

Grievance Mechanism with Committee

Grievance Redressal Committee:

The Grievance Redressal Committee at CODE is set-up in three parts, each handling specific type of queries. The Academic queries first come to the Program Managers through either telecallers (if the grievance came by phone) or by the Learner Engagement and Support Manager (if the grievance came by mail). The Program Managers are equipped to handle most of the academic queries with the support of their seniors, but in case they are unable, the query is then escalated to the Program Coordinator. If the student is not satisfied, then it is escalated to the Chief Coordinator for academics and finally to Head CODE. If need be, Head CODE can escalate the grievance to either Registrar or Vice Chancellor, depending on the nature of the grievance.

First Level Grievance Redressal Committee

1. Academic Grievances:
 - Mr. Manoj Kumar - Tele Counselor
2. LMS Grievances:
 - Ms.Nalini - Assistant Registrar
3. Operational Grievances:
 - Mr.K.Kannan - System Operator

The ticket has to be resolved within 24 hours else, this gets escalated to the second level grievance redressal committee.

Second level Grievance Redressal Committee

1. Academic Grievances:
 - Dr.Gokila.S - Programme Coordinator - MCA
 - Dr.Sreeja.P.S - Programme Coordinator - BCA
 - Ms.Bhavani.K - Programme Coordinator - MA
2. LMS Grievances:
 - Mr.Manikandan - LMS Coordinator
3. Operational Grievances:
 - Ms.Anuradha Moorthy - Section Officer

The ticket has to be resolved within 24 hours else, this gets escalated to the Chief Coordinator - CODE.

Third level Grievance Redressal

Dr.Shabana.K.M - Chief Coordinator - CODE



The ticket is to be resolved by the chief coordinator within a time period of 24 hours, else, it gets escalated to the HEAD-CODE.

Fourth level Grievance Redressal

Ms.Ami Agarwal - HEAD - CODE

The escalated ticket, if not resolved within 24 hours, shall be further escalated to the Vice Chancellor and the Registrar of the Institute

Fifth level of Grievance Redressal

Academic and LMS - Vice Chancellor

Operational - Registrar

The Vice Chancellor and the Registrar of the Institute shall resolve the escalated query in 48 hours.

Support Link:

<https://support.hindustancode.com/>

Web Link:

<https://docs.google.com/forms/d/e/1FAIpQLSevgB9rFavurAJqv5PdxyQMZYernWj8v3cA1OVn7OJsPPy3rw/viewform>