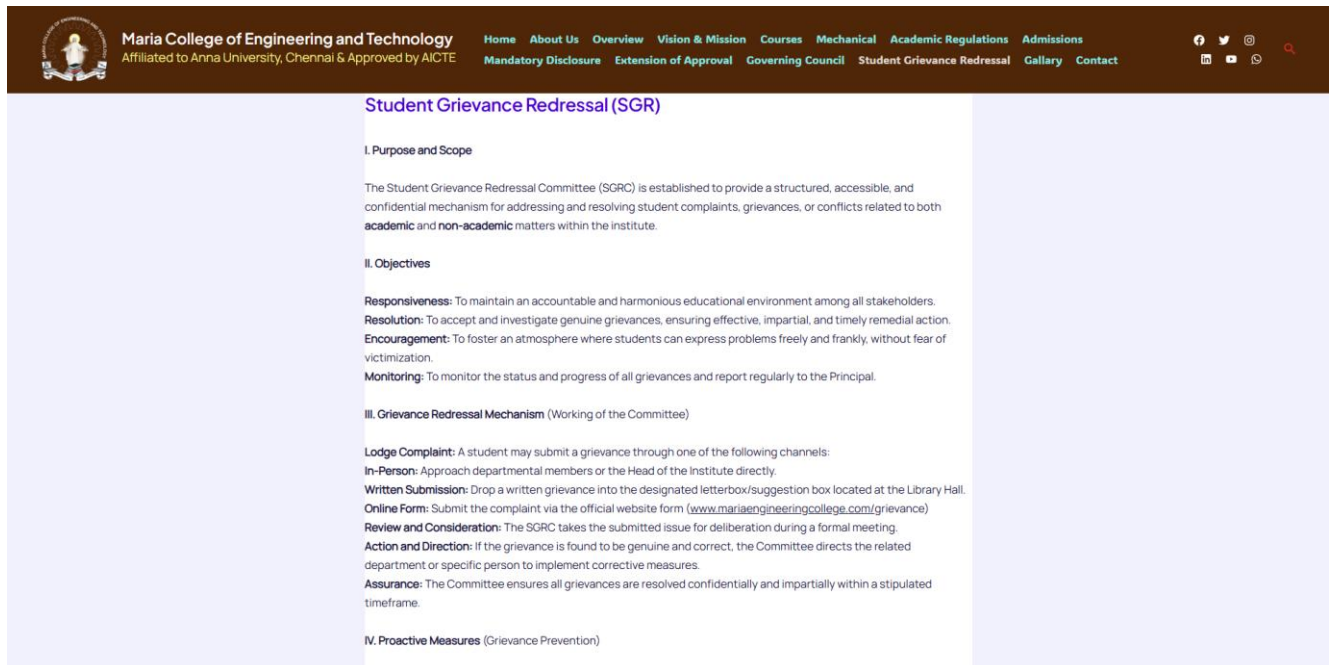
Sl.No	Name	Position	Category	Mobile Number
1.	Dr. Y. Sujar	Chair Person	Principal	9442520352
2.	Dr.Shibu J V Bright	Vice Chair Person	Vice Principal	9865195007
3.	Dr. Starlin Mano	Member	HOD/ MBA	9443002758
4.	Mr. Prakash	Member	HOD/ CSE	9751914726
5.	Mr. Shibu	Member	HOD/ ECE	9003319878
6.	Mr. ShibuSenthil Lal	Member	HOD/ MECH	9442302530
7.	Mrs. Jasphin Melba	Member	HOD/ EEE	9443852503
8.	Mr. Bright Singh	Member	HOD/ CIVIL	9786937547
9.	Mr. Rajesh	Member	HOD/ AUTO	9790539264

The committee is entrusted with the responsibility to implement and adhere to the Grievance Redressal Mechanism for addressing complaints received either in person or through the online platform.

The Committee's objectives are:

1. Maintaining the College's Dignity: Creating a peaceful environment in the College by encouraging friendly interactions between students and faculty.

