



E-Samadhan

As per the initiative taken by UGC in the name of E-Samadhan, Academy of Maritime Education and Training (AMET) Deemed to be University has taken effective steps by informing the stakeholders such as the Students, Teaching/Non-Teaching Faculty Members and other Stakeholders with regard to the availability of a single window system for lodging multiple complaints /grievances. The details are given below:

UGC provided various mechanisms to resolve the issues and concerns of various stake holders. Because of non-availability of a single window system the stake holders were lodging multiple complaints /grievances at various places. Due to that the redressal mechanisms was at slow pace, which was also causing further concerns to the stake holders. The resolution of Institutional Entity Grievances has always been a top priority of the University Grant Commission. UGC took advantage of ICT enhancements and came up with the "e-Samadhan Online Grievance Registering and Monitoring System" It is a digital platform for Stake holders to identify and apply for grievances/feedback/queries. This platform ensures a time-bound mechanism for redressal of the grievances.

To stream line the stake holders grievance redressal mechanisms, UGC has merged its existing portals/ helplines except Anti Ragging Helpline and developed a new portal "UGC e-samadhan: A step forward: Service to Stake Holders" which would be a single Window system for all the stake holders for registering their complaints/ grievances on the portal which would be available 24x7 with a click of mouse. A toll free No. 1800-111-656 will also be available on UGC website 24x7 for lodging complaints by the stake holders on any issue faced by them.

The user would be able to register a grievance by following simple procedure with the help of mail ID /making a phone call on toll free number. The complaint gets recorded and a docket number shall be allotted which would be automatically reflected in the concerned bureau head's accounts. The concerned bureau shall resolve the issues within the stipulated time as per details given below:

Sno	Subject Matter	Maximum time limit to reply
1	Ragging/ Gender Issue	As per the existing norms (24X7 Helpline no : 1800-180-5522) Email : helpline@antiragging.in Website : https://www.antiragging.in/)
2	Student's related matters	20 working days
3	Teaching/ Non Teaching issues	15 working days
4	University/ College/any other matter	20 working days

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