CENTRE FOR STUDENT AFFAIRS
ANNA UNIVERSITY
CHENNAI - 600 025

Dr. D. ARIVUDAINAMBI
DIRECTOR

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Lr. No. CSA / SA3 / 206 / 2026 Date: 29.10.2026

To

1. The Dean of University Departments / Regional Campuses / Constituent Colleges of Anna University.
2. The Principal of all Government / Self-financing Engineering Colleges / Autonomous Colleges affiliated under Anna University.

Sir / Madam,

Sub: Anna University – Centre for Student Affairs – Online students' Grievance Redressal System on University Web Portal – Circular – Reg.

Ref: 1.Registrar, Anna University- Circular dated 22-05-2026
2.Registrar approval dated 12-08-2026
3.This office mail, dated: 07.04.2026 & 17.08.2026

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It is hereby informed that the Student Grievance Redressal Committee (SGRC) Portal has been established to facilitate the submission, monitoring, and redressal of grievances raised by students. In this regard, all Principals are instructed to disseminate information regarding the SGRC Portal to all students in their respective colleges and create adequate awareness about its purpose and usage. The portal link and the poster attached shall be widely publicised through appropriate means, including the college website, notice boards, student communication groups, and other relevant communication channels, to ensure that all students are aware of and have access to the portal. The SGRC Portal can be accessed through the following link: https://www.auegov.ac.in/GrievancePortal/

Further, all Principals are requested to ensure the effective implementation and proper functioning of the SGRC Portal in their respective colleges. All grievances received through the portal shall be examined and addressed within **five (5) days from the date of receipt**. The corresponding **Action Taken Report (ATR)** shall also be submitted through the portal within the stipulated timeframe. All Principals are therefore requested to monitor the grievances regularly and ensure their timely redressal, along with the submission of the requisite Action Taken Reports through the portal, without fail.

This may be treated as a matter of priority.

29/10/26

DIRECTOR

29/10/26.