GOVERNMENT POLYTECHNIC COLLEGE

VANAVASI

Action taken report on Establishment of help desk

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Action taken report on Establishment of Help desk in Government Polytechnic College, Vanavasi

Introduction:

The Government Polytechnic College in Vanavasi has been established a Help Desk at a main entrance to streamline student services and enhance administrative efficiency. The Help Desk is designed to be a single-point of contact for addressing student queries, public queries, managing grievances, and providing guidance on academic and administrative matters.

Objectives:

1. To provide immediate assistance to students, parents, and visitors.

2. To ensure transparency and efficiency in handling administrative processes.

3. To act as a bridge between students and college authorities.

4. To create an organized system for tracking grievances and resolutions.

5. To provide guidance to public about placement, course enquiry, skill development and Higher studies.

Location and Infrastructure:

- The Help Desk is located at the college Main entrance for easy access.

- Proper seating arrangements are available for visitors and students.

149-GOVERNMENT POLYTECHNIC COLLEGE, VANAVASI – 636 457.

HELP DESK REGISTER

HELP DESK - ENQUIRY DETAILS

S.NO	NAME	PHONE NO	EMAIL ID	PLACE	DISTRICT	GRIEVANCE	TICKET ID	STATUS RESOLVED YES / NO
1.	Sathish. M	9677020344	sathish.so@gmail	Tharamangalam	Salem	Hostel fesilities	—	Yes
2.	Manju. S	9973448011	Manju@gmail.com	Jalagandapuram	Salem	DMT Related	—	Yes

Key Services Offered:

1. **Student Support:**

   o   Assistance with admission processes, scholarship details, and course selection.

   o   Guidance on Internship and placement.

2. **Grievance Redressal:**

   o   Receiving complaints related to academics, facilities, or campus activities.

   o   Escalating unresolved issues to the appropriate authorities.

3. **General Information:**

   o   Providing details about college events, examination schedules, and placement activities.

   o   Answering general queries related to college policies and facilities.

4. **Visitor Management:**

   o   Assisting parents and visitors with campus navigation and meeting arrangements.

Operational Details:

- **Hours:** Open from 10:00 AM to 5:00 PM on all working days.

- **Staffing:**

  o   A dedicated team comprising faculty members and student volunteers.

  o   Trained personnel to handle queries with professionalism and empathy.
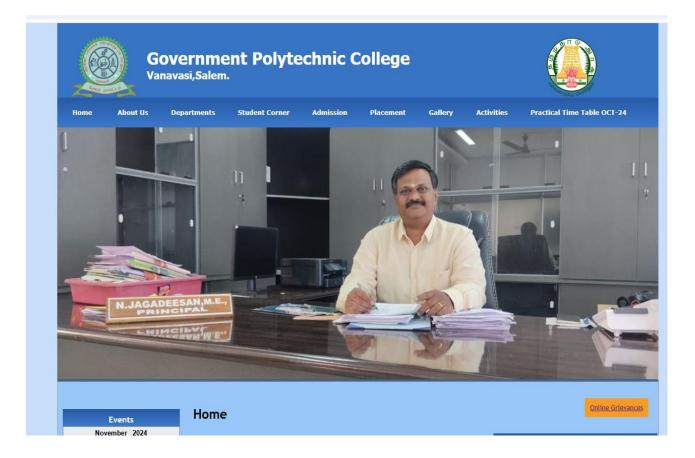
Impact:

- Improved coordination between students and administration.

- Efficient management of information and grievance tracking.

Online Grievance system:

- Our Institution incorporated online Grievance system in our web portal.

  (http://www.gptcvanavasi.co.in/index.php?page=onlinefeedback)

- Integrated with a digital query management system for improved tracking.

- Organize periodic reviews to enhance service quality.

- Conduct awareness drives to ensure all students utilize the Help Desk effectively.

Government Polytechnic College
Vanavasi,Salem.

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Home

Events
November 2024

Government Polytechnic College
Vanavasi,Salem.

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Grievances

Select Person Type *   ○ Student ○ Staff ○ Parents ○ Industry

Register No *   [_____]

Name *   [_____]

Phone Number *   [_____]

Email-ID *   [_____]

Department   [Select ▼]

Feedback   [_____]

Enter the code above here [_____] `1371`

* field are mandatory

[Submit]

Grievances

Select Person Type *	Student ● Staff ○ Parents ○ Industry
Register No	114-4002
Name *	PRAVEENKUMAR S
Phone Number	9123513319
Email-ID *	scraveento@gmail.com
Department	Electronics & Communications Engineering ▼
Feedback	The college working environment is very good.

Enter the code above here 7600   `7600`

* field are mandatory

[Submit]

The Help Desk at Government Polytechnic College, Vanavasi, marks a significant step towards modernizing student services. With its efficient functioning, the college aims to foster a more supportive and inclusive academic environment.

19/11/2024

PRINCIPAL
Government Polytechnic College,
Vanavasi-636 457.