



MAHENDRA ARTS & SCIENCE COLLEGE

(Autonomous)

Affiliated to Periyar University, Salem.

**Accredited by NAAC with 'A' Grade & Recognized u/s 2(f) and 12(B) of the UGC Act 1956
Kalippatti – 637 501, Namakkal (Dt), Tamil Nadu.**

STUDENTS GRIEVANCE AND REDRESSAL COMMITTEE

STUDENTS GRIEVANCE AND REDRESSAL POLICY

The management is highly sensitive to any kind of students' problem and very keen to solve it at the earliest. Hence, as a mechanism to address and solve the problems then and there, Students Grievances and Redressal Committee was established. All kind of grievances, either academic or non-academic should be sent to the committee through the class in-charges for redressal. The committee, in turn, has to address the problem and solve it within the time frame depending upon the seriousness of the grievance. The Committee is headed by the principal who is assisted by the Heads of various departments.

OBJECTIVES OF GRIEVANCE REDRESSAL COMMITTEE

The objectives of the committee are...

- To ensure a hassle-free atmosphere for the students to pursue their studies in the campus.
- To make sure that there exists a very cordial relationship among the students and between students and staff.
- To address the grievance and find a solution at the shortest time duration.
- To create a situation wherein the students are free to express their grievances without being afraid of victimization, in case of grievances against the staff.
- To give counseling to students wherever needed.

JURISDICTION OF COMMITTEE

Although Anti-Ragging committee is functioning specifically for the purpose, the committee intervenes in such grievances without any hesitation, when a complaint is registered. The committee acts upon grievances submitted in written form only. The committee takes up any grievance related to academics- student's attendance, classroom teaching, faculty irregularity, Examinations, issue of Mark lists. The committee also looks into non-academic issues-grievances due to late fee payment, college conveyance, sanitary issues, quality of food served, the adequacy of the canteen facility, Hostel ambience and indiscipline.



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Grievance Redressal Committee

The Principal College shall constitute two Grievance Redressal Committees:-

- Department Level Grievance Redressal Committees
- The College Level Grievance Redressal Committee

The Composition of the Department Level Grievance Redressal committee is as follows;

- Program chair/Head of Department – chairman
- Two senior faculty members including one lady faculty member - Member
- The concerned faculty mentor - Member
- One administrative staff member- Member

The composition of the College level Grievance Redressal committee is as under:

- Pro Vice Chancellor – Chairman
- Student Welfare Member – Member
- Chief Proctor – Member
- Heads and Departments – Member
- Faculty Mentors - Member

Both these committees will deal with all grievances related to academics and administration. In addition, the College committee will also entertain the appeal filed against the decision of the student against the department Level Grievance Redressal Committee.

PROCEDURE:

Any students with a grievance, be it academic or non-academic should make it in writing to his/her class in-charge to start with. In turn, the class in-charge takes it to the Head of the Department. In case the nature of grievance is very light, the Head of the Department concerned may solve it at his level and intimate to the principal. In serious grievances, the HOD submits the grievance to the committee and the committee holds a meeting with its members either the same day or the next day at the latest. The committee gives a patient listening to the complainant as well as the perpetrators and discusses the issue threadbare in all possible angles and arrives at a decision which is submitted to the principal. The principal is empowered to make his recommendations before passing it as an order to the student or students concerned. The committee should ensure the speedy disposal of the grievance and the aggrieved student is relieved of the grievance.



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FUNCTIONS:

- The students can lodge the complaints.
- Complaints and suggestion box have been installed in the college campus, Suggestions and complaints can be given in writing or through e-mail.
- The complaints and suggestions relating to improving academics and administration of the college are encouraged.
- The cases will be handled by the committee members immediately and promptly.
- The cell will review all the suggestions and will act as per the management rules and regulations.
- The grievance cell submit the report to the authority about the cases handled solved and pending cases if any which require direction and guidance from the higher authorities.
- Encouraging the students of the college to respect the rights and dignity of one another and show utmost restraint and patience whenever occasion of right arises.
- The cell formally will review all cases and will prepare statistical reports about the number of cases received.

Dr.S.ARJUNAN

PRINCIPAL



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STUDENTS GRIEVANCE AND REDRESSAL COMMITTEE

Students Grievance and Appeal

Faculty in – Charges extend adequate support and guidance to assist students in Resolving issues.

The Redressal Cell

The Controller of Examination's Secretariat has devised a Redressal Mechanism for Addressing issues Regarding Internal/External Marks.

The Redressal Cell Consists of the Following Members:

- Controller of Examinations
- Deputy Controller of Examination
- Additional Deputy Controller of Examinations
- Head of the Department
- Two Senior Faculty – Nominated by the Controller of Examinations

The Redressal cell will examine the Genuineness of the issues and take Action.

Students Grievances & Counseling Cell

A Meeting has been for the Formation of Students Grievances & Redressal Committee. The Following Faculty and Student Members Were Identified and nominated for the Academic year 2020-21 as the Representative for Students Grievances & Redressal Committee.

- | | |
|--|---------------|
| ➤ Dr.S.Arjunan | : Chairperson |
| ➤ Dr.J.Josephine Daisy, HOD of Commerce CA | : Coordinator |
| ➤ Mrs.R.Rathika, Assistant Professor of Bio Technology | : Member |
| ➤ Mr.P.Gopalakrishnan, HOD of Mathematics | : Member |
| ➤ Mrs.R.Sridevi, HOD of English | : Member |
| ➤ Mr. C.Sasikumar, HOD of B.B.A. | : Member |
| ➤ Dr.V.Shanmugasundram, HOD of Statistics | : Member |
| ➤ Dr.V.Hariharan, HOD of Physics | : Member |
| ➤ Mrs.M.Sumathi, HOD of Computer Science | : Member |
| ➤ Dr.K.Selvaraj, HOD of Commerce | : Member |
| ➤ Mr. R.Selvakumar, HOD of Chemistry | : Member |
| ➤ Dr.R.Sundramoorthi, HOD of Tamil | : Member |

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Grievances and Redressal Policy

The main objective of the students grievance redressal cell to develop responsive attitude among all the students. It helps maintain an inclusive environment in and around the college Campus. The cell also provides effective solutions for the student community.

