

**CRITERION 5****STUDENT SUPPORT AND PROGRESSION****KEY INDICATOR****5.1 STUDENT SUPPORT****Q<sub>n</sub>M****5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging case**

Weblink: [https://www.ametuniv.ac.in/naac/c514\\_Redressal\\_Student\\_grievances.html](https://www.ametuniv.ac.in/naac/c514_Redressal_Student_grievances.html)

**Minutes of Meeting for Grievance Redressal Committee held on  
22.5.2020 at 03.00 pm (Online), AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering ✓
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering ✓
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N R Ramkumar-Proctor ✓
6. IQAC Co-Ordinator-Special Invitee ✓

**Points of agenda and resolution discussed and recommended by the Committee**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

**Agenda No.: Action taken reports of the previous grievance redressal**

- (a) Godhandapani Raman raised a grievance on 28.06.2018. The enquiry was done and report was submitted in the portal on 10.07.2019.

Out of the 30 grievances submitted to the office of COE, all were adhered to and sorted out. Only one was effected because of some changes in the results published.

The IQAC Co-Ordinator thanked all the members for their inputs.

Capt. Karthik  
(Chairman-Convener)

**Minutes of Meeting for Grievance Redressal Committee held on  
23.11.2019 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Dr.D. Arivalagan , Dean, (Curriculum development)
2. Dr R Rajavel, HoD - Department of Mechanical Engineering
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering
4. Dr A Shameem, Professor- AMET Business School
5. Dr.N R Ramkumar-Proctor
6. IQAC Co-Ordinator-Special Invitee

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda No.1: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a) Godhandapani Raman raised a grievance on 28.06.2018. The enquiry was done and report was submitted in the portal on 10.07.2019.

**Agenda No.2: Modalities and Procedures for improvement in grievance redressal**

The honourable Vice Chancellor reiterated on the imminence of the arrival of the new 1<sup>st</sup> year students and emphasized on fulfilment of our duties and responsibilities towards them.

He expressed his great concern about self-discipline and disciplining the students, redressing their grievances, anti-ragging, anti-sexual harassment and reminded about the appropriate usage of Green-Box.

In the meeting, the honourable Vice Chancellor reminded the significance of induction and orientation for new and first year students.

**Agenda No.3: New initiatives or any other relevant information**

Importance of quality education and utilization of infrastructure and further improvement thereof was discussed in the meeting.

The IQAC Co-Ordinator thanked all the members for their inputs.

  
Capt. Karthik  
(Chairman-Convener)

**Minutes of Meeting for Grievance Redressal Committee held on  
25.5.2019 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Dr.D. Arivalagan , Dean, (Curriculum development)
2. Prof. K.Seyadu, Director
3. Dr.J.Rangamani
4. Dr.Thiruvengada Samy
5. Dr.N R Ramkumar-Proctor
6. IQAC Co-Ordinator-Special Invitee

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

**Agenda: Action taken reports of the previous grievance redressal**

- (a)Shekkel Shyam raised an on-line complaint on 6/1/2019. The enquiry was done and the report was submitted to the UGC cell.
- (b)Grievances on requirement of shore leave.
- (c)Grievances from B.Sc Nautical Sciences group 3 about the faculty handling mathematics which was suitably attended to.
- (d)Out of the 23 grievances submitted to the office of COE, all attended to and sorted out. Only one was effected because of some changes in the results published.

The IQAC Co-Ordinator thanked all the members for their inputs.

Capt.Karthik  
(Chairman-Convener)



**Minutes of Meeting for Grievance Redressal Committee held on  
22.11.2018 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering ✓
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering ✓
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N.R.Ramkumar- Proctor ✓
6. IQAC Co-Ordinator-Special Invitee ✓

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda No.1: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a) Request letter about requirement of new cafeteria with more refreshments.

**Agenda No.2: Modalities and Procedures for improvement in grievance redressal**

The honourable Vice Chancellor reiterated on the imminence of the arrival of the new 1<sup>st</sup> year students and emphasized on fulfilment of our duties and responsibilities towards them.

He expressed his great concern about self-discipline and disciplining the students, redressing their grievances, anti-ragging, anti-sexual harassment and reminded about the appropriate usage of Green-Box.

In the meeting, the honourable Vice Chancellor reminded the significance of induction and orientation for new and first year students.

**Agenda No.3: New initiatives or any other relevant information**

Importance of quality education and utilization of infrastructure and further improvement thereof was discussed in the meeting.

The IQAC Co-Ordinator thanked all the members for their attendance.

