



M.I.E.T. ENGINEERING COLLEGE

(Approved by AICTE, New Delhi, Affiliated to Anna University, Chennai)
UG - CSE, EEE & MECH Programs Accredited by NBA, New Delhi.
(An ISO 9001:2015 Certified Institution)
TRICHY - PUDUKKOTTAI ROAD, TIRUCHIRAPPALLI - 620 007.
Email: principalengg@miet.edu, contact@miet.edu
Website: - www.miet.edu



Ph: 0431 - 2660 303

5.1.5 As DVV requested Screen shot on-line complaint registration facility, if available

Yes, On-line Complaints registration facility is available and the screen shot and website link is furnished for your reference <https://miet.edu/cell/grievances-cell/>

The screenshot shows the website interface for online student grievance registration. At the top, there is a navigation bar with contact information: Contact: 0431-2660303, Admission: 0431-2660302, and TNEA CODE: 3811. The main header features the MIET logo, the college name 'M.I.E.T. ENGINEERING COLLEGE', and accreditation details: 'Approved by AICTE, New Delhi and Affiliated to Anna University, Chennai', 'Accredited by NBA (CSE, EEE & MECH)', and 'Trichy - Pudukkottai Road, Tiruchirappalli - 620 007. Tamil Nadu (An ISO 9001:2015 Certified Institution)'. The NBA logo is also present. A navigation menu includes: HOME, ABOUT US, ADMISSIONS, DEPARTMENT, LIBRARY, FACILITIES, RESEARCH, ALUMNI, NAAC, IQAC, PLACEMENTS, CONTACT US.

The main content area contains the following text:

or Disabled categories, Scholarship issues and sexual harassment and to provide a mechanism to innocent students and stakeholders for redressal of their grievances.

Procedure: The person concerned with any grievance shall fill the grievance redressal form with all possible facts and documentation and submit it to principal's office. The committee will investigate into the matter and shall try to resolve it as quickly as possible.

The section is titled 'ONLINE STUDENT GRIEVANCES'. Below this, there is a form with the label 'Choose your Role *'. There are three radio button options: 'Student', 'Parent', and 'Public'. A red 'SUBMIT' button is located below the options.

At the bottom of the screenshot, there is a 'CONTACT' section with icons for various services and a system tray showing the time as 10:35 AM on 7/24/2021.

Screen shot of availability of on-line grievances facility in our College Website
(<https://miet.edu/cell/grievances-cell/>)


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Ph: 0431 - 2660 303

Browser tabs: Inbox (3,418) - ecc.hod@miet.edu, Grievances Cell - M.I.E.T. ENGINEERING COLLEGE, Google Translate

Address bar: miet.edu/cell/grievances-cell/

Contact: 0431-2660 303 | Admission: 0431-2660 302 | TNEA CODE: 3831

MIET INSTITUTIONS Since 1984

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NBA NATIONAL BOARD OF ACCREDITATION

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HOME ABOUT US ADMISSIONS DEPARTMENT LIBRARY FACILITIES RESEARCH ALUMNI NAAC IQAC PLACEMENTS CONTACT US

ONLINE STUDENT GRIEVANCES

Choose your Role *

Student Parent Public

Student Name *

Roll Number *

Choose Department * Choose Year * Choose Section *

Mobile Number Email

10:50 AM 7/24/2021

Screen shot of availability of students on-line grievances facility in our College Website
(<https://miet.edu/cell/grievances-cell/>)

Browser tabs: Inbox (3,418) - ecc.hod@miet.edu, Grievances Cell - M.I.E.T. ENGINEERING COLLEGE, Google Translate

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HOME ABOUT US ADMISSIONS DEPARTMENT LIBRARY FACILITIES RESEARCH ALUMNI NAAC IQAC PLACEMENTS CONTACT US

Types of Complaint *

Academic Non - Academic

Description *

SUBMIT

10:47 AM 7/24/2021

Screen shot of availability of students on-line grievances facility in our College Website
(<https://miet.edu/cell/grievances-cell/>)

