



N.K.T. NATIONAL COLLEGE OF EDUCATION FOR WOMEN

(Autonomous)

**No. 41, Dr. Besant Road,
Triplicane, Chennai-600 005**

**INSTITUTIONAL POLICY GUIDELINES FOR
GRIEVANCE & REDRESSAL**



TRANSFORMING STUDENTS TO GLOBAL EDUCATORS

Approved by the College Committee in its Meeting held on 27th May 2019

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INSTITUTIONAL POLICY GUIDELINES FOR GRIEVANCE AND REDRESSAL

1. Background

N.K.T. National College of Education for Women established in the year 1966 by Sriman N.K. Thirumalachariar, a visionary and a philanthropist is situated at the heart of the Chennai city. Our College is housed in an area of 3.06 acres, where a model school is also attached. It has metamorphosed into a well-established, urban College catering to the educational needs of women from all sections of society and committed to its mission of empowering young women student-teachers to face life and its multifarious challenges at both personal and professional levels.

The College offers Graduate, Post Graduate and Research Programmes in Education with Autonomous status granted by the University Grants Commission in the year 1988, and has grown to greater heights as an Institution of higher learning in Teacher Education. In its continuous striving for excellence over decades, the Institution has been successful in achieving position “Second to None”, and has been upgrading its curricula and pedagogy on par with the global standards.

The College aims to provide safe, secured and supportive environment for holistic development of student-teachers and welfare of all employees. The Grievance and Redressal Committee has laid down the norms to be followed for a speedy and fair redressal of grievances related to academic, amenities and administration.

2. Purpose

Grievance is an allegation or complaint or factual or perceived wrong as per UGC Regulations, 2019 F.No. 14-4/2012(CPP-II). Grievance may be any kind of general discontentment or negative perception whether expressed or not arising out of anything connected with the College which may be unfair, unjust, or inequitable pertaining to academics, amenities and administration. The purpose of the Policy is to address the grievances of students, faculty members, non-teaching staff and parents.

3. Objectives

The objectives of the Policy are:

- To provide an environment where grievances are expressed without fear;
- To create awareness about the procedure and facilities made available by the Institution to express grievances;
- To acquaint all student-teachers, faculty members and non-teaching staff about their rights and duties;
- To maintain structured and well defined mechanism for receiving and redressal of grievances;
- To stipulate the responsibilities of the members of the Grievance and Redressal Committee that governs the Grievance and Redressal Cell (GRC); and
- To guarantee speedy and fair redressal of grievances.

4. The Grievance and Redressal Cell (GRC)

The Grievance and Redressal Cell (GRC) has been instituted to address the grievances of students, teaching faculty members, non-teaching staff and parents within a reasonable time period for further strengthening the bond with the Institution by providing a conducive and safe teaching-learning environment. The Cell is governed by the Grievance and Redressal Cell Committee (GRCC) that shall monitor status and progress of grievance redressal and submit the report to the Principal. The Cell functions with the following objectives:

- To provide immediate access to facilities to have grievances redressed;
- To uphold the dignity of the College by promoting cordial student-student/ student-teacher/teacher-teacher/ teacher-parent/ relationship;
- To ensure the views of grievant and respondent are respected and no party to a grievance is discriminated or victimized; and
- To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the stakeholders.

The Constitution of the Grievance and Redressal Cell Committee (GRCC) is as follows:

- The Committee shall comprise of a Chairperson, Convener, seven other Teaching faculty members, two student and two parent representatives
- Principal of the College shall be the Chairperson
- Members of the Committee shall be nominated by the Chairperson
- Out of eight faculty members (including convener), there shall be representation from SC/ST/OBC category
- Student and Parent representatives shall be nominated by the Chairperson

5. Policy Guidelines for Grievance and Redressal

5.1 Grievances are categorized under the following aspects:

- **Curricula**
 - Course Content
 - Teaching Internship Programmes
 - Academic Programmes for enhancement of Knowledge and Skills
 - College Working hours
 - Attendance related to academic and academic related schedules
 - Feedback Mechanism
- **Teaching-Learning and Evaluation**
 - Classroom atmosphere
 - Teaching Methods
 - Pattern of Evaluation
 - Transparency and discrepancy in Internal Assessment
 - Conduct of End Semester Examinations
 - Publication of Results
 - Revaluation Procedures

