

Complaints Handling Mechanism Prescribed By UGC-DEB

First tier — HEI Level

- Complaints shall be handled through an online complaint handling mechanism at the HEI level.
- DEB portal shall automatically forward the complaints received to respective HEI and have a tracking mechanism enabled in portal, for monitoring the disposal status of the complaints.

It is desired that Complaints received may be resolved at the earliest possible but should not exceed two months from the date of receipt of the complaints.

Second tier - Regional Office Level

- If HEIs fails to address the complaint in stipulated period (two months), then the complainant shall approach the concerned Regional Office of UGC. The complaint from the HEI portal will also be automatically transferred to the concerned regional office of the UGC.

The concerned Regional Office shall intervene and take necessary action for redressal.

Third tier — DEB, UGC Level

- In case of complaint not disposed/resolved in first and second tiers, DEB, UGC shall take necessary action as per provisions of the UGC (ODL) and Online Regulations and its amendments.

HEI Level – STUDENTS GRIEVANCE & REDRESSAL COMMITTEE

| Sl.No. | Committee | Designation | Section | Contact Number |
|----------|-----------------------|------------------------------------------------------|------------------------------|--------------------|
| 1. | Dr. T.R. Gurumoorthy | Professor & Head Director i/c | Director Office, DDE | 04565-223 400 |
| 2. | Dr. P. Sivakumar | Professor & Head | Department of Education, DDE | 04565-223 455 |
| 3. | Dr. E. Kannapiran | Professor & Head & Controller of Examinations i/c | Department of Zoology, DDE | 04565-223 120, 121 |
| 4. | Dr. S. Leo Stanly | Professor | Department of Education, DDE | 04565 -223 445 |
| 5. | Dr. M. Vasimalairaja | Professor | Department of Education, DDE | 04565 -223 445 |
| 6. | Mr. Pari Raman Palani | Deputy Director (U) | Director Office, DDE | 04565-223 401 |
| 7. | Mr. DURAI.Selvam | Assistant Registrar | Admission Section, DDE | 04565-223 420, 421 |
| 8. | Mrs. B. Laskhmi | Deputy Registrar (U) | Course Material Section, DDE | 04565- 223 405 |
| Email id | | grievancesdde@alagappauniversity.ac.in | | |

T. R. Gurumoorthy
26/3/22

DIRECTOR
Directorate of Distance Education
Alagappa University
Karaikudi

25/3/22