[Signature]
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Ph: 0431 - 2660 303

This screenshot shows the 'ONLINE STUDENT GRIEVANCES' form. At the top, there are navigation links: HOME, ABOUT US, ADMISSIONS, DEPARTMENT, LIBRARY, FACILITIES, RESEARCH, ALUMNI, NAAC, IQAC, PLACEMENTS, CONTACT US. The form includes the following fields:

- Choose your Role ***: Radio buttons for Student, Parent (selected), and Public.
- Parent Name ***: Text input field.
- Roll Number ***: Text input field.
- Choose Department ***: Dropdown menu.
- Choose Year ***: Dropdown menu.
- Choose Section ***: Dropdown menu.
- Mobile Number**: Text input field.
- Email**: Text input field.

The browser address bar shows <https://miet.edu/cell/grievances-cell/>. The system clock shows 10:50 AM on 7/24/2023.

Screen shot of availability of Parents on-line grievances facility in our College Website (<https://miet.edu/cell/grievances-cell/>)

This screenshot shows the 'ONLINE PARENT GRIEVANCES' form. At the top, there are navigation links: HOME, ABOUT US, ADMISSIONS, DEPARTMENT, LIBRARY, FACILITIES, RESEARCH, ALUMNI, NAAC, IQAC, PLACEMENTS, CONTACT US. The form includes the following fields:

- Types of Complaint ***: Radio buttons for Academic and Non - Academic.
- Description ***: Large text area for the complaint details.
- SUBMIT**: Red button to submit the grievance.

The browser address bar shows <https://miet.edu/cell/grievances-cell/>. The system clock shows 10:51 AM on 7/24/2023.

Screen shot of availability of Parents on-line grievances facility in our College Website (<https://miet.edu/cell/grievances-cell/>)

[Handwritten Signature]
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This screenshot shows the 'ONLINE STUDENT GRIEVANCES' form. At the top, it displays the MIET logo, college name, and accreditation details (NBA and UKAB). A navigation menu includes Home, About Us, Admissions, Department, Library, Facilities, Research, Alumni, NAAC, IQAC, Placements, and Contact Us. The form itself has a title 'ONLINE STUDENT GRIEVANCES' and a section 'Choose your Role *' with radio buttons for Student, Parent, and Public (which is selected). Below this are input fields for Name, Place, Mobile Number, and Email. A 'Types of Complaint *' section is partially visible at the bottom of the form. The browser's address bar shows 'miet.edu/cell/grievances-cell/' and the system clock indicates 10:52 AM on 7/24/2021.

Screen shot of availability of Public on-line grievances facility in our College Website
(<https://miet.edu/cell/grievances-cell/>)

This screenshot shows the public on-line grievances form. It features the same header and navigation menu as the previous screenshot. The 'Types of Complaint *' section is expanded, showing radio buttons for Academic and Non-Academic (which is selected). Below this is a large text area for 'Description *'. A red 'SUBMIT' button is located at the bottom of the form. The browser's address bar and system clock are consistent with the previous screenshot.

Screen shot of availability of Public on-line grievances facility is in the College Website
(<https://miet.edu/cell/grievances-cell/>)

A. Sub.
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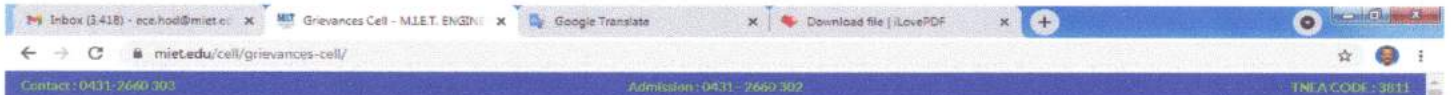


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- HOME
- ABOUT US
- ADMISSIONS
- DEPARTMENT
- LIBRARY
- FACILITIES
- RESEARCH
- ALUMNI
- NAAC
- IQAC
- PLACEMENTS
- CONTACT US

Grievances Cell

STUDENTS GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The College has a Student's Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. In case the person is unwilling to appear in self, grievances may be registered online portal of the college. Students' Grievance Redressal Committee with an impartial and fair approach and to sort out various grievances of the students judiciously. It also desires to promote and maintain a conducive and unprejudiced educational environment.

