

UNIVERSITY COLLEGE OF ENGINEERING ARNI

(A Constituent College of Anna University Chennai)

Thatchur, ARNI – 632 326

Phone/Fax: 04173-244400

Email: uceadean@gmail.com

DEAN i/c

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

Date: 10.12.2024

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

Ref: 1) T.O. Earlier Procs. With Even No. Dated: 22.11.2024

2) Registrar's Letter No. 116/PD4/2024-1, Dated: 05.12.2024

As indicated in the reference (1) cited, Help Desk was established at the campus of University College of Engineering Arni on the larger interest of Students Community / Parents / Visitors and in compliance with the guidelines of State Government.

In partial modification of the above orders and in accordance with the University guidelines indicated in Ref. (2) cited, the Help Desk has now been reconstructed with the following personnel.

UCE ARNI CAMPUS – HELP DESK

Sl. No.	Name of the deputed faculty	Assignment Entrusted	Contact No.	Email ID
1	Dr.G.Senthil Kumar, Professor & Dean i/c	Nodal Officer / Help Desk, UCE Arni campus	9442119109	helpdeskucearni@gmail.com
2	Dr.G.Ramesh Kumar, Assistant Professor (Sr.Gr.), Physics, S&H	Faculty Co-ordinator / Help Desk, UCE Arni campus	9444275758	

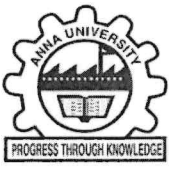
The other guidelines issued in respect of Help Desk vide Ref. (1) cited, remain unaltered.

DEAN i/c

To: 1. Dr.G.Ramesh Kumar, Assistant Professor (Sr.Gr.) / Physics
2. All HODs – *with a request to circulate among students whatsapp groups.*

Copy to:

1. Website Notification
2. Main Notice Board
3. Director, Centre for Constituent Colleges, Anna University
4. File



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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.


DEAN i/c 22/11/2024

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