



ANNA UNIVERSITY
CHENNAI - 600 025, INDIA

Phone : (O) 22352161, 22357004

Fax : 91-44-2235 1956

Gram : ANNATECH

E-mail : registrar@annauniv.edu

REGISTRAR

Lr. No. 483 / CAI / AU / 2019

To

All Principals / Chairman of Affiliated Institutions
Of Anna University, Chennai - 600025

Sir,

Date: 02.11.2019

Sub: Affiliated Colleges - Redressal of Grievances - through
Webportal - Informed about AICTE circular - Reg.

Ref: AICTE F.No.1-101 / DPG/ AICTE/ Regulations / 2017, dated:
20.02.2017

Your attention is invited to the AICTE circular cited above, an online portal for Grievance Redressal is to be created. After thorough deliberations on the requirements, the following directions are given:

1. A structured mechanism for online registration of Grievances is to be created by the College within a period of 30 days and not later than 10th December 2019.

2. The broad structure of the portal comprising of following 5 sub menus:

a. Students b. Faculty c. Other staff d. Parent e. Alumni

b. Any representation can be made only with reference to student / faculty / stakeholder. The following details may be obtained from different stakeholders:

Student - Name, Roll Number, Department, Mobile No., E.Mail ID

Faculty - I.D No., Department, Mobile No., E.Mail ID

Other Staff - I.D. No., Section, Mobile No., E.Mail ID

Parent: Ward Details, Mobile No., E.Mail ID

Alumni: Name, Year of passing / Registration No., Mobile No., E.Mail ID

c. The Grievance Redressal Committee constituted by the College as given in the Application for Affiliation should be made operational.

Online monthly status report on the number of grievances received, disposed off and pending should be sent to AICTE by the Committee.

Grievance Redressal

2/11

2/11

REGISTRAR
REGISTRAR
ANNA UNIVERSITY
CHENNAI-600 025