



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

(AUTONOMOUS)

INSTITUTIONAL GUIDELINES FOR GRIEVANCE AND REDRESSAL 2017-2018

As per the directions of the College Committee the Guidelines for Grievance and Redressal are as below.

1. Grievance

The grievance is the complaint of the aggrieved on the following:

1. Admission
2. Withhold or refusal to return documents of students
3. Demand for excess fees than declared
4. Non-payment or delayed payment of student scholarships
5. Conduct of Examinations/ delay in declaration of Results
6. Availability of basic amenities to students
7. Evaluation practices
8. Refund of fees in case of withdrawal from Programme within the stipulated time.

Redressal Mechanism:

The grievance received is addressed by the Grievance and Redressal Committee consisting of the Principal, Senior Faculty Members with a SC Representative.

1. The Grievance and Redressal Committee meets as and when the need arises.

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2. The grievances of students are addressed directly in the Student Welfare Committee Meetings.
3. The grievance dropped in the grievance boxes placed at four places of the College are regularly collected.
4. The Grievance boxes are periodically opened and checked every week in the presence of the Grievance Redressal Committee Members and students.
5. Upon receipt of the complaint, it is considered for redressal.
6. In case of an Oral Complaint the Grievance received will be addressed then and there depending on the severity of the issue in the presence of the concerned person.
7. In case of grievances dropped in boxes, the received grievance is addressed by the competent authority in a maximum of 15 working days based on the intensity of the grievance.
8. The Grievance Committee addresses the grievance of the students and informs the complainant if they have mentioned their name or contact.
9. In case of anonymity and the solution drawn is informed to all, in the College Notice Board for perusal.
10. Grievance Redressal Committee records the happenings as Minutes.



Dr. M. Arumugam

Secretary

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Mr. T.N. Ragunathan

President

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