



CENTER FOR ONLINE PROGRAMS

Grievance Redressal Policy

Grievance Redressal Committee - Constitution:

1. Dr. C.B. Palanivelu, Registrar : Advisor
2. Dr. Malini Pande, Director - Online Programs
3. Dr. S Kasthuri, Dean - Online Programs
4. Dr. Nirmala Sugirtha Rajini, Project Officer - Online Programs
5. Dr. A V Meenakumari, Chief Coordinator – Online Programs: **Nodal Officer**
6. Dr. M Bhuvaneswari, Deputy HoD - Online Programs
7. Dr. N Keerthana, Deputy HoD - Online Programs
8. Dr. S Sinduja, Deputy HoD - Online Programs

I. Grievance Handling Mechanism:

1. Grievance Box in the website:

- Students can log-in to the online website:
www.onlineprograms.drmgrdu.ac.in and click on the Grievance Box tab.
A link will open in which they can register the complaint against the specific heading.
- An “Online Grievance Registration Number” will be generated.
- The complaint will be acknowledged by the Nodal Officer within the next 2 days.
- The complaint will be closed within 15 working days.
- If the complaint cannot be resolved within 15 working days, the Nodal Officer will provide an interim response to the student within 15 working days.
- The Nodal Officer will also update the student on the progress of the complaint every 15 working days until it is resolved.



2. Registering the Grievance through E Mail:

- Students can also directly send their complaints to the following Mail ID: solutions.odl@drmgrdu.ac.in.
- An “Online Grievance Registration Number” will be generated.
- The complaint will be acknowledged by the Nodal Officer within the next 2 days.
- The complaint will be closed within 15 working days.
- If the complaint cannot be resolved within 15 working days, the Nodal Officer will provide an interim response to the student within 15 working days.
- The Nodal Officer will also update the student on the progress of the complaint every 15 working days until it is resolved.

Confidentiality: The University will maintain the confidentiality of the complainant as far as possible.

Withdrawal of Complaint: At any time the student, without any prejudice, will be allowed to withdraw the complaint.

Escalation Mechanism: In case there is no communication received by the complainant or no action taken on the complaint within 15 days, the complainant has the right to escalate it directly to the Additional Registrar – Planning & Development at this Mail ID: ar-pnd@drmgrdu.ac.in.



Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
DEEMED TO BE UNIVERSITY
University with Graded Autonomy Status
(An ISO 21001 : 2018 Certified Institution)
Periyar E.V.R. High Road, Maduravoyal, Chennai-95, Tamilnadu, India.



Details of Ombudsman of the Grievance Redressal committee

UWRD G.O. No. F8-1/2002 U.S dt. 21.01.03 UGC No. F.8-6/2002 / (CPE-1) dt. 13.03.2003

Dr. M.G.R. EDUCATIONAL AND RESEARCH INSTITUTE
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Maduravoyal Office:
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Ph: 91 44 2534 1176 / 2186 / 2386. Fax: 91 44 2534 3186.
E-mail: reg@dmgr.edu.in | www.dmgr.edu.in

Corpus Office:
No.22, B.M.Cherry Road, T Nagar, Chennai - 600 017.
Ph: 91 44 2824 5160 / 3000. Fax: 91 44 2534 1186.
E-mail: dmgr@corpusdmgr.edu.in

Ref:Dr.M.G.R./DU/2023-2024/1355 Date : 12.02.2024


To
Prof.Dr.M.SAKTHIVELMURUGAN
Sams Avenue
Flats No.615
65, Valluvar Street
Arumbakkam,
Chennai – 600 106.

Respected Sir,

Our Deemed to be University is happy to nominate you as the Ombudsman of the "Grievance Redressal Committee" of Dr.M.G.R.Educational and Research Institute, Deemed to be University, Maduravoyal, Chennai – 600 095.

Your term of office shall be for 2 years from the date of your accepting our above offer.

We are also forwarding a copy of the AICTE (Redressal of Grievance of Students) regulation, 2019 for your reference.



C.B. Palaniswamy
REGISTRAR
REGISTRAR
Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
(Deemed to be University)
Periyar E.V.R. High Road,
Maduravoyal, Chennai - 600 095

Signature

CENTER FOR ONLINE PROGRAMS
Director, Online Programs
Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
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Periyar E.V.R. Road,
Maduravoyal, Chennai-600 095.



Signature

Registrar

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