



MAR GREGORIOS COLLEGE OF ARTS & SCIENCE
BLOCK NO.8 MOGAPPAIR WEST CHENNAI 600 037



GRIEVANCE REDDRESSAL POLICY

**5.1.5 Grievance Cell Minutes of Meeting & ATR****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.
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.



5.1.5 Grievance Cell Minutes of Meeting & ATR

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. **Staff Representative - Member**
6. **Staff Representative - Member**
7. **Staff Representative - Member**

**5.1.5 Grievance Cell Minutes of Meeting & ATR****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.
8. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
9. 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.

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ANTI-RAGGING – COMPLIANCE POLICY



Ragging - A Violation of Human Rights Ragging is strictly prohibited on campus & off campus



5.1.5 Grievance Cell Minutes of Meeting & ATR

AIM:

To root out ragging in all its forms from the college by instituting stringent anti ragging measure and provisions for strict punishments to defaulters.

WHAT CONSTITUTES RAGGING?

- College life is very important in every body's life because it not only determines the future of a person but also is a time when most students understand the realities of life. But it has been observed that students do not enjoy their campus life till the end of first year. This is because of ragging.
- Ragging is any disorderly conduct, whether by words spoken or written, or by an act which has the effect of teasing, treating or handling with rudeness any student.
- Indulging in rowdy or undisciplined activities which cause or are likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the psyche of a fresher or a junior student. (**Supreme Court Judgment Order dated 8 May, 2009**).

PROHIBITION OF RAGGING:

- Ragging within the college campus including its Institutions/ departments or outside the campus is strictly prohibited.
- No person including students/staff/ faculty shall participate or abet or propagate ragging in any form.

PUNISHMENTS:

- Ragging is a cognizable offence under the law and the punishments are exemplary and justifiably harsh to act as a deterrent. It may include:
 - Cancellation of admission or suspension.
 - FIR with the police and arrest.
 - Severe punishment where justified such as fine/imprisonment, etc.
 - Withholding Scholarship or other benefits (Writ Petition- Civil No. 656 of 1998 of Supreme Court.
 - Debarring from representation in test/examination/ extracurricular activities.
 - Withholding of results.

**5.1.5 Grievance Cell Minutes of Meeting & ATR****MEASURES TAKEN BY INSTITUTE:**

- Ragging which starts as fun for one group of students may have a far reaching influence on the other group of students, family and the Institution itself. The consequences may end up in death. The College works towards the welfare of students and make them skilled, disciplined, qualified and confident graduates. To achieve this College has taken the following measures to the menace of ragging in the campus.
- MGC observes that Ragging is neither a fun nor a pleasure or entertainment and also not a means of familiarization or an introduction with college freshers, but it is a heinous act of Human Abuse and crime, and the same is disseminated to the students.
- Formed Anti Ragging Committee consisting of senior faculty members headed by Principal.
- Committee has taken steps and allotted duties to all the staff members at almost all areas in the college (i.e. canteen, parking places, hostel, different blocks, play grounds etc.) and ensure that at least one faculty member will be present at any particular time at all the locations to avoid ragging activities.
- Wide canvassing about anti-ragging, is being done in the forms of Flexes, Posters and Boards in college premises and surrounding areas where there is a chance of ragging.

As per the guidelines of UGC and University of Madras, the college has taken measures to prevent ragging in the college premises since its inception. The revisions are made regularly as and when required according to the guidelines. The College has constituted Anti-Ragging committee comprising

ANTI-RAGGING COMMITTEE:

As per the UGC Regulations and instructions Anti Ragging Committee is constituted in the college as detailed below.

The Committee is coordinated by the following members:

1. Principal
2. Vice Principal
3. Head of the departments
4. Staff Representative (Men & Women)
5. Student Advisor
6. Students' Counselor (Management representative)
7. Student Representative



5.1.5 Grievance Cell Minutes of Meeting & ATR



प्रो. डॉ. जसपाल एस. संधु
सचिव
Prof. Dr. Jaspal S. Sandhu
MBBS, MS (Ortho), DSN, FAIS, FASM, FAFSM, FFMS, FAMS
Secretary



सर्वोदय एवम्

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(मानव संसाधन विकास संस्थान, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)
बहदुरशाह जफर मार्ग, नई दिल्ली-110002
Bahadur Shoh Zafar Marg, New Delhi-110002
Ph.: 011-23239337, 23236288,
Fax : 011-23234858, email : jpsandhu.ugc@nic.in

D.O.No.F.1-1/2015(Seay) 2nd July, 2015

Dear Sir/Madam,

University Grants Commission desires that for the benefit of the students who seek admission in your esteemed university/college and their parents, it would be appropriate that all relevant information regarding your institutions should be displayed on its website.