- The members are to ensure that no act or incident as mentioned hereinabove, and reported is ignored.
- The members must go to the roots of the harassments faced by students and sort out the matter harmoniously.
- The members to ensure that the students feel free to discuss such issues and rest assured that the members shall be by them to tackle such issues.

MEMBER PRESENT

- Dr.S.Arjunan : Chairperson/Principal
- Dr.J.Josephine Daisy, HOD of Commerce CA : Co-ordinator
- Mrs.R.Rathika, Assistant Professor of Bio Technology : Member
- Mr.P.Gopalakrishnan, HOD of Mathematics : Member
- Mrs.R.Sridevi, HOD of English : Member
- Mr.Sasi, HOD of B.B.A. : Member
- Dr.V.Shanmugasundram, HOD of Statistics : Member
- Dr.V.Hariharan, HOD of Physics : Member
- Mrs.M.Sumathi, HOD of Computer Science : Member
- Dr.K.Selvaraj, HOD of Commerce : Member/IQAC Coordinator
- Mr. R.Selvakumar, HOD of Chemistry : Member
- Dr.R.Sundramoorthi, HOD of Tamil : Member

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The Grievance and Redressal Committee had discussions and the following suggestions were made;

- The rules and regulations of the student's grievances and redressal cell were discussed.
- Motto of student's grievances and redressal cell is not just receiving complaints but to render their service to the welfare betterment of the students.
- students grievances and redressal cell will address victimization and harassment of students without any delay or denial.
- Complaints of alleged discrimination of one student or group of students by staff or peer group will be addressed immediately.
- The student's grievances and redressal cell will access the equity of the issues related to the students complaints and appropriate action will be taken.
- The committee requested its members to extend adequate support and guidance to the students in case of any dispute among the students.
- The members were asked to assist the students in resolving issues related to academics and personal crises.
- The committee would allow open exchange of views without the urgency of a final decision.
- The committee will be willing to offer its support to the need of the organization and its students.
- The members are requested to share information and coordinate actions by sharing responsibilities that require specialized knowledge and technical judgment.

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08.01.2021

Students Grievances & Redressal Counseling Cell

Minutes of meeting

The students grievance and counseling cell met on 08th January 2021 at 11 am in the college. The following members attended the same.

Dr.S.Arjunan	: Chairperson/Principal
Dr.J.Josephine Daisy, HOD of Commerce CA	: Co-ordinator
Mrs.R.Rathika, Assistant Professor of Bio Technology	: Member
Mr.P.Gopalakrishnan, HOD of Mathematics	: Member
Mrs.R.Sridevi, HOD of English	: Member
Mr.Sasikumar, HOD of B.B.A.	: Member
Dr.V.Shanmugasundram, HOD of Statistics	: Member
Dr.V.Hariharan, HOD of Physics	: Member
Mrs.M.Sumathi, HOD of Computer Science	: Member
Dr.K.Selvaraj, HOD of Commerce	: Member
Mr. R.Selvakumar, HOD of Chemistry	: Member
Dr.R.Sundramoorthi, HOD of Tamil	: Member

The following grievances from the students were discussed :

- During the online classes conducted by various department in the pandemic period, students residing in remote areas faceted difficulty with their network.
- Many students did not have access to mobile phones and laptops.
- During online examination some students faced difficulty in uploading the answer scripts (formatting, scanning, etc.,)
- The cell shared these grievances of students to the departments and suggested them to share the study material in the word format, PDF and PowerPoint presentations to these students through Google class room/official, personal mail id and whatsapp.
- The department acknowledgement these suggestions and agreed to take necessary action. The cell also recommended mock test, mock uploads and conduct of special classes to train the students in scanning, formatting and uploading answer scripts.

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05.06.2021

Students Grievances & Redressal Counseling Cell

Minutes of meeting

The students grievance and counseling cell met on 05th June 2021 at 11 am in the college. The following members attended the same.

Dr.S.Arjunan	: Chairperson/Principal
Dr.J.Josephine Daisy, HOD of Commerce CA	: Co-ordinator
Mrs.R.Rathika, Assistant Professor of Bio Technology	: Member
Mr.P.Gopalakrishnan, HOD of Mathematics	: Member
Mrs.R.Sridevi, HOD of English	: Member
Mr.Sasikumar, HOD of B.B.A.	: Member
Dr. V.Shanmugasundram, HOD of Statistics	: Member
Dr. V.Hariharan, HOD of Physics	: Member
Mrs.M.Sumathi, HOD of Computer Science	: Member
Dr.K.Selvaraj, HOD of Commerce	: Member/IQAC Coordinator
Mr. R.Selvakumar, HOD of Chemistry	: Member
Dr.R.Sundramoorthi, HOD of Tamil	: Member

The following grievances from the students were discussed:

- Action taken on the issues raised in the previous meeting regarding sharing of e-resources were discussed.
- Concerns about online classes time were brought to notice of the cell. Uploading answer scripts issue on time.
- The cell shared grievances of students to the concerned departments and control office.
- The cell suggested the department class coordinators to support the students to submit their answer scripts on time.
- The cell suggested the control office to receive the students concerning examination through a grievance mail separately.
- The departments and control office acknowledged these suggestions and agreed to take necessary action.

Dr.S.ARJUNAN

PRINCIPAL