



SALEM SOWDESWARI COLLEGE (FOR WOMEN)
SALEM - 636010
STUDENT GRIEVANCE REDRESSAL CELL 2022-2023

COMMITTEE MEMBERS:

Dr V. Balaji	-	Chairman
Dr.P.Suresh	-	Coordinator
Dr.K.M.SenthilKumar	-	Member
Dr.R.Hemalatha	-	Member
Dr.D.Selvapandian	-	Member
Dr.A.Vanitha	-	Member

SFCW

Mr.S.Kumar	-	Overall Incharge
Dr.M.Murugan	-	Coordinator
Mrs.R.Saranya	-	Member
Mrs.K.Rajeshwari	-	Member
Mrs.A.Gokulapriya	-	Member
Mrs.S.Menaka	-	Member
Mr.A.Parthasarathy	-	Member



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STUDENTS

S.HemaSri	-	Member
K.Janani	-	Member
V.Monisha	-	Member
S.Nandhini	-	Member
S.Mynavathi	-	Member
K.Summi	-	Member
M.Ramya	-	Member
S.Nandhini	-	Member

MAINTAINING REPORT:

Dr.A.Vanitha

Dr.R.Hemalatha



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Objectives:

- The Grievance Cell's goal is to foster an attitude of accountability and responsiveness among all stakeholders so that the institute can continue to have a positive learning environment.
- To consider the welfare of women teaching, non-teaching staffs and girls students.
- To handle the issues related with sexual harassment among faculty and students.
- To provide information regarding counseling support services on our campus.
- To take proactive measures towards sensitization of the faculty and students on gender issues.
- Encouraging the Students to express their grievance / problems freely and frankly, without any fear of being victimized.
- 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.



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EVENT NO: 1: STUDENT GRIEVANCE REDRESSAL CELL INAUGURATION

Date of the event: 18/10/2022 (Tuesday) Time: 03.15pm

Place of Event: Seminar Hall

Staff & Responsibilities:

SNo	Name of the Staff	Work Done
1.	Dr. P.Suresh	Overall Coordination, Welcome address, and Report creation.
2.	Dr. K.M.Senthilkumar	Hall arrangements.
3	Dr.R.Hemalatha	Assembled Students, Hall arrangements.
4.	Dr.D.Selvapandian	Hall arrangements.
5	Dr.A.Vanitha	Assembled Students, Photo Coverage, and Document preparation.

The Student grievance redressal cell, Salem Sowdeswari College (for women) inaugurated its activities at the hands of Prof. V. Balaji, Principal, on 18.10.2022 at College Seminar Hall.



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The objectives of the programme were introduced by Dr.P. Suresh, HOD of Computer Science and Coordinator of Student grievance redressal cell. He explained the process of student grievance redressal.

1. Students can send the complaint through e-mail (Mentioning of student credentials like Name, Roll_No., Course, Year is mandatory).
2. Verification of the complaint.
3. Action taken (Depending upon findings of the verification report)
4. Information to the complainant on redressal of complaint.



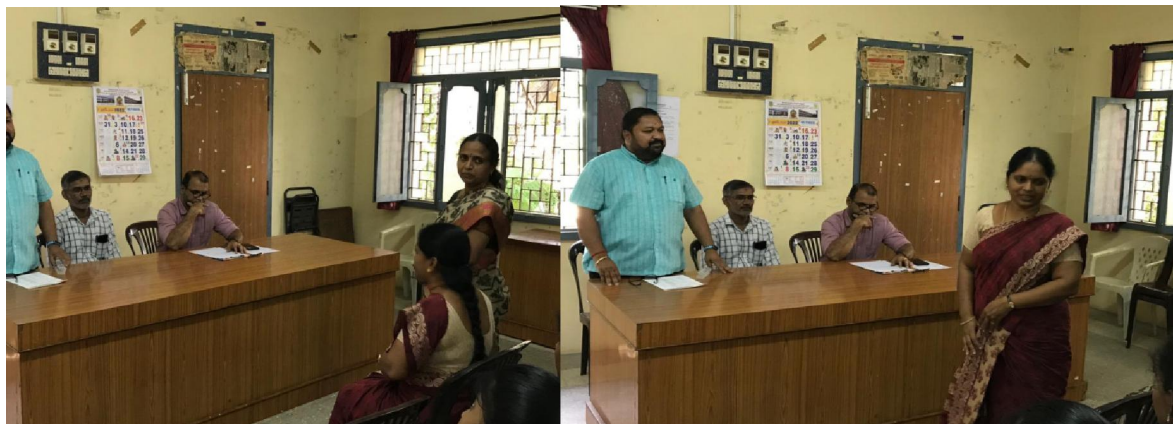
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Student grievance redressal cell members were introduced to the students by the Coordinator.



