



# JAYA ENGINEERING COLLEGE

(An ISO 9001 : 2000 CERTIFIED INSTITUTION)

(Approved by AICTE and Affiliated to Anna University)

C.T.H. Road, Prakash Nagar, Thiruninravur (Near Avadi), Chennai - 602 024.  
Tamil Nadu, INDIA. E-mail : info@jec.ac.in Website : www.jec.ac.in

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## STUDENTS GRIEVANCE REDRESSAL COMMITTEE

The objective of the SGRC at Jaya Engineering College is to foster a culture of responsiveness and accountability among all stakeholders, thereby promoting a peaceful and supportive educational environment on campus. Students may submit grievances concerning academic or non-academic issues through online platforms, by post or via suggestion boxes. The college is committed to addressing and resolving these grievances within a defined timeframe.

Composition of SGRC in accordance with the UGC regulations

Sl.No	Name	Designation	Position in the Committee	Mail-id	Contact Number
1	Dr.V.Suresh Kumar	Principal	Chairperson	principal@jec.ac.in	9443582261
2	Dr.S.Rajendran	Vice-Principal	Member	vp@jec.ac.in	7010778793
3	Dr.V.Santhanakrishnan	Professor - S&H	Member	vskjec@gmail.com	9994753542
4	Dr.G.Kalarani	Professor-EIE	Member	eihod@jec.ac.in	9444436281
5	Dr.V.Seedha Devi	Professor-CSE	Member	ithod@jec.ac.in	9894509274
6	Dr.A.Saravanan	Administrative Officer	Member	info@jec.ac.in	9384826008
7	Dr.S.Needhidasan	Exam cell Coordinator	Member	examcell@jec.ac.in	9443642115
8	Mr.T.Sundaresan	Assistant Professor-Maths	Member	Sundaresan.mat@jec.ac.in	7305869760
9	Mr.K.Sakthivel	Assistant Professor-Mechanical	Member	sakthimeed606@gmail.com	9659927606
10	Mr.NirmalKumar	Physical Director	Member (Special Invitee)	nirmalsilambam@gmail.com	9840411035



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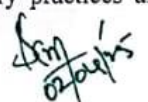


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## Functions and Responsibilities of the SGRC

1. **Grievance Reception**  
Receive and acknowledge grievances from students pertaining to academic, administrative or personal matters.
2. **Fair Investigation**  
Examine complaints in an objective, confidential and impartial manner to ensure fair assessment.
3. **Resolution of Issues**  
Provide timely, effective and appropriate solutions or recommendations to address and resolve student grievances.
4. **Maintaining Records**  
Maintain comprehensive documentation of all grievances received, investigations conducted, actions taken and resolutions provided for accountability and future reference.
5. **Policy Recommendation**  
Recommend changes or improvements to institutional policies and practices based on analysis of frequent or serious grievances.
6. **Follow-Up and Feedback**  
Monitor the implementation of resolutions and gather feedback from students to enhance the grievance redressal process.
7. **Reporting**  
Submit periodic reports to the institutional authorities detailing the nature of grievances received and actions taken.
8. **Timely Communication**  
Submit a report with recommendations, if any to the institution and send a copy to the aggrieved student within 15 days from the date of receipt of the complaint.
9. **Right to Appeal**  
Inform students of their right to appeal; any student dissatisfied with the SGRC's decision may submit an appeal to the Ombudsperson within 15 days from the date of receiving the decision.

Grievance Redressal Committee is often seen as an essential component of organizational governance, contributing to employee satisfaction, retention and overall workplace harmony. The specific structure and processes of the committee can vary based on organizational policies, industry practices and applicable laws.

  
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