ALAGAPPA UNIVERSITY :: KARAIKUDI - 630 003

ESTABLISHMENT OF HELP DESK IN HEAD QUARTERS OF UNIVERSITY

- **Establishment of Help Desk**
  As per the directions from the Higher Education (H1) Department, Secretariat, Chennai – 600 009, via Letter No. 2132/H2/2024-1, dated 07.11.2024, a Help Desk has been established at Alagappa University. This initiative underscores the University's commitment to addressing the concerns and issues of its stakeholders effectively.

- **Purpose and Functionality**
  The Alagappa University Help Desk serves as a centralized mechanism to resolve the issues, grievances, and concerns of various stakeholders, including students, parents, and visitors. It is designed to function as a single-window system, allowing stakeholders to lodge complaints, provide suggestions, or seek assistance on matters related to the University. This system aims to enhance the speed and efficiency of the grievance redressal mechanism.

- **Operational Features**
  Immediate Assistance: The Help Desk provides timely support for queries related to admissions, academic matters, and other concerns.
  Strategic Location: It is situated at the entrance of the University Administrative Block for easy accessibility.
  Operating Hours: The Help Desk operates during the official working hours of the University.10.00 A.M to 5.45 P.M.
  Dedicated Nodal Officer: A nodal officer has been deputed to oversee the Help Desk operations and ensure prompt resolution of complaints.

- **Communication Channels**
  Stakeholders can contact the Help Desk through multiple channels for convenience:
  Telephone: By calling the dedicated phone number at 04565 - 223116.
  Email: Queries and complaints can be emailed to helpdesk@alagappauniversity.ac.in.
  Digital Access: The Help Desk is also accessible via an online grievance redressal platform.

- **Online Grievance Form**
  An online grievance form is available on the University website to simplify the process of registering queries. Upon submission of the form:
  An acknowledgment email is sent to the stakeholder with a unique token ID.
  The token ID allows stakeholders to track the status of their grievance for follow-up purposes.
  The query or grievance is referred to the relevant department/section following an established escalation procedure to ensure a swift and effective resolution.
  The online grievance system is accessible via this link:
  [Official Website of Alagappa University - Karaikudi, Tamilnadu, India](#)

