



Date: 24.08.2022

Lr.No: 1/BIT- Help Desk for Efficient Grievance Redressal /2022-2023

Help desk for efficient grievance redressal

Academic year 2022 - 2023

Objective:

The Help Desk system is a robust platform intended to efficiently addressing and resolving concerns raised by students and parents. It ensures seamless access to support services by integrating multiple channels, such as a dedicated portal and round-the-clock telephonic assistance, offering a unified solution for managing inquiries and emergencies.

Associated activities/Functions

➤ **Grievance Submission Portal**

Provide a centralized platform (online or physical desk) where students and parents can submit their grievances. The platform should ensure ease of use, confidentiality, and accessibility.

➤ **Acknowledgment and Tracking**

Send acknowledgment of the grievance submission, along with a unique grievance ID for tracking. Ensure users can track the status and progress of their complaints in real-time.

➤ **Issue Categorization and Escalation**

Categorize grievances based on their nature (academic, administrative, infrastructure, etc.) and escalate them to the relevant department or authority for resolution.

➤ **Resolution Timeline Management**

Establish defined timelines for addressing grievances. Regularly monitor and follow up to ensure timely resolution, updating the complainant at each stage.

➤ **Feedback and Reporting**

Enable users to provide feedback on the resolution process. Generate periodic reports for the GRC to analyse trends, identify recurring issues, and improve overall institutional processes.



Dr C Palanisamy
PRINCIPAL

Bannari Amman Institute of Technology
Sathyamangalam - 638 401
Erode District, Tamil Nadu, India.



BANNARI AMMAN INSTITUTE OF TECHNOLOGY

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Date: 02.01.2024

Help desk for efficient grievance redressal

Academic year 2024 – 2025

Composition:

The Help Desk team has been structured to ensure efficient query resolution and support, guided by experienced faculty and staff members.

The composition for the academic year 2024-2025 is as follows:

S. No	Category	Name	Designation
1	Chairman	Dr. Palanisamy C	Principal
2	Convener	Mr. Ramakrishnan A	Asst.Prof.-III /Mech
3	Senior Faculty Advisor	Dr. Ravi Kumar M	Prof /Mech
4	Student affairs	Mr. C Sathishkumar	Asst.Prof. -III/Mech
5	Faculty member 1	Mr. Sibi John A	Asst.Prof.-III/SMS
6	Faculty member 2	Dr. Anandha Babu G	Asst.Prof.-II/Physics

This composition ensures seamless coordination and effective support to address all concerns promptly.

Tenure of Members: Two Years

Frequency of meeting: 3 months

Signature of In-Charge

(A. Ramakrishnan)

Signature of Principal

Dr C Palanisamy
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1	Chairman	Dr. Palanisamy C	Principal
2	Convener	Dr. Rajiev R	Asso.Prof. /Mech
3	Senior Faculty Advisor	Dr. Ravi Kumar M	Prof /Mech
4	Student affairs	Dr. Sannasi Chakravarthy S R	Asso.Prof./ECE
5	Faculty member 1	Mr. Sibi John A	Asst.Prof.-III/SMS
6	Faculty member 2	Dr. Anandha babu G	Asst.Prof.-II/Physics

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[Dr. B. RAJIEV]

Signature of Principal

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