



UNIVERSITY COLLEGE OF ENGINEERING ARNI
(A Constituent College of Anna University Chennai)
Thatchur, ARNI – 632 326

DEAN i/c

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Procs. No. UCE/Arni/Help Desk/2024

Date: 22.11.2024

Sub: University college of Engineering Arni – Efficient Grievance Redressal Mechanism - Establishment of Help Desk for Students & Parents / Guardian / Visitors - Orders – Issued – Reg.

Ref: Lr.No. 2132/H2/2024-1, Dated: 07.11.2024 of the Additional Chief Secretary to the Government, Higher Education (H1) Department, Secretariate, Chennai - 09

In the reference letter cited, 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, the undermentioned faculty has been exclusively deputed to guide the students, parents/guardian & visitors for their queries / grievances and also to provide immediate and timely assistance.

UCE ARNI CAMPUS – HELP DESK

Sl. No.	Name of the deputed faculty	Assignment Entrusted	Contact No.	Email ID
1	Dr.G.Ramesh Kumar, Assistant Professor (Sr.Gr.), Physics, S&H	Nodal Officer / Help Desk, UCE Arni campus	9444275758	helpdeskucearni@gmail.com

Guidelines for Mandatory Help Desk:

- 1) Students / Parents / Guardian / Visitors shall be offered step by step guide to escalate their grievances.
- 2) In addition to the physical help desk, online grievance platform will also be accessible for the students / parents through the official website of this institution, in due course of time.
- 3) The Help Desk will serve as a dedicated point of contact to guide students, parents / guardian & visitors, ensuring clear communication about the queries.
- 4) The Help Desk should be prominently sign posted and will be set up at an easily accessible area, in the premises.
- 5) The Help Desk shall be operational during working hours with necessary intercom & computer with printer facilities to enable direct communication with relevant heads of the departments/units and officials within the institution.

[P.T.O]

- 6) The deputed faculty for the Help Desk is permitted to establish an exclusive cell / partitioned room for rendering service to the students / parents and the incurring expenditure shall be met from the budgetary provisions as available in the appropriate head of account.
- 7) The Help Desk Cell shall be equipped with adequate manpower at the level of Professional Assistant – I / II / III / Clerical Assistant and Office Assistant / Peon for the routine assistance to the students / parents.
- 8) No Honorarium / Remuneration would be paid to the assigned faculty for taking this assignment, in addition to his monthly salary / allowances.


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To: Dr.G.Ramesh Kumar, Assistant Professor (Sr.Gr.) / Physics

Copy to:

1. All HODs / Unit 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 Notification
4. Main Notice Board
5. Director, Centre for Constituent Colleges, Anna University
6. DOTE – J Section