



### **5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases**

#### **GRIEVANCE REDRESSAL POLICY**

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



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

## **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](http://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:**

- 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
- In this case, it is important that the complainant is apprised of the actions taken or the work- in-progress in a timely manner.
- Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.
- For matters of very serious concern the Chairperson may also call for a meeting of the GRC.
- 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.
- 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.
- The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
- 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.



**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
Affiliated to the University of Madras | An ISO 9001:2015 certified Institution  
Mogappair West, Chennai-600 037

**AQAR  
2023-24**



**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
MOGAPPAIR WEST, CHENNAI  
A CATHOLIC EDUCATIONAL INSTITUTION WITH 45 YEARS OF EXPERIENCE IN EDUCATION  
APPROVED BY THE GOVT. OF TAMILNADU & AFFILIATED TO THE UNIVERSITY OF MADRAS



Circular No.01/ASHC/2023-2024

Date : 26.06.2023

**CIRCULAR**

**GRIEVANCE AND REDRESSAL CELL**

A meeting of Grievance and Redressal Cell is scheduled on 29.06.2023 in the Principal's Chamber at 1.00 p.m. All the members of the Grievance and Redressal Cell are informed to attend the meeting without fail.

PRINCIPAL

Copy to :

- The Secretary
- IQAC





**GRIEVANCE AND REDRESSAL CELL**

**MINUTES OF THE MEETING**

**Date : 29.06.2023**

The internal complaints committee meeting was held on 29.06.2023 at 1.00 p.m. at the Principal's chamber to discuss the following.

The following was discussed and concluded

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

The following members were present.

Dr. R.Srikanth	Principal
Dr. G. Gayathri	Vice-Principal (Shift-I)
Dr. S. Shalini Mehar	Vice-Principal (Shift-I)
Dr. T. Prema	Language – Tamil (Shift-I)
Ms. S. Ann Hepzibah Niraja	OSL (Shift-I)
Ms. K. Y. Indumathy Srinivasan	English (Shift-I)
Dr. B. Hemalatha	Computer Application (Shift-I)
Mr. S. James Benedict Felix	Computer Science (Shift-I)
Ms. V. Savithri	Electronics and Communication Science (Shift-I)
Ms. T. N. Rekha	Mathematics (Shift-I)
Bro. John Thomas	Visual Communication (Shift-I)
Mr. R. Leonard Solomon	Business Administration (Shift-I)
Ms. R. Selvi	Commerce (Accounting & Finance) (Shift-I)
Ms. P. Lavanya Devi	Corporate Secretaryship (Shift-I)
Dr. M.Sudha	Social Work (Shift-I)
Mr. T. Balachandar	Commerce (Shift-I)
Ms. K. Subhashini	English (Shift-II)
Mr. M. Arunagiri	Language – Tamil (Shift-II)
Mr. S. Ranganathan	Computer Application (Shift-II)
Ms. S. Prasanna	Commerce (Shift-II)
Mr. V.Senthilmurugan	Business Administration (Shift-II)
Ms. R. Anitha	Computer Science (Shift-II)
Mr. A. Sahaya Nixon	Commerce (Computer Application) (Shift-II)



**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
Affiliated to the University of Madras | An ISO 9001:2015 certified Institution  
Mogappair West, Chennai-600 037

**AQAR  
2023-24**



**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
MOGAPPAIR WEST, CHENNAI

APPROVED BY THE GOVT. OF TAMILNADU & AFFILIATED TO THE UNIVERSITY OF MADRAS



**Circular No.02/ASHC/2023-2024**

**Date : 11.09.2023**

**GRIEVANCE AND REDRESSAL CELL**

**CIRCULAR**

A meeting of Grievance and Redressal Cell is scheduled on 15.09.2023 in the Principal's Chamber at 1.00 p.m. All the members of the Grievance and Redressal Cell are informed to attend the meeting without fail.

**PRINCIPAL**

**Copy to :**

- The Secretary
- IQAC

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



**GRIEVANCE AND REDRESSAL CELL**

**MINUTES OF THE MEETING**

**Date : 15.09.2023**

The internal complaints committee meeting was held on 15.09.2023 at 1.00 p.m. at the Principal's chamber to discuss the following.

The following was discussed and concluded

- Students should be conveyed their problems through proper communication to respective internal members.
- The privacy of the problem should be maintained by the respective Department.
- The action taken should not harm the career of the students.
- The meeting came to an end with the above discussions.

