



Since 1991

SENGUNTHAR ARTS AND SCIENCE COLLEGE

(Affiliated to Periyar University, Salem and Approved by AICTE New Delhi)
An ISO 9001:2015 Certified Institution
Recognised under section 2(f) and 12(B) of the UGC Act 1956 and Accredited by NAAC
Tiruchengode – 637 205



10-08-2020

Grievance Redressal Committee-2020-2021 & 2021 -2022

As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Committee, to provide a mechanism for redressal of students' grievances. The function of the committee is to look into the complaints lodged by any student, and judge its merit. The Grievance committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Committee. Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Committee.

OBJECTIVES

- To maintain a fair, unbiased and consistent system for redressal of various issues faced by the students.
- To ensure strict confidentiality so that students approach the Grievance Redressal Committee without the fear of any vindictive activity.
- To maintain a conducive atmosphere and relationship between the students and faculty without giving any chance to widen the gap between them that may arise because of certain simple misunderstandings.
- To ascertain that immediate suitable actions are taken by addressing the faculty or by requesting the management depending upon the nature of grievance.

Functions:

The cases will be attended promptly on receipt of written grievances from the students

The committee formally will review all cases and will act accordingly.

The committee 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.

Procedure for lodging complaint:

The students may feel free to put up a grievance in writing and drop it in boxes.

The Grievance Committee will act upon those cases which have been forwarded along with the necessary documents.

The Grievance Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the committee.

Composition of Grievance Redressal Committee

A committee with the following members has been reconstituted for Institutional level Grievance Redressal from the academic year 2020 - 2021.

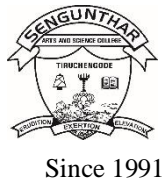
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|--|---------|--------------------------|
| 1. Dr. S. RAVIKUMAR
Principal | - | Chair Person |
| 2. Mrs.J.Mallika
Assistant Professor
Department of Biochemistry | -Member | |
| 3. Mr. P.Rameshkumar
Assistant Professor
Department of Electronics and communication | - | Member |
| 4. Mr.S.Sundaravadivelu
Assistant Professor
Department of Business Administration | - | Member |
| 5. Mr.T.S.Mukesh
II B.Com.-A | - | Student's Representative |

Rules & Regulations:

"Grievance" means and includes, complaint(s) made by an aggrieved student in respect of the following namely:

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Council;

- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Council;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Council;
- xiv. complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- xvi. and harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- xvii. Sports grievance has been solved



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10.08.2020

Members of Grievance Redressal Committee from the Academic Year 2020 - 2021

S.No.	Name	Designation
01	Dr. S. RAVIKUMAR Principal	Chair Person

02	Mrs.J.Mallika Assistant Professor Department of Biochemistry	Member
03	Mr. P.Rameshkumar Assistant Professor Department of Electronics and Communication	Member
04	Mr.S.Sundaravadivelu Assistant Professor Department of Business Administration	Member
05	Mr.T.S.Mukesh II B.Com- A	Students Representative



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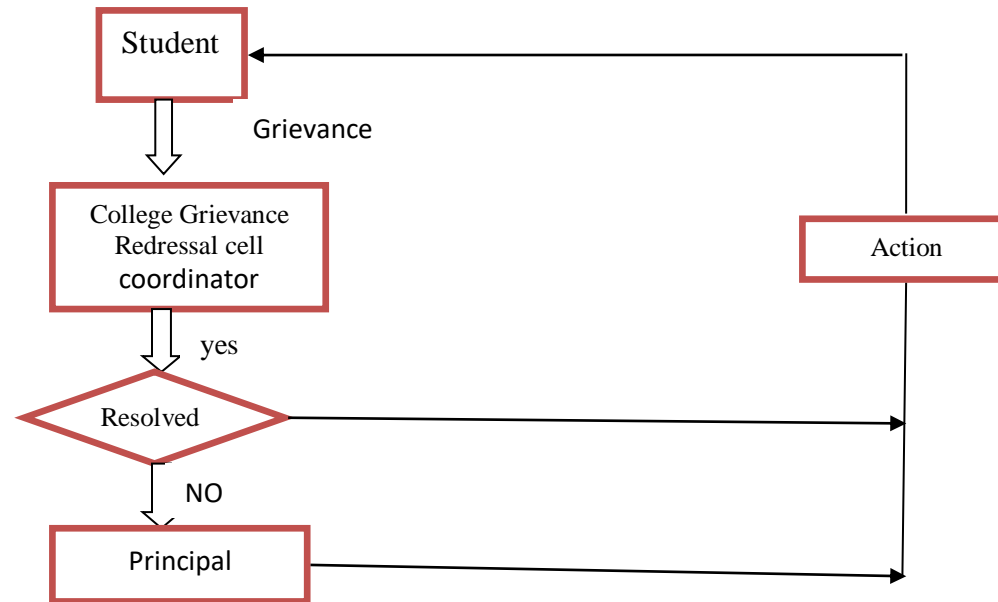


10.08.2020

Members of Grievance Redressal Committee for the Academic Year 2020 - 2021

S.No.	Name of the Member	Official Designation & Department	Designation in the Committee	E-Mail ID	Phone Number
01	Dr. S. RAVIKUMAR	Principal	Chair Person	info@senguarts.co.in	9842753229
02	Mrs.J.Mallika	Assistant Professor Department of Bio- Chemistry	Member	jm@senguarts.co.in	9842355828
03	Mr. P.Rameshkumar	Assistant Professor Department of Electronics and Communication	Member	rameshpaha.ps@gmail.com	9698590770
04	Mr.S.Sundaravadivelu	Assistant Professor Department of Business Administration	Member	sundaravadivelu@senguarts.co.in	9994849939
05	Mr.T.S.Mukesh II B.Com- A	Student Commerce	Students Representative	mukeshvedha1329@gmail.com	8754017591

Grievance Redressal mechanism



The complaint management mechanism is carried out in three levels in the institution

The departmental level grievances are attended by the concerned class Coordinators, Counselors and Department Heads.

The student coordinators and staff coordinators of grievance redressal committee act as facilitators to communicate and sort out the grievances at the department level.

Unresolved grievances at the departmental level are referred to the Grievance Redressal Committee of the institution.