✓  
Capt. Karthik  
(Chairman-Convener)

**Minutes of Meeting for Grievance Redressal Committee held on  
25.5.2018 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering ✓
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering ✓ *T. Nagalakshmi*
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N.R.Ramkumar- Proctor ✓
6. IQAC Co-Ordinator-Special Invitee *ASR*

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a) Ramachandran Sundara Raman has filed a complaint on 12.12.2017. The enquiry was done and report submitted in the portal on 29.01.2018
- (b) Ramachandran Sundara Raman has filed an online complaint against an irregularity in the admission process on 31.01.2018. The enquiry was done and the report submitted to the UGC cell.
- (c) Ramachandran Sundara Raman filed an online complaint against irregular and unfair evaluation practices on 2.03.2018. The enquiry was done and the report was submitted to the UGC cell.
- (d) Ramachandran Sundara Raman filed an online complaint against irregular and unfair evaluation practices on 5.04.2018. The enquiry was done and the report was submitted to the UGC cell.

Out of the 35 grievances submitted to the office of COE, all were attended to and sorted out the issues. Only one was affected because of some changes in the results published.

The IQAC Co-Ordinator thanked all the members for their attendance.

*(Signature)*  
Capt. Karthik  
(Chairman-Convener)

**Minutes of Meeting for Grievance Redressal Committee held on  
24.11.2017 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering ✓
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering ✓
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N.R.Ramkumar- Proctor ✓
6. IQAC Co-Ordinator-Special Invitee ✓

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda No.1: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a) Ajith Kumar Sundar raised an online complaint on 25.8.2017, which was enquired and report was submitted to the UGC grievance portal on 22.9.2017
- (b) Ramachandran Sundararajan filed a complaint on 23.11.2017. The enquiry was done and report was submitted to the UGC grievance portal on 29.01.2018

**Agenda No.2: Modalities and Procedures for improvement in grievance redressal**

The honourable Vice-Chancellor reiterated on the imminence of the arrival of the new 1<sup>st</sup> year students and emphasized on fulfilment of our duties and responsibilities towards them.

He expressed his great concern about self-discipline and disciplining the students, redressing their grievances, anti-ragging, anti-sexual harassment and reminded about the appropriate usage of Green-Box.

In the meeting, the honourable Vice Chancellor reminded the significance of induction and orientation for new and first year students.

**Agenda No.3: New initiatives or any other relevant information**

The committee discussed and resolved the importance of quality education and utilization of infrastructure and further improvement thereof in the meeting.

The IQAC Co-Ordinator thanked all the members for their attendance.



Capt. Karthik  
(Chairman-Convener)



**Minutes of Meeting for Grievance Redressal Committee held on  
26.5.2017 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering ✓
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering ✓
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N.R.Ramkumar- Proctor ✓
6. IQAC Co-Ordinator-Special Invitee ✓

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a)Grievances regarding not providing free wifi. Appropriate action was taken to solve the issue.
- (b)Complaint raised by the students of B.E (Marine Engineering)-16 regarding the quality of the food which was a wrong statement.

Out of the 32 grievances submitted to the office of COE, all were adhered and sorted out. Only one has affected some changes in the results published.

The IQAC Co-Ordinator thanked all the members for their inputs.

Capt.Karthik  
(Chairman-Convener)

**Minutes of Meeting for Grievance Redressal Committee held on  
25.11.2016 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering W
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering T. Nagalakshmi
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N.R.Ramkumar- Proctor ✓
6. IQAC Co-Ordinator-Special Invitee ✓

**Points of agenda and resolution discussed and recommended by the Committee**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

**Agenda No.1: Action taken reports of the previous grievance redressal**

- (a)Grievance against student Mr Balaji of Nautical science -14 for repeatedly causing trouble with his classmates which was redressed suitably.
- (b)Complaints on wi-fi connectivity. The issue was sorted out.
- (c)Grievance about the student committee meeting which was taken care diligently.
- (d)Grievance about warden's rough behavior.
- (f)Ramnik Bhai Agravat complained on 4/09/2016 via the online portal. The case was enquired and the report was submitted to UGC grievance portal on 29.01.2018

**Agenda No.2: Modalities and Procedures for improvement in grievance redressal**

Reiteration on the imminent arrival of the new and 1<sup>st</sup> year students and emphasis on fulfilment of the duties and responsibilities of the staff towards them, by the Honourable Vice-Chancellor was apparent.

He expressed his great concern about self-discipline and disciplining the students, redressing their grievances, anti-ragging, anti-sexual harassment and reminded about the appropriate usage of Green-Box.