The following members were present.

Dr. R.Srikanth	Principal
Dr. G. Gayathri	Vice-Principal (Shift-I)
Dr. S. Shalini Mehar	Vice-Principal (Shift-I)
Dr. T. Prema	Language – Tamil (Shift-I)
Ms. S. Ann Hepzibah Niraja	OSL (Shift-I)
Ms. K. Y. Indumathy Srinivasan	English (Shift-I)
Dr. B. Hemalatha	Computer Application (Shift-I)
Mr. S. James Benedict Felix	Computer Science (Shift-I)
Ms. V. Savithri	Electronics and Communication Science (Shift-I)
Ms. T. N. Rekha	Mathematics (Shift-I)
Bro. John Thomas	Visual Communication (Shift-I)
Mr. R. Leonard Solomon	Business Administration (Shift-I)
Ms. R. Selvi	Commerce (Accounting & Finance) (Shift-I)
Ms. P. Lavanya Devi	Corporate Secretaryship (Shift-I)
Dr. M.Sudha	Social Work (Shift-I)
Mr. T. Balachandar	Commerce (Shift-I)
Ms. K. Subhashini	English (Shift-II)
Mr. M. Arunagiri	Language – Tamil (Shift-II)
Mr. S. Ranganathan	Computer Application (Shift-II)
Ms. S. Prasanna	Commerce (Shift-II)
Mr V..Senthilmurugan	Business Administration (Shift-II)
Ms. R. Anitha	Computer Science (Shift-II)
Mr. A. Sahaya Nixon	Commerce (Computer Application) (Shift-II)





**GRIEVANCE AND REDRESSAL CELL  
MEMBERS PRESENT ON 14.09.2023**

Position	Name	Designation	Signature
Internal Member	Dr.R.Srikanth	Principal	
Internal Member	Dr. G. Gayathri	Vice-Principal (Shift-I)	
Internal Member	Dr. S. Shalini Mehar	Vice-Principal (Shift-II)	
Internal Member	Dr. T. Prema	Language – Tamil (Shift-I)	
Internal Member	Ms. S. Ann Hepzibah Niraja	OSL (Shift-I)	
Internal Member	Ms. K. Y. Indumathy Srinivasan	English (Shift-I)	
Internal Member	Dr. B. Hemalatha	Computer Application (Shift-I)	
Internal Member	Mr. S. James Benedict Felix	Computer Science (Shift-I)	
Internal Member	Ms. V. Savithri	Electronics and Communication Science (Shift-I)	
Internal Member	Ms. T. N. Rekha	Mathematics (Shift-I)	
Internal Member	Bro. John Thomas	Vis.Com. (Shift-I)	
Internal Member	Mr. R. Leonard Solomon	Business Administration (Shift-I)	
Internal Member	Ms. R. Selvi	Commerce (Accounting & Finance) (Shift-I)	
Internal Member	Ms. P. Lavanya Devi	Corporate Secretaryship (Shift-I)	
Internal Member	Dr.M.Sudha	Social Work (Shift-I)	
Internal Member	Mr. T. Balachandar	Commerce (Shift-I)	
Internal Member	Ms. K. Subhashini	English (Shift-II)	
Internal Member	Mr. M. Arunagiri	Language – Tamil (Shift-II)	
Internal Member	Mr. S. Ranganathan	Computer Application (Shift-II)	
Internal Member	Ms. S. Prasanna	Commerce (Shift-II)	
Internal Member	Mr.V.Senthilmurugan	Business Administration (Shift-II)	
Internal Member	Ms. R. Anitha	Computer Science (Shift-II)	
Internal Member	Mr. A. Sahaya Nixon	Commerce (Computer Application) (Shift-II)	





**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
Affiliated to the University of Madras | An ISO 9001:2015 certified Institution  
Mogappair West, Chennai-600 037

**AQAR  
2023-24**



**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
MOGAPPAIR WEST, CHENNAI  
A ROMAN CATHOLIC EDUCATIONAL INSTITUTION FOR WOMEN ESTABLISHED IN 1962  
APPROVED BY THE GOVT. OF TAMILNADU & AFFILIATED TO THE UNIVERSITY OF MADRAS



Circular No.03/ASHC/2023-2024

Date : 06.02.2024

**GRIEVANCE AND REDRESSAL CELL**

**CIRCULAR**

A meeting of Grievance and Redressal Cell is scheduled on 09.02.2024 in the Principal's Chamber at 1.00 p.m. All the members of the Grievance and Redressal Cell 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 :**

- The Secretary
- IQAC



**GRIEVANCE REDRESSAL CELL**

**MINUTES OF THE MEETING**

**Date : 09.02.2024**

The internal complaints committee meeting was held on 09.02.2024 at 1.00 p.m. at the Principal's chamber to discuss the following.