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The Principal addressed the importance of Student grievance redressal cell. He explained to the members how to address the student's problems through mails, how to redress the problem by staff members in this cell. He advised the students who are all members in this cell don't hesitate to address the student's problems with the staff members and chairman, and how to handle the pessimistic students. He also discussed the welfare of women teaching, non-teaching staffs and girls students, the issues related with sexual harassment among faculty and students and about gender issues. Finally he congratulated the members of the cell and assured the members that many interesting activities of this cell will be conducted twice per semester.





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In this inauguration programme 14 participants were presented.



Points Discussed:

- Planning for events to be organized during current semester.
- Interaction with first year students to introduce committee members
- Roles and responsibilities revised.

The meeting ended with vote of thanks to the Chair.



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Event No: 2

STUDENT GRIVENCE REDRESSAL MEETING

Date of the event: 10/03/2023 (Friday)

Place of Event: Seminar Hall

Time: 03.00 PM

Staff & Responsibilities:

SNo	Name of the Staff	Work Done
1.	Dr. P.Suresh Coordinator	Coordination, Welcome address and Keynote address
2.	Dr. K.M.Senthilkumar	Hall arrangements & Vote of thanks
3	Dr.R.Hemalatha	Assembling the Students, Collecting grievances from the students.
4.	Dr.D.Selvapandian	Hall arrangements.
5	Dr.A.Vanitha	Assembling the Students, Collecting grievances from the students and Report creation.



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S.NO	Name of the Staff	Work Done
1	Mr S.Kumar	Coordination
2.	Dr. Mr. M. Murugan	Assembled students
3.	Mrs. R.Saranya	Hall arrangement.
4.	Miss. S.Menaka	Collect students' Grievances at the Meeting and document preparation.
5.	Mr. A. Parthasarathy	Collect students' Grievances at the Meeting and Report Creation.

The Student grievance redressal cell, conducted meeting on 10.03.2023 at Seminar Hall. The program started with Coordinator speech. He stated the objectives of the program and also he explained the students how to address their grievances by avoiding the repeated questions. He asked the students to address their grievances.





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Mr. S. Kumar, Faculty In charge of Self Finance Wing stated the importance of the meeting. Through redressal of the students it helps the management to manage conflicts and potentially go a long way in bringing harmony.



Principal was the chairperson of the meeting, he encouraged the students to raise their grievance without any fear. He also gave a small awareness to the students about their part of responsibility in maintaining the college environment clean and hygiene. He advised the students not to litter trash anywhere and everywhere in the classroom. Students must ensure that they don't throw the leftovers from their lunch box here and there in the class room but it has to be dropped in the dustbin.



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Students raised their grievances as listed below:

S.No	AIDED STUDENTS' GRIVENCES	REDRESSAL GIVEN BY THE PRINCIPAL IN THE MEETING
1.	II - B.Sc (physics) In Room number: 3 One fan is not working; the students requested to fix the fan where required.	<ul style="list-style-type: none"> ●The principal of the college agreed to redress the grievances of the students. ●He advised to the students to use repaired fan very carefully
2.	Maximum number of washroom door doesn't have lock.	<ul style="list-style-type: none"> ●Will arrange to fix the lock in the washroom door. If the students damage it again they have to pay fine.
3.	In washroom the sanitary napkin vending machine not working properly.	<ul style="list-style-type: none"> ●Agreed to redress the grievances of the students. ●He advised to the students to use repaired machine very carefully and be responsible while handling.
4.	The quality of food in the canteen is poor.	<ul style="list-style-type: none"> ●The principal of the college agreed to redress the grievances of the students.
5.	Lunch provided in the canteen is not enough for male students; they requested to increase the quantity of food.	<ul style="list-style-type: none"> ●Agreed to redress the grievances of the students.
6.	Boys requested to allot them a separate lunch place	<ul style="list-style-type: none"> ●There is no extra room in our college. So it is not possible for arranging Separate lunch place.
7.	Quality of uniform saree is poor and the students felt it is costly.	<ul style="list-style-type: none"> ●The principal assured the students that will be given priority to the students while selecting the uniform.



