



## 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 Bhuvaneshwari, 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](http://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](mailto: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](mailto:ar-pnd@drmgrdu.ac.in).

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**Details of Ombudsman of the Grievance Redressal committee**

WIRD O.O. No. F9-1/2002-11.3 dt. 21.01.03 UGC No. F. 6-61/2002 / (CPE-1) dt. 12.03.2003

**Dr. M.G.R. EDUCATIONAL AND RESEARCH INSTITUTE**  
 Deemed to be University  
 UNIVERSITY WITH GRADED AUTONOMY STATUS  
 Maduravoyal, Chennai - 600 095, Tamilnadu, India

University Office: Periyar E.V.R. High Road, Maduravoyal, Chennai - 600 095. Ph: 91 44 2378 2175 / 2185 / 2080. Fax: 91 44 2378 9190. E-mail: registrar@dmgr.edu.in | www.dmgr.edu.in

Registrar Office: No.22, G.N.Chetty Road, T.Nagar, Chennai - 600 017. Ph: 91 44 2634 5160 / 5168. Fax: 91 44 2634 5186. E-mail: dmgrregistrar@gmail.com

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. Palaniswami*  
**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

*MP*

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



Signature

*C. B. Palaniswami*

Registrar

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