The following information must be displayed on your website:

- (i) All relevant information regarding admission procedure, availability of seats etc. in various courses ✓
- (ii) Profile of teachers faculty-wise ✓
- (iii) Calendar of activities ✓
- (iv) Academic calendar ✓
- (v) All student centric facilities available in the institution especially hostels, transport etc. N.P.
- (vi) Research output of the institution ✓
- (vii) The placement profile of the pass-outs of the institution (18-19) Available ✓
- (viii) All relevant approvals from statutory bodies ✓
- (ix) The structure of the fee charged for each course along-with other funds like institutions development etc. ?
- (x) Details of students grievance redressal mechanism ✓
- (xi) Name of the nodal officer for students' facilitation services ✓
- (xii) Scholarships/free-ships available in the institution ✓
- (xiii) Accreditation ranking of the institution ✓
- (xiv) Details of the departments which have been recognized as Centre of excellence by the statutory and funding bodies. N.P.

I, therefore, request you to kindly take appropriate action on the above points and action taken may kindly be sent to the undersigned on email ugc.webinfo@gmail.com within 15 days.

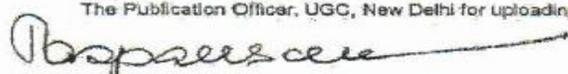
With kind regards,

Yours sincerely,

(Jaspal S. Sandhu)

To the Vice-Chancellors of all Universities.

Copy to :
The Publication Officer, UGC, New Delhi for uploading on UGC website.


(Jaspal S. Sandhu)

5.1.5 Grievance Cell Minutes of Meeting & ATR



Abstract

Collegiate Education – Guidelines for Admission of students to UG/PG Courses in Government / Government Aided / University Constituent/Self-financing colleges of Arts and Science for the Academic year 2019-20 – Orders - Issued.

Higher Education (G1) Department

G.O.(1D)No.89

Dated : 15.04.2019,

லிகாரி, சித்திரை-2,

திருவள்ளூர் ஆண்டு, 2050.

*Read:-

1. G.O. (Ms) No.133, Higher Education (G1) Department, dated 25.04.2018.
2. From the Director Collegiate Education Letter No.6375/M1/2019, dated 02.04.2019.

ORDER:-

In the Government order first read above, guidelines for admission of students to UG/PG Courses in Government / Aided / Unaided Arts and Science Colleges for the Academic year 2018-19 were issued.

2. In the letter second read above, the Director of Collegiate Education has stated that a Committee headed by the Director of Collegiate Education comprising of Joint Director (Finance), Joint Director (Planning & Development), Assistant Director (self-financing colleges), Directorate of Collegiate Education and Principals of various colleges was constituted for framing of guidelines for admission of students to UG/PG Courses in Government / Aided / University Constituent / Self Financing colleges of Arts and Science in Tamil Nadu. The Committee has recommended to make certain changes to guidelines issued for admission of students to UG/PG Courses in Government/ Aided/Unaided colleges of Arts and Science in Tamil Nadu for the Academic year 2018-19 and requested the Government to issue necessary orders on the guidelines for admission of students to UG/PG Courses in Government /Government Aided / University Constituent / Self Financing colleges of Arts and Science in Tamil Nadu for the Academic year 2019-20.



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3. The Government after careful examination approve the guidelines for admission of students to UG/PG courses in Government / Aided / University Constituent / Self Financing colleges of Arts and Science in Tamil Nadu for the academic year 2019-20 annexed to this order and direct that the said guidelines be followed strictly.

(By Order of the Governor)

Mangat Ram Sharma
Principal Secretary to Government.

To
The Director of Collegiate Education, Chennai-6.
All Regional Joint Directors of Collegiate Education,
(through Director of Collegiate Education)
Copy to:-
All Sections in Higher Education Department, Chennai-9.
The Special Personal Assistant to Hon'ble Minister (Higher Education), Chennai-9.
The Private Secretary to Principal Secretary to Government,
Higher Education Department, Chennai-9.
Sf/Sc.

//Forwarded / By Order//

Jayanthi
15/4/19
Section Officer.

MS
15/4/19



5.1.5 Grievance Cell Minutes of Meeting & ATR


 प्रो. डॉ. जसपाल एस. संधु
 सचिव
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 MBBS, MS (Ortho), DSN, FACS, FASH, FRMS, FAMS
 Secretary



विश्वविद्यालय अनुदान आयोग
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 (Ministry of Human Resource Development, Govt. of India)
 बहादुर शाह जफर मार्ग, नई दिल्ली-110002
 Bahadur Shah Zafar Marg, New Delhi-110002
 Ph.: 011-23239337, 23236288,
 Fax : 011-23234858, email : jsandhu.ugc@nic.in

D.O.No.F.1-1/2015(Seoy) 2nd July, 2015

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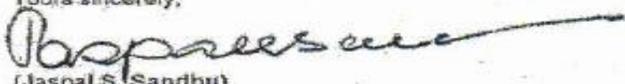
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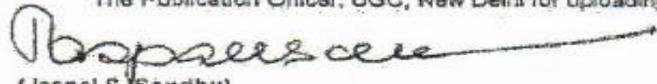
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Copy to:-
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The Special Personal Assistant to Hon'ble Minister (Higher Education), Chennai-9.
The Private Secretary to Principal Secretary to Government,
Higher Education Department, Chennai-9.
Sf/Sc.

//Forwarded / By Order//

Jayanthi
15/11/19
Section Officer.