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8.	College bus – Students are not dropped in required stoppings.	● Agreed to redress the grievances of the students.
9.	In III- B.Com(CS) class room one switch board causing electric shock while handling.	● Agreed to redress the grievances of the students.
10.	Water container are not refilled regularly	● Agreed to redress the grievances of the students.
11.	II-BA (English) students requested to paint the blackboard in their classroom.	● Agreed to redress the grievances of the students.
12.	In English department shortage of bench and desk for the students.	● Agreed to redress the grievances of the students after physical verification.
13.	English Department students requested to arrange common dustbin to their department for trash disposal.	● Agreed to redress the grievances of the students.
14.	Boys students are requested to conduct sports and cultural.	● Agreed to redress the grievances of the students.
15.	Final year students requested to arrange industrial visit to conduct farewell and graduation day.	● Agreed to redress the grievances of the students.



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16.	Students requested to provide Dias to Staff near the blackboard for increasing their attention in learning	<ul style="list-style-type: none"> ● Agreed to redress the grievances of the students.
17.	No dustbin near hand wash tap. In front of physics department one hand wash tap is not working.	<ul style="list-style-type: none"> ● Agreed to redress the grievances of the students.
18.	Aided students requested to changes their morning break time in order to avoid rush between aided and self. In washroom servant also treated harshly.	<ul style="list-style-type: none"> ● Agreed to redress the grievances of the students. ● He advised to the students to use repaired tap very carefully and be responsible.
19.	I-Year (B.Com) students requested to remove camera in class room as they feel uncomfortable.	<ul style="list-style-type: none"> ● As per UGC norm fixing camera in the class room is mandatory. ● It is not possible to remove camera in class room. ● He also said footages will be checked only when necessity arises.
20.	I-Year (B.Com) students conveyed that the individual chair was uncomfortable.	Agreed to redress the grievance.
21.	I-Year (B.Com) students requested for free hour	As per guidelines all hours students must be engaged with academic activity. Hence it was not possible to allot free hour.



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S.No	STUDENTS' GRIEVANCE	REDRESSAL GIVEN BY THE PRINCIPAL IN THE MEETING
1.	III BA (TAMIL) Students requested to arrange placement training in our Campus.	●The principal of the college agreed to redress the matter.
2.	The students requested to arrange First Aid box in Canteen.	● Agreed to redress the grievanc.
3.	Lunch Provided in the canteen was not adequate.	●Agreed to redress the grievance.
4.	Maximum numbers of Washroom Taps are not working.	●Will arrange to fix the lock in the washroom door. If the students damage it again they have to pay fine.
5.	The students requested to arrange Graduation Day.	●Agreed to redress the grievance.
6.	The students requested to give timetable for the model exams before it's commencement.	●Agreed to redress the grievance.
7.	The announcements regarding competitions and student meetings were not given properly.	●Agreed to redress the grievance.
8.	The Students requested to inform Government examination informations through Notice Board	●Agreed to redress the grievance.



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9.	Requested to fix clock in the exam hall.	● Agreed to redress the grievance.
10.	I MA (English)- English Department students requested to arrange drinking water and common dustbin to their department for trash disposal.	● Agreed to redress the grievance.
11.	The students requested to increase the break time for ten minutes due to the long distance of the restroom for the department and to avoid rushing.	● Agreed to redress the grievance.
12.	In Physics and Computer Science Department- C and D block there is no Handrail in the Staircase.	● Agreed to redress the grievances of the students after physical verification.
13.	Electronics and Communication Students requested to fix Washbasin in their block.	● Agreed to redress the grievance.

26 students participated in the meeting.



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During the meeting GRC staff members Dr.R.Hemalatha, Assistant Professor in Statistics, and Dr.A.Vanitha , Assistant Professor in Commerce noted the students grievances .



Finally the principal agreed that all their grievances will be redressed after proper verification and enquiry.



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The meeting ended with vote of thanks to the Chair proposed by Dr. K.M.Senthilkumar, Head of the Department of Economics.
