

## **Criterion V – Student Support and Progression**

### **Key Indicator-5.1 Student Support**

**5.1.3 The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as**

**Details of members of grievance redressal committees are available on the institutional website**

  
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### **5.1.3 Grievance Redressal Committees**

Grievance Redressal Committee (GRC) is to ensure a speedy response to and accountability of all concerned to the students of Indira College of Education. In, order to maintain harmonious Student – Student and Faculty –Student relationships as well as creating an environment in which students can freely express their grievances without fear of discrimination or victimization. Further, counseling students to refrain from provoking others against faculty.

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

#### **Objective:-**

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- teacher relationship etc.

Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.

  
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Suggestion/complaint Box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Advising All the Students to refrain from inciting Students against other Students, teachers and College administration.

Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

**Scope:-**

The Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, hostels etc.

Other Matters Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc..

**Functions:-**

The cases are attended promptly on receipt of written grievances from the students.

  
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The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

**Procedure:-**

The setting of the Grievance Redressal Committee for students will be widely published.

The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.

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

The GRC will take up only those matters which have not been solved by the different departments.

Grievances related to fees etc will be taken up only if the relevant financial documents like demand drafts etc are attached.

**GRIEVANCE REDRESSAL CELL:**

S.NO	Name of the faculty	Designation	Position	Email & Mobile number
1	Mrs. Visalatchi	Assistant professor	Coordinator	<b>indhiraeducation@gmail.com 9500279146</b>
2	Mrs. J. Lizzie	Assistant professor	Member 1	<b>9444535237</b>
3	Dr.M.P. Rama priya	Assistant professor	Member 2	<b>8838916419</b>

**Student Grievance Cell**

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer

  
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in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.



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# Student Grievance / suggestion Box



*Ajay Perin*  
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# Sample Grievance Form

## Student's Grievance Form

NAME (IN CAPITAL LETTERS ONLY)	LATHA. N
COLLEGE ROLL NO. (Please attach a copy of College Identity Card)	11831
COURSE	B.Ed
YEAR OF ADMISSION	2020
EMAIL ID	Latha1845@gmail.com.
CONTACT NUMBER	7453825333
PRESENT ADDRESS	NO 3, Krishna Nagar Tiruvallur.
POSTAL ADDRESS	NO 3, Krishna Nagar Tiruvallur
PARENT'S/GUARDIAN'S NAME	J. SHANMUGAM.
PARENT'S/GUARDIAN'S CONTACT NO.	9444386450
GRIEVANCE:	

I am writing to bring to your attention a concerning issue regarding the restroom facility in our B.Ed Block Building.

I am troubled by the condition of the garbage baskets in the restrooms, these baskets are consistently overflowing with trash creating unpleasant atmosphere, I request you to take immediate action.

DISCLAIMER: I hereby undertake that the information provided hereby is up to the best of my knowledge and belief. I will be completely liable for any disciplinary action, if any false information furnished.

*N. Latha*  
SIGNATURE OF THE STUDENT  
NOTE: 15-10-2020

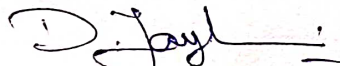
1. Complaints/Grievances are required to be submitted in the above prescribed format (handwritten) after downloading from the college website only (with relevant documents/proof). Form should be complete in all respects; incomplete forms will not be entertained (Maximum Words Limit 250).
2. Complaints are required to be submitted in person by the complainant in a sealed envelope only on 2<sup>nd</sup> and 4<sup>th</sup> Friday of every month in the P.A. Principal's office.
3. Complainant will be contacted on given contact number only for the redressal of the grievance.
4. Complainant should retain a copy of the grievance with himself/herself.
5. Decision of the committee will be final and binding.

*Ajay Perin*  
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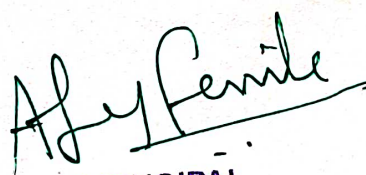
**Action Taken:**

Action taken on same day when the grievance received from student and solved. In addition to addressing immediate concerns, the administration may work on implementing long-term solutions to prevent similar grievances from arising in the future. This could involve updating maintenance protocols, providing additional resources, or conducting regular inspections.

  
COORDINATOR

  
MEMBER-1

  
MEMBER-2

  
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## **Anti-Ragging Policy**

According to the UGC Regulation on Curbing the Menace of Ragging in Higher Institutions, 2009, ragging constitutes one or more of any of the following acts:

- Any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
- Indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student.
- Asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
- Any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher.
- Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- Any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students.

  
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- Any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
- Any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student.
- Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background.

#### ANTI RAGGING LEGAL AWARENESS CAMP



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## ANTI-RGGING COMMITTEE

S.NO	Name of the faculty	Designation	Position	Email & Mobile number
1	Mrs. N. Jayavardhini	Assistant professor	Coordinator	<b>indhiraeducation@gmail.com</b> <b>9500279146</b>
2	Mrs. D. Jayakumari	Assistant professor	Member 1	<b>9444535237</b>
3	Mrs. R. Subhalakshmi	Assistant professor	Member 2	<b>8838916419</b>



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Indhira College of Education  
Pandur, Thiruvallur - 631 203

Minutes of the meeting of the Grievance redressal committee of Indhira College of Education held on Thursday 16<sup>th</sup> December, 2021 at 1.30 pm.

**MEMBERS PRESENT:**

S.NO	Name of the faculty	Designation	Position	Email & Mobile number
1	Mrs. Visalatchi	Assistant professor	Coordinator	indhiraeducation@gmail.com 9500279146
2	Mrs. J. Lizzie	Assistant professor	Member 1	9444535237
3	Dr.M.P. Rama priya	Assistant professor	Member 2	8838916419

**B.ED REPRESENTATIVES:**

ARTHI RAJASEKAR (B.Ed. II-Year Representative)

BALADHANDAYUDHAM T (B.Ed. II-Year Representative)

CHANDRU M (B.Ed. II-Year President)

JAYASREE U (B.Ed. II-Year Secretary)

AMMU R (B.Ed. II-Year Representative)

PRAVEEN KUMAR R (B.Ed. I-Year Representative)

PAVITHRA B (B.Ed. II-Year Representative)

  
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**M.ED REPRESENTATIVES:**

JEEVAN TONE .M (M.Ed. II-Year President)

KAVIYA .C.R (M.Ed. II-Year Representative)

KEERTHANA .R (M.Ed. II-Year Representative)

KINGSLEEY LAWRANCE .A (M.Ed. II-Year Representative)

**ACTION TAKEN:**

1. II SEMESTER MARK SHEETS WERE ISSUED

**GRIEVANCES DISCUSSED:**

1. Drinking water and canteen facilities:

As per government rule, the students are informed to bring their own water bottles and snacks.

2. Grievances regarding the schools during internship:

The problems related to internship schools should be informed to the school in charge immediately or to the Grievance Committee.


3. The garbage basket facility:


The students were insisted to put only the dry waste in the baskets placed near the entrances

4. Cleanliness of the classrooms:

The students were asked to report to the Grievance Committee immediately if the classrooms are not cleaned.

  
CONVENER

  
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