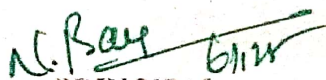


Date: 06:01:2025

CIRCULAR

A meeting of the Grievance Redressal Cell Committee is scheduled to be held on **08.01.2025** at **11:30 AM** in the **Principal's Chamber**. All members are hereby informed to attend the meeting without fail.


PRINCIPAL

Principal
Velammal Institute of Technology
"Velammal Knowledge Park"
Chennai - Kolkatta Highway,
Panchetti, Thiruvallur Dist.-601 204

Agenda:

1. To ensure the confidentiality of student complaints is strictly maintained.
2. To foster an environment where students feel comfortable expressing their grievances.
3. To review the grievances received and implement appropriate remedial measures in coordination with the concerned authorities.
4. To assign faculty members to identify and address areas of conflict among students, promoting unity and collaboration.
5. Any other suggestions from committee members for improving student satisfaction and support.

Copy to:

- Grievance Redressal Cell Committee Members
- IQAC



VELAMMAL
INSTITUTE OF TECHNOLOGY

Chennai - Kolkatta Highway, Panchetti, Porur



Date:08:01:2025

MINUTES OF MEETING

The meeting of the Grievance Redressal Cell Committee was conducted on 08.01.2025 as scheduled in the Principal's Chamber. The following points were discussed and resolved:

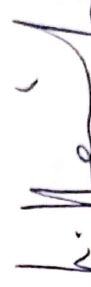
1. The grievances recorded in the previous Minutes of the Meeting (MoM) along with the action taken report were reviewed.
2. It was resolved that issues encountered by students must be effectively communicated to the management through proper and transparent channels.
3. The committee emphasized that strict confidentiality must be maintained while handling all grievances.
4. Students reported that the campus **Wi-Fi connectivity was unstable**, causing difficulties in accessing online academic resources.
5. Students also raised concerns regarding the **cleanliness and hygiene of the toilets** on campus.
6. The meeting concluded with an assurance that the grievances would be addressed promptly to improve the overall campus environment and student welfare.
7. With these deliberations, the meeting concluded successfully.


PRINCIPAL
Principal

Velammal Institute of Technology
"Velammal Knowledge Park"
Chennai - Kolkatta Highway,
Panchetti, Thiruvallur Dist.-601 204



The following members were present in the meeting
 Committee members:

SL.NO	NAME	DESIGNATION	POSITION	SIGNATURE
1	Dr.N.Balaji	Principal	Chairperson	
2	Dr.S.Soundarajan	Vice Principal	Secretary	
3	Dr.B.Balamurugan	First Year-HOD	Member	
4	Mr.G.JustinBrierly	Assistant Professor	Coordinator	
5	Ms.K.Kavitha	Assistant Professor	Member	


 PRINCIPAL

Principal
 Velammal Institute of Technology
 "Velammal Knowledge Park"
 Chennai - Kolkatta Highway,
 Panchetti, Thiruvallur Dist.-601 204

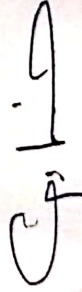
27.01.2025

Grievance Redressal cell

Follow-up action

Grievance Redressal cell meeting held on 08:01:2025

S. no	Issue	Remarks	Follow up Status
1	Poor Wi-Fi connectivity in the campus	Students reported unstable Wi-Fi connectivity, affecting access to online academic resources	The issue was forwarded to the IT Department. The network was inspected, and necessary measures were initiated to improve Wi-Fi coverage and connectivity across the campus.
2	Cleanliness of toilets	Students expressed concerns regarding the cleanliness and hygiene of the washrooms.	The housekeeping supervisor was instructed to increase the frequency of cleaning. Regular monitoring and periodic inspections have been implemented to maintain hygiene standards.


 Coordinators


 Principal

ACTION TAKEN REPORT

21.02.25

As per the discussion in the Grievance and Redressal Committee meeting, conducted on 8th January 2025, the following remedial were initiated to resolve the issue.

Grievance Received:

1. Students requested improvement in campus Wi-Fi connectivity.
2. Students requested regular cleaning and proper maintenance of the campus toilets.

S. no	Grievance	Action taken/ grievance solved
1	Students requested improvement in campus Wi-Fi connectivity	The IT Department upgraded and optimized the campus Wi-Fi network. Connectivity issues were resolved, and stable internet access is now available across the campus.
2	Students requested regular cleaning and proper maintenance of the campus toilets.	The housekeeping team implemented a regular cleaning schedule and routine inspections. The cleanliness and hygiene of the toilets have been improved, and the grievance has been resolved.


PRINCIPAL

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