Great emphasis was given by the honourable Vice-Chancellor, on understanding the difficulties, problems and issues faced by the students who are hesitant to reveal their issues.

Agenda No.3: **New initiatives or any other relevant information**

The committee discussed and resolved the importance of quality education and utilization of infrastructure and further improvement thereof in the meeting.

The IQAC Co-Ordinator thanked all the members for their attendance.



Capt.Karthik  
(Chairman-Convener)

**Minutes of Meeting for Grievance Redressal Committee held on  
26.5.2016 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering ✓
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering ✓ T. Nagalakshmi
4. Dr A Shameem, Professor- AMET Business School ✓
5. Dr.N.R.Ramkumar- Proctor ✓
6. IQAC Co-Ordinator-Special Invitee ✓ C. Sube

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a) Complaint by the students against Head of the Department (Petroleum Engineering) for disciplining them. The enquiry was done and sorted out amicably.
- (b) Complaint against faculty handling Meteorology and Cargo handling storage- The discussion was enquired about and closed.
- (c) Grievances B.E (Petroleum Engineering) about non-conduct of dual degree Examinations. The Exam fees was refunded.
- (d) Complaint on amount to be refunded incurred for Internship - The amount was refunded.
- (e) Inordinate delay in providing Boiler suits for B.E (Marine Engineering)-Boiler suit was provided
- (f) Aravind Harihar complained about examination cell on 27/11/2015 in the UGC online portal. The University enquired about the complaint and sent appropriate response to the UGC grievance redressal cell.
- (g) Out of the 31 grievances submitted to the office of COE, all were adhered and sorted out. Only two has effected some changes in the results published.

The IQAC Co-Ordinator thanked all the members for their attendance

Capt. Karthik  
(Chairman-Convener)



**Minutes of Meeting for Grievance Redressal Committee held on  
27.11.2015 at 03.00 pm in Vice Chancellor's Conference Hall, AMET**

**Members Present:**

1. Capt. K. Karthik, Dean - Nautical Science (Chairman) ✓
2. Dr R Rajavel, HoD - Department of Mechanical Engineering W
3. Dr T Nagalakshmi, Associate Professor, Department of Petroleum Engineering *T. Nagalakshmi*
4. Dr A Shameem, Professor- AMET Business School *Dr A Shameem*
5. Dr.N.R.Ramkumar- Proctor *Dr.N.R.Ramkumar*
6. IQAC Co-Ordinator-Special Invitee *Dr. J. S. S. S.*

**Points of agenda and resolution discussed and recommended by the Committee**

**Agenda No.1: Action taken reports of the previous grievance redressal**

The members discussed and resolved the action taken about the previous grievances represented by the students pertaining to:

- (a)Grievance of a group of the students of Naval Architecture, caused by Faculty handling Offshore standards. The complaint was found to be false after an enquiry, hence closed
- (b)Request from students of B.Sc. -13 for change of faculty-The issue was sorted out after discussing with faculty about the teaching methods.
- (c)Back-up for the green box complaint letter. Back-up provided.
- (d)Complaint regarding electrical maintenance was not attended to, in time. Overall maintenance was taken care of.

**Agenda No.2: Modalities and Procedures for improvement in grievance redressal**

The honourable Vice-Chancellor reiterated on the imminence of the arrival of the new 1<sup>st</sup> year students and emphasized on fulfilment of our duties and responsibilities towards them.

He expressed his great concern about self-discipline and disciplining the students, redressing their grievances, anti-ragging, anti-sexual harassment and reminded about the appropriate usage of Green-Box.

In the meeting, the honourable Vice-Chancellor reminded the significance of induction and orientation for new and first-year students.

Agenda No.3: **New initiatives or any other relevant information**

The committee discussed and resolved the importance of quality education and utilization of infrastructure and further improvement thereof in the meeting.

The IQAC Co-Ordinator thanked all the members for their attendance.



Capt.Karthik  
(Chairman-Convener)



## CRITERION 5

### STUDENT SUPPORT AND PROGRESSION

## KEY INDICATOR

### 5.1 STUDENT SUPPORT

Q<sub>n</sub>M

#### 5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging case

Weblink for Minutes of Meeting:

[https://www.ametuniv.ac.in/naac/C7/7\\_1\\_10/7\\_1\\_10\\_Details\\_of\\_monitoring\\_committee.PDF](https://www.ametuniv.ac.in/naac/C7/7_1_10/7_1_10_Details_of_monitoring_committee.PDF)