- **Transparency and Accountability**

  The Help Desk system ensures transparency by maintaining clear records of lodged complaints and their resolutions. Regular follow-ups and updates are provided to stakeholders to keep them informed about the status of their queries.
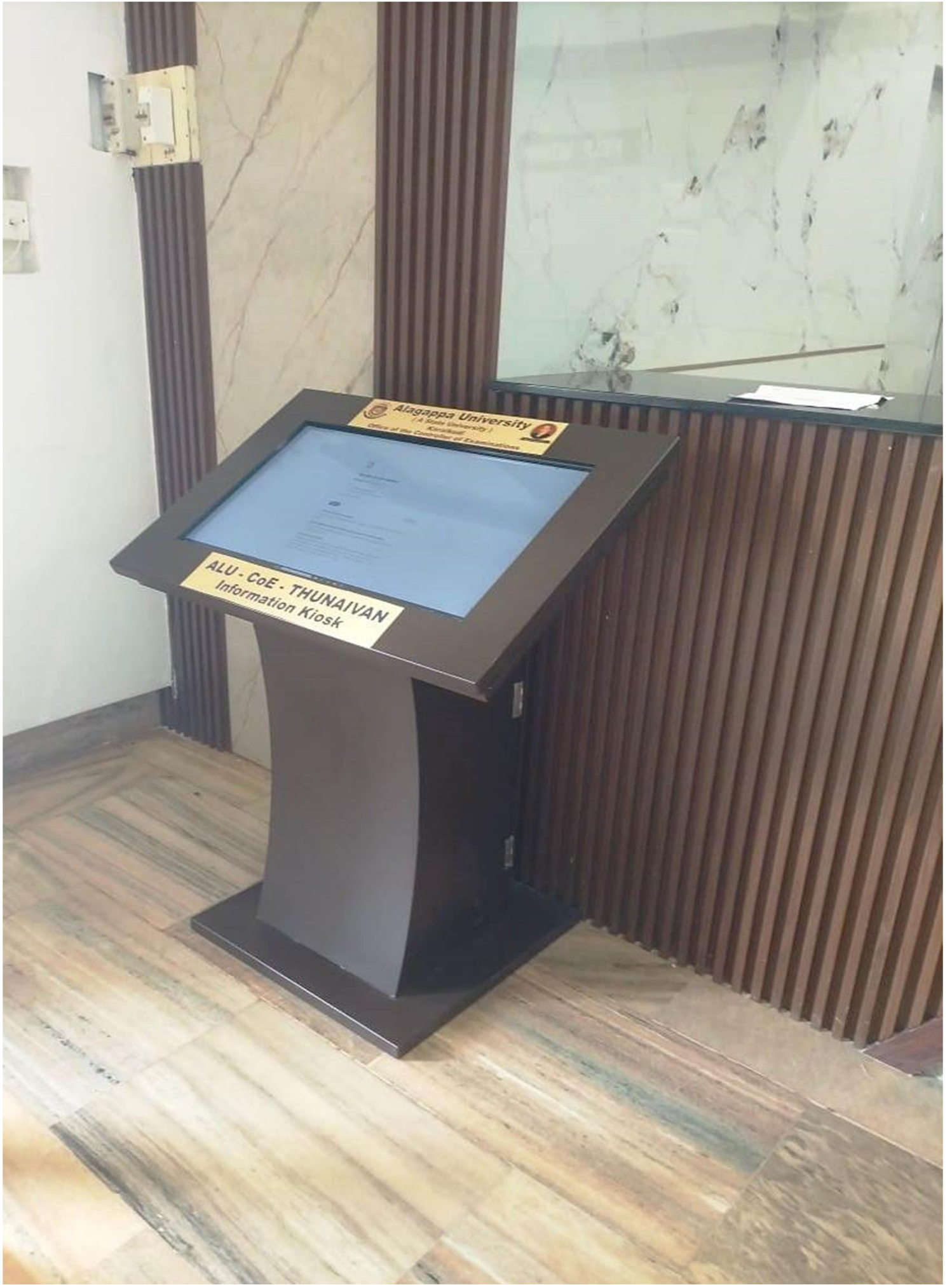- **Stakeholder Empowerment**

  This initiative reflects Alagappa University's commitment to fostering a stakeholder-friendly environment, reinforcing its values of accessibility, accountability, and efficiency.

உதவி மையம் விரிவாக்க பாதை	HELPDESK ESCALATION PATHWAY

HIERARCHY TIER								
LEVEL- I	**NODAL OFFICER** (Help Desk) E-mail ID: helpdesk@alagappauniversity.ac.in I Contact Number: 04565-223116							
LEVEL-II	**REGISTRAR OFFICE**	**COE**	**CDOE**	**FINANCE OFFICER**	**RESEARCH**	**SCHOLARSHIP**	**HOSTEL**	**OTHERS ANY**
	PA to Registrar	PA to COE	PA to Director	Assistant Registrar	Assistant Registrar	Nodal Officer	Deputy Warden	PA to Registrar
LEVEL-III	Assistant Registrar	Director COE	Director CDOE	Finance Officer	Dean Research	Assistant Registrar	Chief Warden	Assistant Registrar
LEVEL- IV	**REGISTRAR**							
LEVEL- V	**PA TO VICE CHANCELLOR**							

HELP DESK

Working Days	Monday to Friday
Working Hours	Morning 10.00 AM to Evening 5.45 PM
Contact Numbers	04565-223116
Email	helpdesk@alagappauniversity.ac.in
Nodal Officer	Mr.P.Chinnaiah, Assistant Registrar
Supporting Staff	Mr.R.Rameshbabu, Assistant(U)