

PERIYAR ARTS COLLEGE, CUDDALORE – 1.

Help Desk

Introduction

Help desk of Periyar Arts College, Cuddalore, will serve as a dedicated point of contact for students, parents, and guests, guaranteeing transparent information regarding the status of their inquiries and prompt assistance.

Objective

The help desk system's primary objective is to create an atmosphere that is clear, responsive, and easy to use in the college so that parents, students, and visitors won't have any trouble navigating the institutional procedures.

Role of Help Desk

The help desk is in charge of taking complaints, monitoring them, and informing the parties involved of the case's present state. Our help desk system is configured so that users who are dissatisfied with the resolution they receive are given a detailed instruction on how to escalate their complaints. The Help Desk also ensures an institutionalized approach towards grievances redressal fosters effective interaction which stack holders they are by enhancing the reputation of our college as responsive and user-friendly entities.

Hesp Desk Members

SNo	Name	Designation	E-mail
1	Prof. Mrs. Ramakrishnanan Santhi	Associate Professor	santhi@pacc.in
2	Prof.Dr. K. Geetha	Associate Professor	geetha@pacc.in
3	Prof. Dr. A. Anbarasi	Associate Professor	anbarasi@pacc.in

Responsible Help Desk Person to Contact

Prof.Dr.P.Mourougaradjane	Assistant Professor	mourougaradjane@pacc.in	9843339363
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Help Desk facilitates Parents, students and Visitors with the following services:

- Provide basic academic guidance and procedures such as registration, subject combinations to the Parents, Students and Visitors.
- Respond or redirect our parents, students request regarding District programs, policies, procedures and regulations.
- Provide tutorials to parents, students and visitors regarding any academic and administrative problems.
- Support for Technical Issues- will provide solution to problems with respect to issues in Institution's Portal login (Student/Parent), Online Fee Payment, Online Transcripts.

- Clarification of Queries - will provide necessary clarifications for the queries raised by the students/parents relating to Entrance Examination, Fee payment, loss of belongings, transport, Scholarships, Government of Tamil Nadu students Welfare schemes and Hostels.
- Facilitate requests via phone calls and emails.

The Help Desk is available by email at – pac105helpdesk@gmail.com