



பல்கலைக்கழக பொறியியல் கல்லூரி, விழுப்புரம்
UNIVERSITY COLLEGE OF ENGINEERING, VILLUPURAM
(A Constituent College of Anna University, Chennai)
VILLUPURAM – 605 103

முதல்வர்
DEAN

Phone : 91-4146-224500
E-Mail : ucev_auc@yahoo.com

Procs.No: 477-1/A2/UCEV/AUC/2024

Date: 09.12.2024

Sub : University College of Engineering Villupuram – Efficient Grievance Redressal Mechanism – Establishment of Help Desk for students & Parents / Guardian/ Visitors – Orders – Revised – Issued – Reg.

Ref : 1. Lr.No.2132/H2/2024-1, dated 07.11.2024 of the Additional Chief Secretary to the Government, Higher Education (H1) Department, Secretariat, Chennai – 09.
2. Letter No.116/PD4/2024-1 dated 05.12.2024 of the Registrar, AUC.

With reference to the letter cited above, the Government has felt that there is a dearth of need for a transparent, responsive/ user friendly mechanism in higher learning institutions to prevent the challenges faced by the students, parents/ guardian and visitors in navigating institutional process. In order to address the issue in time bound manner, it has been directed to implement a standardized public (students/ parents/ guardian/ visitors) interactive mechanism by establishing a Help Desk at a prominent location in the campus.

In compliance of the above guidelines and Registrar letter vide reference 2nd cited above, Help Desk is established at UCEV with the following Faculties to guide the students, parents/guardian and visitors for their queries/ grievances and also to provide immediate and timely assistance.

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|--|---|----------------|
| 1. Dean, UCEV | - | Nodal Officer. |
| 2. Dr. R.Sankar,
Asst. Prof. (Sr.Gr)/ Chemistry. | - | Co-ordinator. |
| 3. Mr. S.Jegan,
Teaching Fellow/ CSE | - | Member. |
| 4. Dr. A.Dhanabal,
Teaching Fellow/ Physical Edu. | - | Member. |

DEAN
9/12/2024

Copy submitted to :

1. The Director, CCC, AUC.
2. The Commissioner, DOTE – J Section.

9/12/24
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Copy to :

1. All HODs/ Section Heads – With a request to extend all kinds of assistance to the Help Desk in a prioritized manner.
2. Students WhatsApp Groups (All years).
3. Website.
4. File.