The following was discussed and concluded

- Privacy of the problem to be maintained by the respective department.
- Students career should not harm by the action taken by cell.
- The meeting came to an end with the vote of thanks.

The following members were present.

Dr. R.Srikanth	Principal
Dr. G. Gayathri	Vice-Principal (Shift-I)
Dr. S. Shalini Mehar	Vice-Principal (Shift-I)
Dr. T. Prema	Language – Tamil (Shift-I)
Ms. S. Ann Hepzibah Niraja	OSL (Shift-I)
Ms. G.Pradha	English (Shift-I)
Dr. B. Hemalatha	Computer Application (Shift-I)
Mr. S. James Benedict Felix	Computer Science (Shift-I)
Ms. V. Savithri	Electronics and Communication Science (Shift-I)
Ms. T. N. Rekha	Mathematics (Shift-I)
Bro. John Thomas	Visual Communication (Shift-I)
Mr. R. Leonard Solomon	Business Administration (Shift-I)
Ms. R. Selvi	Commerce (Accounting & Finance) (Shift-I)
Ms. P. Lavanya Devi	Corporate Secretaryship (Shift-I)
Dr. M.Sudha	Social Work (Shift-I)
Mr. T. Balachandar	Commerce (Shift-I)
Ms. K. Subhashini	English (Shift-II)
Mr. M. Arunagiri	Language – Tamil (Shift-II)
Mr. S. Ranganathan	Computer Application (Shift-II)
Ms. S. Prasanna	Commerce (Shift-II)
Mr.V.Senthilmurugan	Business Administration (Shift-II)
Ms. R. Anitha	Computer Science (Shift-II)
Mr. A. Sahaya Nixon	Commerce (Computer Application) (Shift-II)





**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
Affiliated to the University of Madras | An ISO 9001:2015 certified Institution  
Mogappair West, Chennai-600 037

**AQAR  
2023-24**

**GRIEVANCE REDRESSAL CELL  
MEMBERS PRESENT ON 09.02.2024**

Position	Name	Designation	Signature
Internal Member	Dr. R.Srikanth	Principal	
Internal Member	Dr. G. Gayathri	Vice-Principal (Shift-I)	
Internal Member	Dr. S. Shalini Mehar	Vice-Principal (Shift-II)	
Internal Member	Dr. T. Prema	Language – Tamil (Shift-I)	
Internal Member	Ms. S. Ann Hepzibah Niraja	OSL (Shift-I)	
Internal Member	Ms.G.Pradha	English (Shift-I)	
Internal Member	Dr. B. Hemalatha	Computer Application (Shift-I)	
Internal Member	Mr. S. James Benedict Felix	Computer Science (Shift-I)	
Internal Member	Ms. V. Savithri	Electronics and Communication Science (Shift-I)	
Internal Member	Ms. T. N. Rekha	Mathematics (Shift-I)	
Internal Member	Bro. John Thomas	Vis.Com. (Shift-I)	
Internal Member	Mr. R. Leonard Solomon	Business Administration (Shift-I)	
Internal Member	Ms. R. Selvi	Commerce (Accounting & Finance) (Shift-I)	
Internal Member	Ms. P. Lavanya Devi	Corporate Secretaryship (Shift-I)	
Internal Member	Dr. M.Sudha	Social Work (Shift-I)	
Internal Member	Mr. T. Balachandar	Commerce (Shift-I)	
Internal Member	Ms. K. Subhashini	English (Shift-II)	
Internal Member	Mr. M. Arunagiri	Language – Tamil (Shift-II)	
Internal Member	Mr. S. Ranganathan	Computer Application (Shift-II)	
Internal Member	Ms. S. Prasanna	Commerce (Shift-II)	
Internal Member	Mr.V.Senthilmurugan	Business Administration (Shift-II)	
Internal Member	Ms. R. Anitha	Computer Science (Shift-II)	
Internal Member	Mr. A. Sahaya Nixon	Commerce (Computer Application) (Shift-II)	

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