MSB
15/11/19



5.1.5 Grievance Redressal Mechanism

Grievance Redressal Mechanism
Academic year 2016-17

Sl. No	Grievances	Addressed
1	It was expressed by the students during the meeting regarding the inadequate availability of drinking water on 3 rd floor.	Proper drinking water facility provided in the 3 rd floor.
2	Expressed the grievance about sanitation in toilets	Proper water facilities in all the rest rooms were given by adding more number of taps
3	It was discussed in the meeting and expressed their grievance about cleanliness in labs, sanitation in toilets	For all the labs appointed one attender to take care of the cleanliness in labs
4	Expressed their grievance to extend the parking areas of two wheelers	Parking areas extended for the benefit of the students for vehicle parking
5	It is also discussed good quality foods should be provided to the students and also to increase the varieties	Measures taken to improve the quality of food
6	It is also discussed that more number of dust bins to be placed in the nearby canteen areas	Sufficient dust bins provided to canteen
7	More number of chairs to be placed outside the canteen area	Chairs provided to sit and have tea and snacks
8	Need sufficient number of boards for visual communication department	Provided sufficient number of boards
9	Fan is not working in room number 205 and one extra fan needed for b.com[CS] department	Electrical work has been done for fans and extra fan provided
10	Proper maintenance to be done for RO plant in the second and third floor	Informed to attender to rectify the problem in RO plant
11	Maintenance of ac work in audio visual room	Ac servicing work done in AV room



5.1.5 Grievance Redressal Mechanism

**Grievance Redressal Mechanism
Academic year 2017-18**

Sl. No	Grievances	Addressed
1	Sweeping work not done properly in the second floor in new building	Informed office superintendent to monitor the sweeping work to be properly done
2	No proper water supply in the wash basins	Informed office superintendent to monitor the adequate supply of water in the wash basins
3	Slow running of fan in room number 405	Replaced new fans in room number 405
4	More number of chairs to be needed for MSW department	Chairs provided to MSW students
5	It was discussed in the meeting to allocate name boards for all the classrooms and in all chambers	Efforts taken and placed name boards for all the classrooms and in all chambers
6	Complaints raised that server is not working for three days	Informed system administrator to look after and rectify it
7	Lack of board facilities in m.com	Informed chief superintendent to arrange for board facilities
8	It was discussed and expressed the inadequate availability of lounge area for girls.	The management of the college took initiative for the provision of lounge area for girl students
9	Girls students to provide for sanitary napkins through vending machines	Installed vending machines in girls rest room
10	Expressed to involve more number of girls students for indoor games	Physical director took initiative to have more number of indoor game activities



5.1.5 Grievance Redressal Mechanism

Grievance Redressal Mechanism
Academic year 2018-19

Sl. No	Grievances	Addressed
1	students expressed their grievances to increase the number of days for educational tour	The management has decided to grant permission depends upon the need of the trip
2	It was discussed and expressed that OD can be given to the students who are undertaking training from the companies if it is required	HOD's can consider OD with the permission from the principal for the training students if it is required
3	Students expressed their views to introduce more number of clubs in the college campus	Added more number of clubs
4	Students expressed their views to lend necessary number of books during university examinations	It is decided in the core committee meeting to provide necessary books to the needy students during university examinations with the permission of principal
5	Proper timing to be allotted for the students of shift –I and II to take Xerox from the study material	Proper initiatives taken to give different timings of shift –I and shift –II students, worked on it and timing mentioned in notice board
6	Students expressed to have more number of newly edited competitive books in the library	Competitive books such as gate, TANCET, TNPSC purchased in the library for the benefit of students
7	Students expressed their views that some of the students were depressed after the declaration of university results, in order to motivate and encourage the students in academics we are giving proper counselling and guidance to such students to come out of such depression	Good counselling were provided to the depressed students with the help of our college counsellor
8	College council members have given their opinion and discussion on the availability of books in the library and instructed the library in-charge to take necessary steps to make more number of books available to the students in the library	Library in-charge scrutinized the availability of books and purchased more number of books
9	It was expressed by the students during returning of books, there arises lot of issues because the whole college students are coming on the same day to return the books such things can be avoided and allot department wise return	Department wise book return facility made available according to the convenience of the students



5.1.5 Grievance Redressal Mechanism

**Grievance Redressal Mechanism
Academic year 2019-20**

Sl. No	Grievances	Addressed
1	Students expressed their grievance that refreshments can be given to all the participants	Provided cool drinks and biscuits to all the participants
2	Students expressed their grievance to have a covered park area for the two wheelers	The management decided to provide covered park area for two wheelers
3	It was discussed in the meeting the necessity of more number of drawing tables for visual communication department	Purchased more number of drawing tables for visual communication department in room number T 21
4	It was discussed in the meeting during university examinations it is mandatory for all the students taking exams must come in formal dress code	Strictly monitored the dress code for students
5	Students expressed their grievance not to collect fine for the late comers	Instead of collecting fine, late comers were asked to wait inside the library.
6	It was also discussed in the meeting all the student representative association members namely english, tamil etc., to actively conduct many programs for the welfare of the associations	All the associations started actively conducting various programs for their associations