

GRIEVANCE REDRESSAL CELL

Duties of the Grievance Redressal Committee

1. Receive Grievances:

Accept written grievances and complaints from students and staff regarding any aspect of the institution.

2. Establish a Resolution Mechanism:

Develop and implement a systematic process for addressing and resolving reported grievances effectively.

3. Recommend Further Action:

If necessary, forward the committee's findings and recommendations to the Management for appropriate action.

4. Review and Respond Promptly:

Carefully listen to, document, and analyze each grievance and take prompt action based on its nature and urgency.

5. Assess Validity and Severity:

Address grievances based on the authenticity and seriousness of the issues raised.

6. Refer to Relevant Departments:

Direct the concerns to the appropriate departments such as Maintenance, Transport, Academic, or Amenities for necessary resolution.

7. Conduct Regular Meetings:

Hold periodic meetings to review and evaluate the status of grievances and their resolution.

8. Ensure Follow-Up:

Monitor the progress of each case at regular intervals until it is fully resolved.

9. Maintain Confidentiality:

Ensure complete confidentiality of grievances and proceedings when required.

GRIEVANCE REDRESSAL CELL – 2020-21

Date: 19.10.2020

Circular

This is to inform all the members of the Grievance Redressal Committee that a meeting will be held on 25.10.2020 in The Principal room for the academic year 2020-21.

Committee Members:

1. Dr. K. Ponni
2. Dr. M. R. Devaki
3. Dr. T. Banupriya

GRIEVANCE& REDRESSAL SYSTEM

2020-2021

Grievance Redressal primarily covers the receipt and processing of complaints from the students and action taken. During this academic year 2020-2021 our college Grievance Redressal Cell committee includes Dr. T. Banupriya, Physical Director as in charge, Dr. M. R. Devaki, Assistant Professor of Tamil as member. During this academic year no major Grievance were received due to Covid-19 lockdown.

Grievance and Redressal Committee Members:

Sl. No.	Chairperson and Committee Members	Position	Designation	Phone Number
1.	Dr. D. Aravazhi	Chairperson	Principal	04364-223393
2.	Dr. T. Banupriya	Coordinator	Physical Director	9500202095
3.	Dr. M. R. Devaki	Member	Assistant Professor of Tamil	6369353730
4.	Dr. K. Ponni HOD,	Member	English	9442547873

GRIEVANCE REDRESSAL CELL – 2021-22

Date: 06.10.2021

Circular

This is to inform all the members of the Grievance Redressal Committee that a meeting will be held on 13.10.2021 in The Principal room for the academic year 2021-22.

Committee Members:

1. Dr. K. Ponni
2. Dr. T. Banupriya
3. Dr. M. R. Devaki

GRIEVANCE& REDRESSAL SYSTEM

2021-2022

Grievance Redressal primarily covers the processing of complaints from the students and action taken. During this academic year 2021-2022 our college Grievance Redressal Cell committee includes Dr. T. Banupriya, Physical Director as in charge, Dr. M. R. Devaki, Assistant Professor of Tamil, Dr. K. Ponni, Head and Associate Professor of English as members.

During this academic year no major Grievance were received.

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1.	Dr. D. Aravazhi	Chairperson	Principal	04364-223393
2.	Dr. T. Banupriya	Coordinator	Physical Director	9500202095
3.	Dr. M. R. Devaki	Member	Assistant Professor of Tamil	6369353730
4.	Dr. K. Ponni	Member	HOD, English	9442547873

GRIEVANCE REPORT

1.	User Type (staff / student)	
2.	Department	
3.	Full name	
4.	Gender	
5.	Email Id	
6.	Mobile No.	
7.	Subject	
8.	Description	
9.	Incidence	

Mechanisms for submission of online/ offline students' Grievances

Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

1. Report submission in person by approaching the chairman of the Committee.
2. Through e-mail to the members of the Grievance Redressal Committee.
3. Writing to the Chairman, Grievance Redressal Committee.

Grievance redressal mechanism

1. After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
2. The meeting shall be scheduled within ten days of receipt of the application.
3. All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
4. After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey her grievances before the Committee and the acknowledgement of receipt would be placed on record.
5. In case of a minor student (applicant), the student may be accompanied by his or her natural/legal guardian (either father or mother). No other person shall be allowed to the meeting.
6. The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
7. The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
8. The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.