OBJECTIVES:

- Linking with a well-defined Disciplinary System to make it acceptable to all.
- All actions should be prompt for better Redressal of Grievance.
- Aim should be on prevention of misconduct rather than controlling through punitive



Screenshot of the objective of the Grievance cell which is displayed in our College website <https://miet.edu/cell/grievances-cell/>



- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To provide the Students access to immediate, stress free option to have their Grievances redressed.
- To ensure effective solution to the students' grievances with an impartial and fair approach.
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

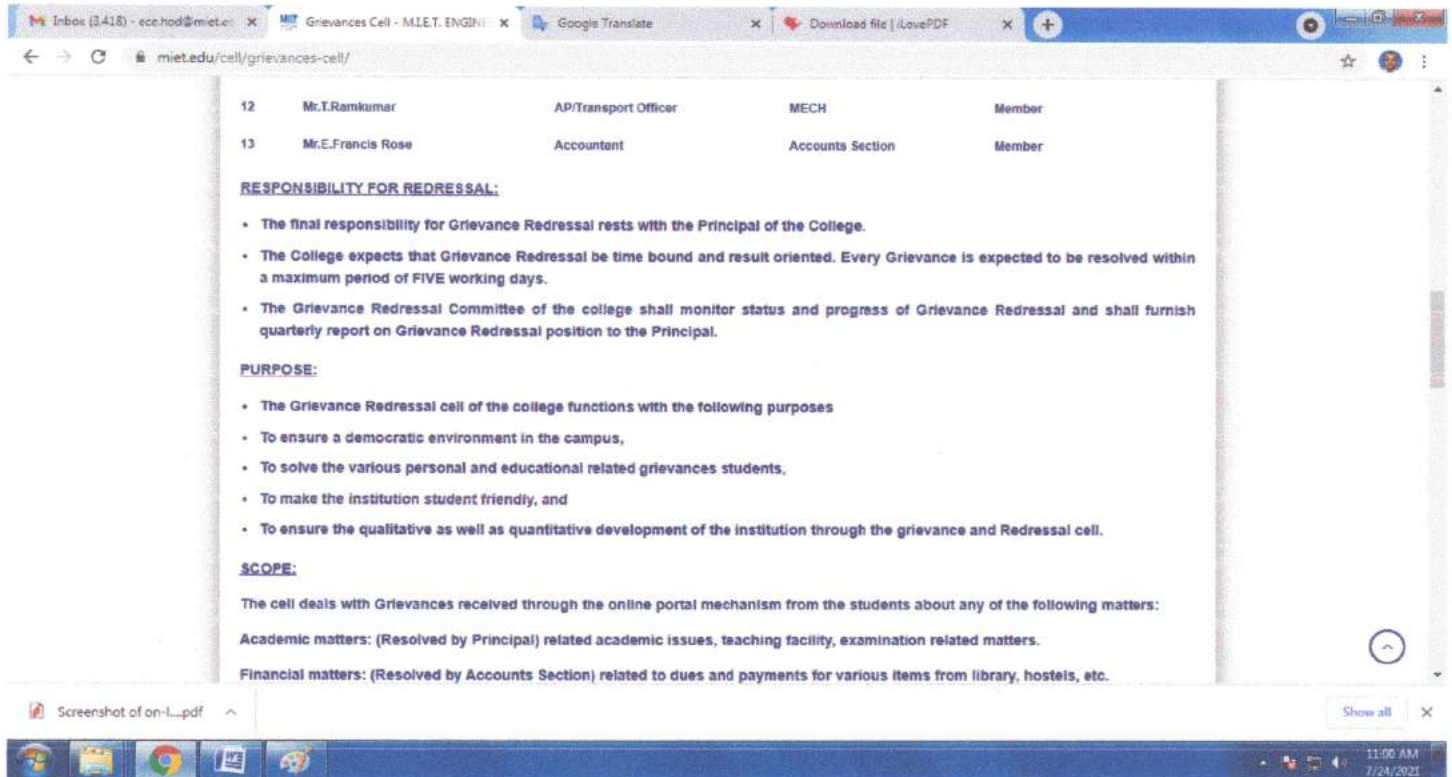
GRIEVANCE COMMITTEE [ACADEMIC YEAR 2019 - 2020]:

