



**5.1.5 THE INSTITUTION HAS A TRANSPARENT MECHANISM FOR TIMELY
REDRESSAL OF STUDENT GRIEVANCES INCLUDING SEXUAL HARASSMENT
AND RAGGING CASES**

GRIEVANCE REDRESSAL POLICY

ESTABLISHMENT:

It is good to air grievance rather than to keep it bottled up. Protection of Human right is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell is initiated as per UGC guidelines.

Grievance Cell is intended to find solutions for problems faced by the students like Sexual, mental or physical Harassment and Complaints regarding class room teaching, teaching methods and infrastructure related issues.

The grievance cell convenes meetings periodically and takes steps to redress the grievance. Anyone with a genuine grievance may approach the Department staff or can meet the Grievance cell convener to express their concern.

If the student is unwilling to appear in self, grievances may be dropped in the suggestion box kept near Principals office or in the website where a provision for filing the grievance is provided.

OBJECTIVES:

The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among the stakeholder in order to maintain a harmonious educational atmosphere.

1. To develop a framework to resolve the grievances of students and other stakeholders.
2. To provide immediate access to students to post their grievances.
3. To institute a monitoring mechanism to oversee the functioning of Grievance redressal policy.
4. To identify systemic flaws in the design and administration and to seek solutions there on.



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5. To uphold the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship.
6. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the campus.
7. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
8. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized

FUNCTIONS:

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be.
- To protect the privacy and confidentiality of all stakeholders during the investigation, consistent with and subject to the policy guidelines.
- To obtain the facts through relevant sources in a fair and objective manner.
- To work out a resolution of the issues involved with the parties named in the grievance application.
- To ensure speedy disposal of every grievance application – it is addressed with a maximum period of one month of the receipt of application.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

GRIEVANCE REDRESSAL COMMITTEE:

The committee will deal with all the Grievances directly which are related to the common problems at Institute level both Academic and Administrative.

The following are the members of the Committee.

1. **Principal – Chairperson**
2. **Rev. Sr. Celin Maria D.M. – Counsellor - Convener**
3. **Vice Principal Shift I – Co-convener**
4. **Vice Principal Shift II – Co-convener**
5. **Prof R.Vasuki - Convener**
6. **Prof D. Mythily- Co-convener**

Dr.R.SRIKANTH, M.B.A., M.Phil., Ph.D.,
Principal
MAR GREGORIOS COLLEGE OF ARTS & SCIENCE
MOGAPPAIR WEST, CHENNAI - 600 037.



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PROCEDURE FOR FILING FORMAL COMPLAINT/GRIEVANCE:

1. Any stakeholder may lodge a complaint.
2. Complaint may be oral or in writing. If the complaint is oral, it will be authenticated by receiving a written complaint under his / her signature as soon as possible
3. If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Principals office. The grievance can also be posted in the College website (www.mgcchennai.ac.in)
4. Students grievances can also be taken into consideration from the feedback posted by the students in IBOSS software which is collected for each semester

PROCESS FOR ADDRESSING THE GRIEVANCE:

1. Upon receipt of complaint, based on the nature of the complaint and severity of its possible impact, the Chairperson may address the issue directly with the help of the concerned department
2. In this case, it is important that the complainant is apprised of the actions taken or the work- in-progress in a timely manner.
3. Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.
4. For matters of very serious concern the Chairperson may also call for a meeting of the GRC.
5. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
6. The Chairperson of the Committee will communicate the decisions to the concerned parties/Departments and a copy of the case and decision will be sent to the management.
7. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
8. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

Dr.R.SRIKANTH, M.B.A., M.Phil., Ph.D.,
Principal
MAR GREGORIOS COLLEGE OF ARTS & SCIENCE
MOGAPPAIR WEST, CHENNAI - 600 037.




**CIRCULAR
GRIEVANCE AND REDRESSAL COMMITTEE**

Date: 22/08/22

A meeting of the Grievance and Redressal committee is scheduled to be held on (22/8) in the Conference room at 1pm. All the members of Grievance Redressal Committee are informed to attend the meeting without fail.

Agenda

- To discuss and resolve complaints received from students.
- On the basis of the complaints, necessary remedial action has to be taken in consultation with authorities.
- Any other matters with the permission of the chair


PRINCIPAL

Copy to

- Grievances and Redressal Cell Committee Members.
- IQAC


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Principal
MAR GREGORIOS COLLEGE OF ARTS & SCIENCE
MOGAPPAIR WEST, CHENNAI - 600 037.



