



ACADEMY OF MARITIME EDUCATION AND TRAINING (AMET) DEEMED TO BE UNIVERSITY

Grievance Handling Mechanism

The University is receiving and addressing grievances from all stakeholders including students both in online and offline mode.

Grievance Redressal Committee, Committee Against Sexual Harassment, Internal Complaints Committee, Anti Ragging Squad, Anti-Ragging Committee, SC-ST Cell are the formal Committees and Units established and functioning to implement and monitor guidelines of Statutory/regulatory bodies and to ensure timely redressal of grievances.

The Student Council, which has students as representing members functions as a student body to bring and persuade student feedback and grievances at different levels. Students are members in decision making bodies such as Board of Studies and Academic Council and are also members in advisory bodies such as Internal Quality Assurance Cell (IQAC).

Students Grievance Redressal Committee

This committee has been constituted as per the UGC notification published in the Gazette on 23rd March 2013.

- I. Management
 - Vice Chancellor
 - Registrar
 - Dean, Student Welfare
- II. Heads of all the Core Departments
- III. Controlling Officers
 - Controller of Examination
 - Proctor
 - Director, Physical Education
 - Librarian
 - PRO

Mechanism for the students to registered their grievances?

Online Registration

University has also made the provision to receive and attend various grievances of students online through University website portal **ametuniv.edugrievance.com**. Students can register and login using their email ID /mobile number and post their



grievance which will be addressed by the concerned Grievance Redressal Committee officials.

Registration Process:

- Students can register their grievance through the website ametuniv.edugrievance.com
- Click Students Icon.
- Click "New User Registration".
- Enter their details such as Name, Course, Batch, Mobile No., Email and click Register.
- Once registration is completed, they can post a grievance.

To Post a Grievance:

- Email ID or Mobile Number to be used to Login.
- Post a Grievance to be clicked to register grievance.
- Select the Grievance Type; Academic or General; If Academic it will be attended at Department Level and redressed by the HOD; If it is General it will be attended by the Grievance Redressal Committee through Vice Chancellor and Registrar

To view the Status of Grievance:

- Students can view the status of grievance in My Grievances section
- If the student is not satisfied with the reply, they can reopen the grievance and submit it with their queries again.

Other ways to record online Grievances

University has well notified the Online Grievances in UGC and AICTE Portal through Boards all across the campus and in the website

Students can also submit their grievances in the UGC and AICTE Grievance portal at the following links UGC Grievance Portal Link <https://ugc.ac.in/grievance>

AICTE Grievance Portal Link <https://centralgrievances.aicte-india.org/>

Regular Offline Grievance Submission

The University has installed two systems in major locations of the campus to receive both regular and anonymous grievances; Students can write their grievances and put it in the respective boxes. On a daily basis, the boxes are opened by the Office of the Vice Chancellor and suitable action is initiated by the Vice Chancellor. Compliance of action taken are also displayed in notice boards.

1. Black Box: Ragging and Sexual Harassment Related Complaints or grievance
2. Green Box: General complaints or grievances or feedback



AMET UNIVERSITY

(Deemed to be University Under Section 3 of UGC Act 1956)

Ombudsperson for Student Grievances

- University has appointed a Senior Academician as the Ombudsperson for Student Grievances
- Dr. V. Thangaraj, Former Director and Head, Ramanujan Institute for Advanced Study in Mathematics, University of Madras, Chennai (Email – thangarajvenu@gmail.com) is the ombudsperson for AMET Student Grievances

Student Counselling Mechanism

Counselling Facilities are available Counselling Centre with full time professional Counsellor functioning. Helpline numbers are widely publicized.

- Ms.Padmaja Full time Counsellor, Mobile No: 79047 82631
- Faculty Co-ordinator: Dr. Amirthavalli, Asst. Professor, Dept. of Petroleum Engineering
- Student Counselling Centre functions physically between 9:00 AM to 4:30 PM Monday to Friday and all Working Saturdays
- 24X7 Services : For Emergency Call : +91 89393 72181 or
- Besides, Proctor and Wardens (Men and Women) handle student issues in Hostels
- Lady Medical Officer and Lady Nurse are on routine duty for student medical issues and counselling if required
- Effective mentoring system for academic and general mentoring of students (1:20 ratio)

Student Satisfaction Survey

Both under the regular IQAC Feedback forms and the specialized feedback forms through ISO system, student satisfaction reports are collected periodically, analysed and reported in the Management Review Committee and other statutory and advisory bodies of the University. Departments display the action taken reports, student grievance/feedback reports semester wise. They are also audited annually.


Registrar i/c



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:

| Slno | 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 |

Director-CDOE

Dr. J.RENGAMANI, MBA., Ph.D.,
Director
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AMET Deemed to be University
Kanathur, Chennai - 603 112.



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Whether HEI has set up a full time dedicated help desk providing single window services for all learner related queries (as per clause (2) (v) of Regulation 18 of the Regulations, 2020.

The AMET Deemed to be University has established a full-time dedicated help desk with the learner information data base providing single window services for all learner related queries (as per clause (2) (v) of Regulation 18 of the Regulations, 2020.

Help Desk Address:

AMET Deemed to be University,
135 East Coast Road,
Kanathur, Chennai-603112

Website:

<https://auol.in/>

<https://www.ametuniv.ac.in/Students-grievance-redressal-mechanism.html>

Dr.J.Rengamani

Director-CDOE

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