

Lr. No. 1017/ CAI / AU / 2024

Dated: 20.12.2024

To

The Chairman and Principals of Affiliated Colleges of Anna University

Sir/Madam,

Sub: Anna University – Affiliated Colleges - Establishment of Help Desk for Efficient Grievance Redressal – Requested – Regarding.

Ref: Government Letter No.2132/H2/2024-1, dated 07.11.2024.

In the reference cited, the Additional Chief Secretary to Government, Higher Education Department has requested to establish Help Desk for efficient Grievance Redressal and providing guidance to the Parents and Students who seek clarification on admission, academic matters and other grievances.

In this regard, you are requested to kindly arrange for establishment of Help Desk at your institution as per the guidelines given by the Government on or before 31.12.2024.

The Principal may be appointed as Nodal Officer for Grievance Redressal Help Desk for your institution.

The Action taken report for establishing Help Desk is to be communicated to undersigned on or before 31.12.2024.

Encl.: As above.

A/p
20/12/24

Dr. ...
20/12/24

REGISTRAR

REGISTRAR
Anna university
Chennai - 25

ANNEXURE – I

The Commissioner, Directorate of Technical Education has given direction to furnish the following details:

1. Deputation of Nodal Officer of each College for Help Desk and their details-
 - a. Name of the Nodal Officer, Designation, Mobile Number (whatsapp number).
 - b. The Nodal Officer is in charge to send the quarterly reports to DOTE and TANSHE.
2. Identification and allocation of Room for Help Desk
3. Email ID of Help Desk :
4. Link of Online Help Desk :
5. Photo of the Help Desk Display Board with Escalation Procedure (a sample is attached herewith complete the details as requested)

	Name of the college	College LOGO
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HELP DESK உதவி மையம்

Escalation Procedure மேல்முறையீட்டு வழிமுறைகள்

Section & Level	Admission	Hostel	Department	Controller of Examination	Scholarship
Level 1	Nodal Officers -- Help desk Name and mobile number Email id: Online Helpdesk LINK:				
Level 2	Student Section – Clerk	Deputy Warden	Faculty Advisor	Assistant Controller	Student Section – Clerk
Level 3	Superintendent	Hostel Superintendent	Programme Coordinator	Deputy Controller	Superintendent
Level 4	PA to Principal	Residential Tutor	HOD	Controller	PA to Principal
Level 5	Principal				