2. Encouraging students to openly and honestly express their complaints and issues without worrying about retaliation is known as "facilitating free expression."
3. Invoking Inhibition: Counseling students not to start disputes or complaints against other students, faculty members, or the College administration.
4. Cultivating Positive Interaction: Encouraging all staff members to engage in supportive and caring interactions with students, and avoiding any actions that could be interpreted as being punitive or vindictive towards them.



The screenshot displays the website of Maria College of Engineering and Technology, which is affiliated to Anna University, Chennai and approved by AICTE. The header includes a navigation menu with links such as Home, About Us, Overview, Vision & Mission, Courses, Mechanical, Academic Regulations, Admissions, Mandatory Disclosure, Extension of Approval, Governing Council, Student Grievance Redressal, Gallery, and Contact. Social media icons for Facebook, Twitter, Instagram, LinkedIn, YouTube, and WhatsApp are also present.

Student Grievance Redressal (SGR)

I. Purpose and Scope

The Student Grievance Redressal Committee (SGRC) is established to provide a structured, accessible, and confidential mechanism for addressing and resolving student complaints, grievances, or conflicts related to both **academic** and **non-academic** matters within the institute.

II. Objectives

- Responsiveness:** To maintain an accountable and harmonious educational environment among all stakeholders.
- Resolution:** To accept and investigate genuine grievances, ensuring effective, impartial, and timely remedial action.
- Encouragement:** To foster an atmosphere where students can express problems freely and frankly, without fear of victimization.
- Monitoring:** To monitor the status and progress of all grievances and report regularly to the Principal.

III. Grievance Redressal Mechanism (Working of the Committee)

Lodge Complaint: A student may submit a grievance through one of the following channels:

- In-Person:** Approach departmental members or the Head of the Institute directly.
- Written Submission:** Drop a written grievance into the designated letterbox/suggestion box located at the Library Hall.
- Online Form:** Submit the complaint via the official website form (www.mariaengineeringcollege.com/grievance)

Review and Consideration: The SGRC takes the submitted issue for deliberation during a formal meeting.

Action and Direction: If the grievance is found to be genuine and correct, the Committee directs the related department or specific person to implement corrective measures.

Assurance: The Committee ensures all grievances are resolved confidentially and impartially within a stipulated timeframe.