➤ **Research, Innovation and Extension**

- Academic and Infrastructural Facilities for conduct of Research
- Relationship with Research Guide
- Progress and Completion of Research work
- Enriched Research activities
- Research Publications
- Research Projects

➤ **Infrastructure and Learning Resources**

- Availability of Basic Infrastructural Facilities
- Access to educational resources and basic facilities
- Campus Maintenance
- Medical care
- Residential facilities

➤ **Student Support and Progression**

- Meetings for Welfare of Students
- NKT College Student Union
- Programmes/ Courses for Self-Development
- Financial Educational Support for Students
- Tutoring and Counseling services
- Awareness of Institutional Policies and Guidelines
- Representation in Committees for Planning and Evaluation and Welfare of Students
- Quality of life in the campus
- Student-Faculty interaction and relationship
- Student-Student interaction and relationship
- Opportunities for Outreach Programmes
- Awareness on Future scope
- Campus Placement

➤ **Governance, Leadership and Management**

- Admission Procedure
- Meetings for Governance and Leadership
- Alumni and Parent Involvement
- Mobilization of Funds
- Welfare of Students and Employees
- Office Etiquette and Working
- Payment of Fees
- Scholarship
- Institution's liaison with University
- Working hours of the College

➤ **Institutional Values and Best Practices**

- Collaborations with other Academic Institutions and Organizations
- Best Practices of the Institution

5.2 Grievance Receiving Mechanism

- Complaint may be orally addressed to the members of the Grievance and Redressal Committee or written and dropped in the Grievance Boxes placed at the College Main Block, Examination Unit and Kamala Nehru Students Hostel for students and at the Shri. C.R. Pattabhi Raman Block for the employees and parents within the campus or lodged through the Online Grievance Portal in the College website www.nktnce.ac.in
- Upon receipt of complaint, it is taken into consideration for Redressal.

5.3 Grievance Redressal mechanism

Upon receipt of complaint, the Convener of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately, if the complainant reveals her name and contact details.

Based on the nature of the complaint and severity of its impact, the Convener may take one of the two options to proceed for addressing the grievance, keeping the Chairperson, Grievance and Redressal Cell Committee members well informed through copy in all communications about the proceeding of the complaint.

Option-1: In case of complaint being made orally at the Welfare Meetings, the Convener of the Committee may address the issue directly with the help of the concerned personnel or as the issue may demand. These oral complaints thus addressed are brought to the notice of students by displaying it on the College Notice Board and through the members of the Student Council.

Option-2

- The Convener of Grievance Redressal Cell Committee (GRCC) shall schedule the meeting within seven days of receipt of the grievance.
- All relevant papers shall be circulated as hard / soft copies to all the members on or before the date of the meeting.
- The notice of the meeting will be sent to the complainant to be present in the meeting to present her/ his grievances before the Committee.
- The Committee members are expected to deliberate upon the grievance of the complainant and the rules lay down by the Institution.
- The brief facts, evidences and final recommendations by the Committee members shall be recorded as minutes of the meeting.
- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- The final decision of the Grievance Committee shall be communicated in writing to the complainant within 15 working days.
- The Convener 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 GRCC, the concerned member will be barred from participating in any proceedings till the case has been closed.

- The complainant shall have the right to file an appeal to the College Secretary within 15 days from the date of receipt of the written communication of recommendations of the Committee.
- The complainant shall send written communication to the College conveying her desire to file an appeal.
- The College shall place the appeal along with all relevant material before the GRCC Secretary and inform the complainant accordingly and shall within a reasonable time decide the appeal. Final decision would be communicated to the complainant by the College.

6. Responsibilities of the Institution

The Institutional Policy Guidelines for Grievance and Redressal shall be prepared by the Grievance and Redressal Cell Committee of the College comprising of the Principal, Faculty members and Students.

The Policy shall be reviewed, once in three years, to ascertain the effectiveness of the grievance and redressal practices and to explore if any further change is to be made in the Policy to improve the existing practices.

The Policy shall be appraised and approved by the College Committee and implemented by the Principal.

Policy Confirmed by



Dr. M. Arumugam

Secretary

Policy Approved by



Dr. (Mrs.) Mano Bakthavatsalam

President