S.No	Name of the Faculty	Designation	Department	Convenor/Member
1	Dr.A.Naveen Salt	Principal	Mech	Convenor
2	Dr.M.A.Mustafa Kamal	Ombudsman	-	Member
3	Dr.N.Ramesh Babu	AO / Professor	Physics	Member
4	Dr.A.Abbas Ali	Professor	Chemistry	Member
5	Mr.D.Tamil selvan	AP	EEE	Member
6	Mr.T.Prabakaran	AP	MECH	Member
7	Mr.S.Sekar	AP	CIVIL	Member
8	M.Mohamed Faizal	AP	CSE	Member
9	Mrs.G.Karthiga	AP	ECE	Member
10	Dr.V.Rethinagiri	Assoc Prof	Chemistry	Member
11	Dr.M.Murugesan	Librarian	Library	Member



Screenshot of the committee members of the Grievance cell which is displayed in our College website (<https://miet.edu/cell/grievances-cell/>)


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Inbox (3,418) - ece.hod@miet.edu x MIT Grievances Cell - M.I.E.T. ENGINEERING COLLEGE x Google Translate x Download file | iLovePDF x

miet.edu/cell/grievances-cell/

12	Mr.T.Ramkumar	AP/Transport Officer	MECH	Member
13	Mr.E.Francis Rose	Accountant	Accounts Section	Member

RESPONSIBILITY FOR REDRESSAL:

- The final responsibility for Grievance Redressal rests with the Principal of the College.
- The College expects that Grievance Redressal be time bound and result oriented. Every Grievance is expected to be resolved within a maximum period of FIVE working days.
- The Grievance Redressal Committee of the college shall monitor status and progress of Grievance Redressal and shall furnish quarterly report on Grievance Redressal position to the Principal.

PURPOSE:

- The Grievance Redressal cell of the college functions with the following purposes
- To ensure a democratic environment in the campus,
- To solve the various personal and educational related grievances students,
- To make the institution student friendly, and
- To ensure the qualitative as well as quantitative development of the institution through the grievance and Redressal cell.

SCOPE:

The cell deals with Grievances received through the online portal mechanism from the students about any of the following matters:

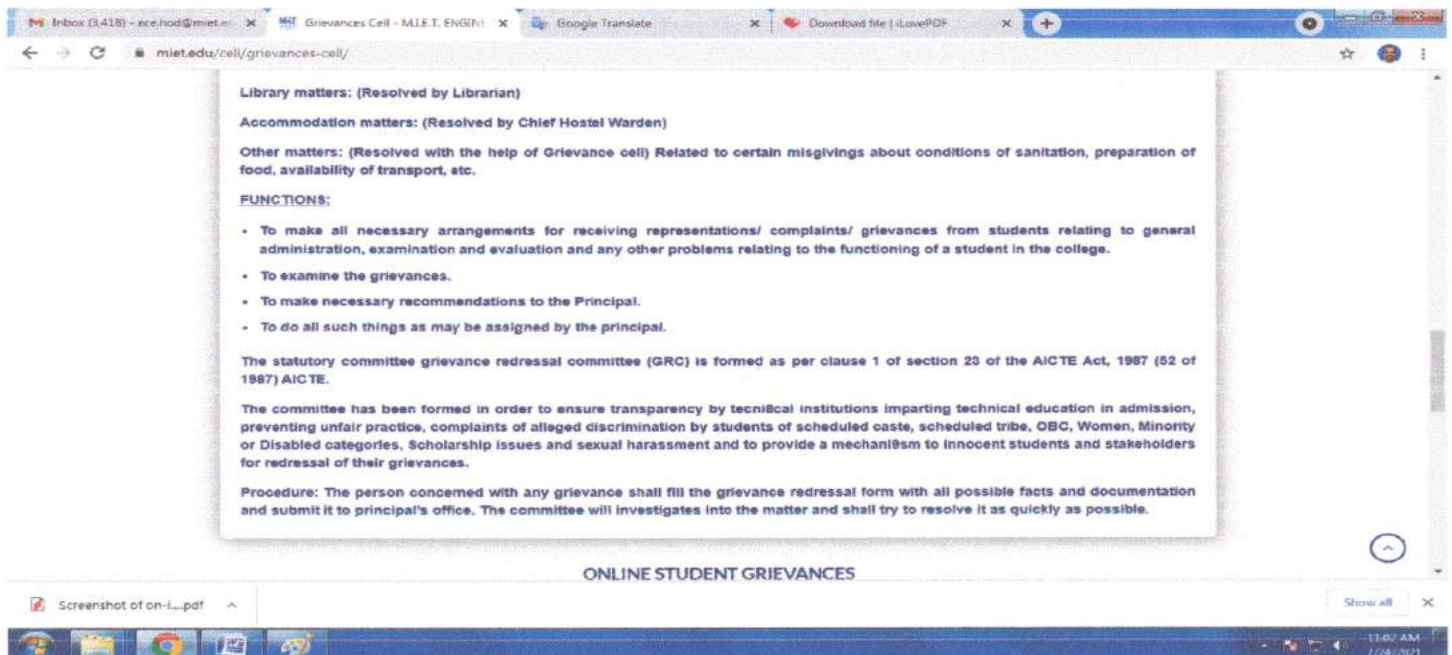
Academic matters: (Resolved by Principal) related academic issues, teaching facility, examination related matters.

Financial matters: (Resolved by Accounts Section) related to dues and payments for various items from library, hostels, etc.

Screenshot of on-L...pdf Show all

11:00 AM 7/24/2021

Screen shot of the Responsibility, purpose and scope of the Grievance redressal which are displayed in our College website (<https://miet.edu/cell/grievances-cell/>)



Inbox (3,418) - ece.hod@miet.edu x MIT Grievances Cell - M.I.E.T. ENGINEERING COLLEGE x Google Translate x Download file | iLovePDF x

miet.edu/cell/grievances-cell/

Library matters: (Resolved by Librarian)

Accommodation matters: (Resolved by Chief Hostel Warden)

Other matters: (Resolved with the help of Grievance cell) Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, etc.

FUNCTIONS:

- To make all necessary arrangements for receiving representations/ complaints/ grievances from students relating to general administration, examination and evaluation and any other problems relating to the functioning of a student in the college.
- To examine the grievances.
- To make necessary recommendations to the Principal.
- To do all such things as may be assigned by the principal.

The statutory committee grievance redressal committee (GRC) is formed as per clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE.

The committee has been formed in order to ensure transparency by technical institutions imparting technical education in admission, preventing unfair practice, complaints of alleged discrimination by students of scheduled caste, scheduled tribe, OBC, Women, Minority or Disabled categories, Scholarship issues and sexual harassment and to provide a mechanism to innocent students and stakeholders for redressal of their grievances.

Procedure: The person concerned with any grievance shall fill the grievance redressal form with all possible facts and documentation and submit it to principal's office. The committee will investigate into the matter and shall try to resolve it as quickly as possible.

ONLINE STUDENT GRIEVANCES

Screenshot of on-L...pdf Show all

11:02 AM 7/24/2021

Screen shot of the function of the Grievance redressal which is displayed in our College (<https://miet.edu/cell/grievances-cell/>.)

A. Subramanian
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