DATE: 22/08/22

MINUTES OF THE MEETING
GRIEVANCE AND REDRESSAL COMMITTEE

A meeting of the Grievance and Redressal committee was held on (22/08/2022) in the Conference Hall

Room at 1pm.

The following are the proceeds of the meeting

The following were discussed in the committee

The problems faced by the students were discussed.

- Restrooms are not sufficient.
- Parking's facilities can be developed.
- Smart classes are to be encouraged more.
- napkin vending machine at the girl's toilets were discussed to solve the issue immediately

S.NO.	Name	Designation	Signature
1	Dr.S.Sivarajan	Principal	
2	Dr.G.Gayathry	Vice -principal shift 1	
3	Dr.S.Shalini Maher	Vice – principal shift 2	
4	Ms.R.Vasuki	Convenor	
5	Ms.D.Mythily	Coconvenor	
6	Dr.B.Hemalatha	Computer applications	
7	Ms.V.Savithri	Electronics &communications science	
8	Ms.T.N.Rekha	Mathematics	
9	Rev.Bro.G.John Thomas	Visual communications	
10	Dr.M.Sudha	Social Work	
11	Ms.K.Y.Indhumathy	English literature	
12	Dr.T.Prema	Tamil	
13	Mr.R.Leonard Solomon	Business administration	
14	Mr.T.Balachandar	B.Com General	



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15	Ms.P.Lavanya Devi	B.Com Corporate Secretaryship	
16	Mr.S.James Benedict Felix	Computer Science	
17	Ms.R.Selvi	B.Com Accounting & finance	
18	Mr. R. Chandrashekar	Senior faculty (men)	
19	Dr. D. Jemina	Senior faculty (women)	
20	R. Navish Kumar	Student representative- boy	
21	ARUN KUMAR V	Student representative- boy	
22	P Pooja	Student representative- girl	
23	Ginana Priya P	Student representative- girl	



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Principal
MAR GREGORIOS COLLEGE OF ARTS & SCIENCE
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CIRCULAR

GRIEVANCE AND REDRESSAL COMMITTEE

Date 09/10/22

A meeting of the Grievance and Redressal comminer is scheduled to be held on (9/10/22) in the Conference room at 1pm. All the members of Grievance Redressal Cell Committee are informed to attend the meeting without fail

Agenda

- To maintain the secrecy of complaints made by the students.
- Encourage the students to express their grievance without apprehensions.
- On the basis of the complaints, necessary medial action has to be taken in consultation with authorities.
- To depute faculty members to identify the answer of conflicts among students to promote a sense of unity and collaboration


PRINCIPAL

Copy to

- Grievances and Redressal Cell Committee Members.
- IQAC





DATE: 9/10/22

MINUTES OF THE MEETING
GRIEVANCE AND REDRESSAL COMMITTEE

A meeting of the Grievance and Redressal committee was held on (09/10/2022) in the Conference Hall Room at 1pm.

The following are the proceeds of the meeting

The following points is decided regarding the functioning of this committee

- A decision was taken to immediately provide more drinking water facilities at the canteen for students.
- Students Xerox machine in the college campus should be arranged.
- The secretary of the problems need to be observed and maintained.
- The remedial measures taken should not harm the career of the students.
- Each complainant should be given chance to present their problems