IV. Proactive Measures (Grievance Prevention)

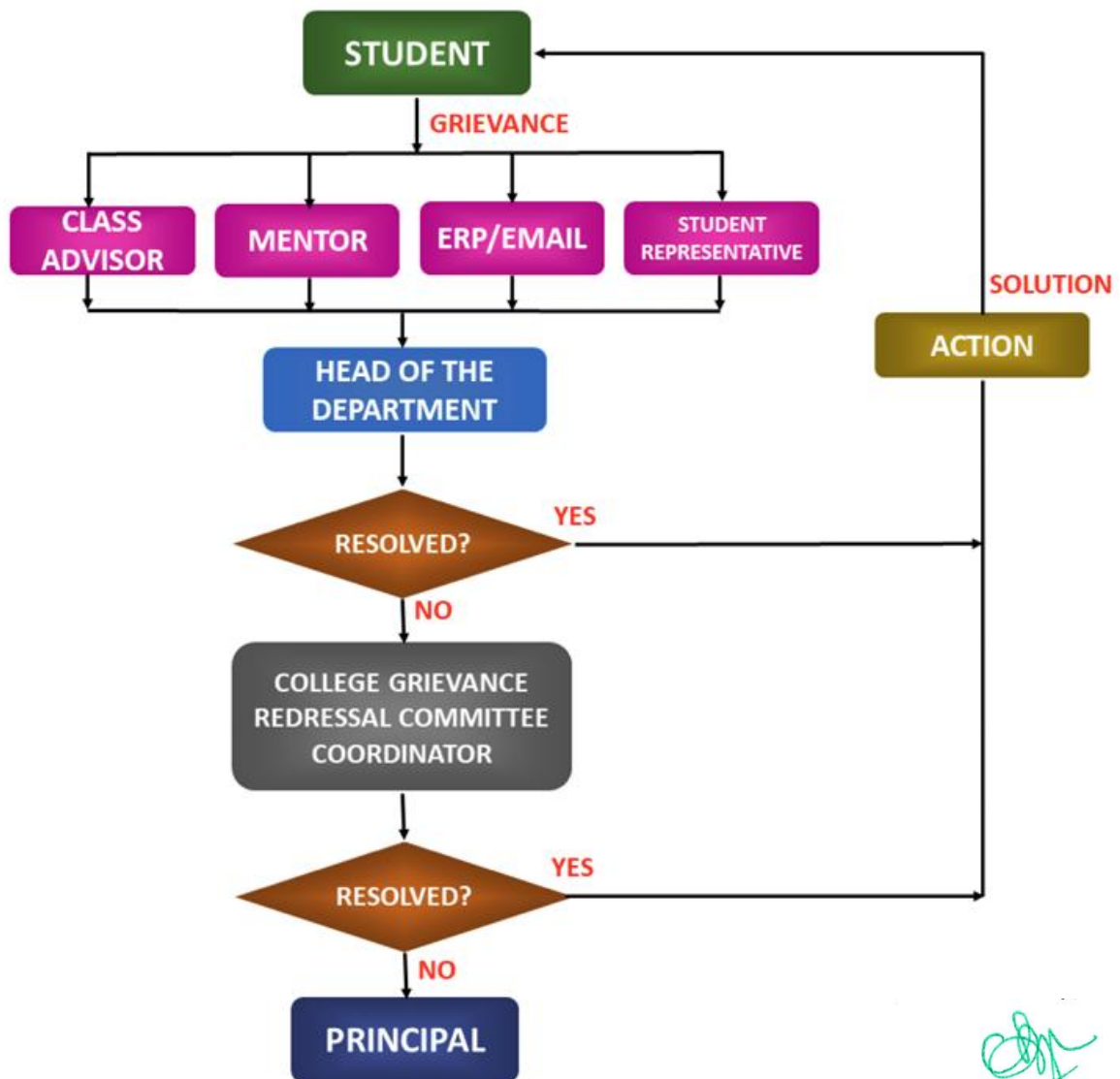
Online Grievance Redressal Mechanism:

Students, parents, or stakeholders can submit their grievances through the following methods:

1. In person
2. By writing an email to any member of the grievance cell.
3. Upon receiving a grievance, the chairperson of the committee will assign other members to investigate the matter thoroughly.
4. The committee will work diligently to identify the root cause of the grievance and propose effective solutions.

5. The recommendations of the committee will be communicated to the concerned student, parent, or stakeholder by the Chairperson.

GRIEVANCE REDRESSAL MECHANISM




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Date: 07.01.2026

CIRCULAR

All members of the Grievance Redressal Committee (GRC) are hereby notified to attend the meeting scheduled to take place in the Seminar Hall at 3 pm on Jan 07, 2026, without fail.
Agenda:

1. Introduction of new committee members for GRC for the academic year 2025-2026.
2. Discussion on issues faced by students within the campus.
3. Planning activities for student welfare.
4. Any other matters with the permission of the chair.


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Minutes of the Meeting Held on 07.01.2026

1. The chairperson commenced the meeting by introducing the newly appointed members of the Grievance Redressal Committee (GRC) and provided a brief overview of the committee's role within the campus.
2. The committee engaged in a discussion regarding the common problems encountered within the campus, aiming to identify key issues affecting students and stakeholders.
3. A detailed discussion took place regarding the mechanism for grievance redressal within the campus. Various aspects of the existing grievance redressal system were deliberated upon, with a focus on ensuring efficiency and effectiveness in addressing grievances.

The following members attended the meeting:

Sl.No	Name	Position	Category
1.	Dr. Y. Sujar	Chair Person	Principal
2.	Dr.Shibu J V Bright	Vice Chair Person	Vice Principal
3.	Dr. Starlin Mano	Member	HOD/ MBA
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