

**NIRMALA COLLEGE FOR WOMEN (AUTONOMOUS)**

Accredited with 'A' Grade by NAAC in the 3<sup>rd</sup> Cycle with CGPA 3.62

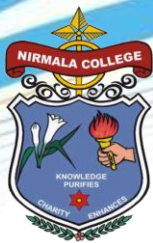
Accorded Star Status by DBT

Recognized by DST-FIST at level '0'

Red Fields, Coimbatore -641018, Tamil Nadu, India.

# **GRIEVANCE AND REDRESSAL COMMITTEE**

**GBM: 28.03.2022**  
**POLICY NUMBER: NCW005**



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### **GRIEVANCE AND REDRESSAL COMMITTEE**

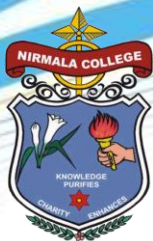
Grievance and Redressal Committee serves as a platform for students to raise their needs and complaints that would facilitate the holistic growth of the students. This committee's purpose is to give students an easy way to bring up troubling or sensitive issues within the college to the notice of the Management for redressal.

#### **POLICY:**

1. To maintain the safety and security of the students within the institution.
2. To be vigilant and disciplined in all the activities of the college.
3. To maintain the holistic environment of the campus.

#### **PRACTICES:**

1. The Grievance and Redressal Committee is formed with the Principal, Vice Principal, Dean of Student Affairs, two senior members of the committee, College Union President and College Union Vice President.
2. The Committee organizes the meeting once in a month compulsory; if it is necessary any time the committee may conduct a meeting.
3. The college has framed a set of rules to address the students' grievances.
4. New rules and changes implemented will be intimated to all departments through circulars.
5. It is instructed that the students may register their grievances in Grievance & Redressal Cell at any time in written or recordable motion or non-motion picture in a reasonable manner.
6. It is instructed that if any complaint related with racial, religious or communal discrimination given against a student or group of students, strong action will be taken according to Indian Penal Code.
7. There are grievances boxes placed in the prime areas of the college and the boxes are opened monthly in the presence of the Principal, the Dean of Student Affairs, two Senior members of the Student Affairs Committee along with the Union President.
8. Students are thus facilitated to submit their grievances in the complaint box and also through Student Union representatives.



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9. Grievances are also collected via Students Affairs mail ID ([deansanirmala@gmail.com](mailto:deansanirmala@gmail.com)) and via college mail ID ([nirmalacollege@rediffmail.com](mailto:nirmalacollege@rediffmail.com))
10. Students violating any of the college rules will be warned initially and if the situation persists, the Principal will take action depending upon the severity of the issue and the discretion of the committee.
11. In case of legal issues, it will be legally forwarded to the concerned authorities as necessary.
12. It ensures transparency, consistency and fairness in handling the issues or complaints at the earliest.

### **OUTCOMES:**

1. The complaints are enquired within a week's duration and suitable actions taken to resolve the issue.
2. Counseling enables students to come out of their issues and handle any crisis efficiently.
3. Students get the freedom of boldly expressing their grievances and get the issues sorted.
4. Students develop the attitude of being zero tolerant towards their problems.

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