LIST OF MEMBERS PRESENT

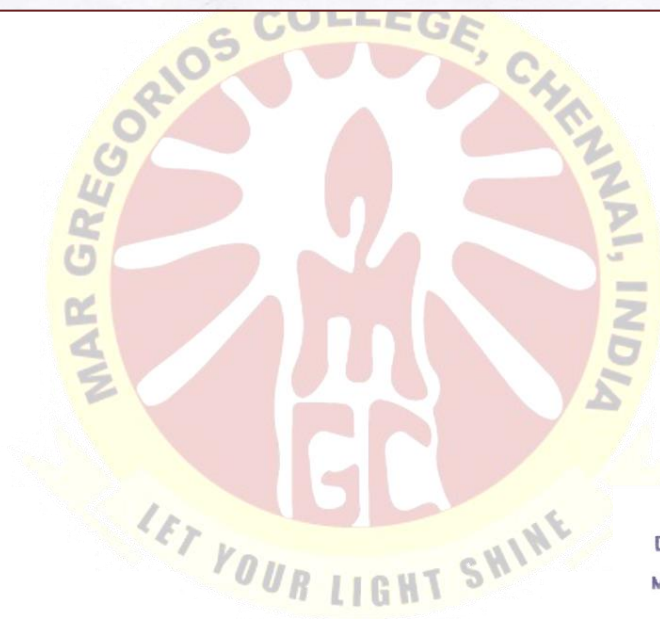
S.NO.	Name	Designation	Signature
1	Dr.S.Sivarajan	Principal	
2	Dr.G.Gayathry	Vice -principal shift 1	
3	Dr.S.Shalini Maher	Vice - principal shift 2	
4	Ms.R.Vasuki	Convenor	
5	Ms.D.Mythily	Coconvenor	
6	Dr.B.Hemalatha	Computer applications	
7	Ms.V.Savithri	Electronics &communications science	
8	Ms.T.N.Rekha	Mathematics	
9	Rev.Bro.G.John Thomas	Visual communications	
10	Dr.M.Sudha	Social Work	
11	Ms.K.Y.Indhumathy	English literature	
12	Dr.T.Prema	Tamil	



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13	Mr.R.Leonard Solomon	Business administration	
14	Mr.T.Balachandar	B.Com General	
15	Ms.P.Lavanya Devi	B.Com Corporate Secretaryship	
16	Mr.S.James Benedict Felix	Computer Science	
17	Ms.R.Selvi	B.Com Accounting & finance	
18	R.M.Chandrasekhar	Senior faculty (men)	
19	Dr. D. JEMILA	Senior faculty (women)	
20	R. Narasimhan	Student representative- boy	
21	V. ARON KUMAR	Student representative- boy	
22	P. Pooja	Student representative- girl	
23	Grnanai Priya P	Student representative- girl	



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MOGAPPAIR WEST, CHENNAI - 600 037.



CIRCULAR

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GRIEVANCE AND REDRESSAL COMMITTEE

A meeting of the Grievance and Redressal committee is scheduled to be held on (23)^{3/23} in online mode at 1pm. All the members of Grievance Redressal Cell Committee are informed to attend the meeting without fail.

Agenda

- To discuss if there are any issues or complaints among students
- Faculty members to enquire about students during the pandemic to promote a sense of compassion and kindness.
- Any other issues with the permission of the chair

PRINCIPAL

Copy to

- Grievances and Redressal Cell Committee Members.
- IQAC

Dr.R.SRIKANTH, M.B.A., M.Phil., Ph.D.,
Principal
MAR GREGORIOS COLLEGE OF ARTS & SCIENCE
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23.03.23

MINUTES OF THE MEETING

GRIEVANCE AND REDRESSAL COMMITTEE

A meeting of the Grievance and Redressal committee was held on 23-3-2023 in online mode at 1pm

The following are the proceeds of the meeting

The following points is decided regarding the functioning of this committee

- To maintain the secrecy of complaints made by the students.
- Faculty members to enquire about students during the pandemic to promote a sense of compassion and kindness.
- The problem faced by the students should be conveyed the Management through proper communication.

The following members were present

S.NO.	Name	Designation	Signature
1	Dr.S.Sivarajan	Principal	
2	Dr.G.Gayathry	Vice -principal shift 1	
3	Dr.S.Shalini Maher	Vice – principal shift 2	
4	Ms.R.Vasuki	Convenor	
5	Ms.D.Mythily	Coconvenor	
6	Dr.B.Hemalatha	Computer applications	
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	Benedict Felix		
17	Ms.R.Selvi	B.Com Accounting & finance	
18	Mr.R.Chandrasekhar	Senior faculty (men)	R. Chandrasekhar
19	Dr.D.JEMINA	Senior faculty (women)	D. Jemina
20	R.Nareshkumar	Student representative- boy	R. Nareshkumar
21	ARUN KUMAR.V	Student representative- boy	A. Arun
22	P-Pooja	Student representative- girl	P. Pooja
23	Gnanai Priya P	Student representative- girl	G. Priya P



R. Srikanth

Dr.R.SRIKANTH, M.B.A., M.Phil., Ph.D.,
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