



# National College

(Autonomous)

College with Potential for Excellence  
Nationally Re-accredited at 'A+' Grade by NAAC  
A Unit of Dr.V. Krishnamurthy Educational Foundation



Tiruchy - Dindigul Road, Karumandapam, Tiruchirappalli - 620 001

## Grievance Redressal Cell

The Grievance and Redressal Cell had its meeting in the Principal's Chamber on 26/06/2018.

### Minutes of the Meeting

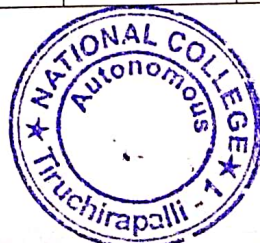
The Grievance Redressal Cell looks into the grievances aired by the students and takes positive steps to solve the issues. The four-member cell which includes the Principal impresses upon the Deans and Heads of the Department to look into all complaints lodged by the students to the authorities. Delay in payment of tuition and examination fees has to be addressed humanely. Changes in the spelling of name, date of birth or any entry in the mark statement are to be addressed immediately.

The following points were also discussed:

1. The class tutors are to inform the students to file any complaint at the earliest for immediate redressal.
2. Students have to report to the tutors any delay in the disbursal of scholarship amount.
3. The Heads of the Department have to bring to the notice of the Grievance Redressal Cell members all complaints after forwarding them for action.
4. To request the Hostel Wardens to take immediate action to any complaint related to food, water, sanitation etc.
5. Encourage students to report any 'on campus' issue to the class tutor first. Similarly, any grievance in the hostel to the warden first.
6. Students have to attend the classes regularly and any grievance related to shortage of attendance and mistake in calculating the attendance to be looked into by the concerned teachers and the non-teaching staff in charge of attendance.
7. To instruct all the teachers to take cognizance of ragging, shaming or embarrassing, verbal and physical abuse of fellow students.

The following members were present:

S. No	Name	Designation	Department	Signature
1	Dr. R. Sundararaman	Principal		
2	Dr.S. Indira	Member	Associate Professor Department of Chemistry	 26/6/18
3	Dr.D.Muthuramakrishnan	Member	Associate Professor Department of Mathematics	 26/6/18
4	Dr. M.S.Mohamed Jaabir	Member	Assistant Professor Department of Biotechnology	 26/6/2018





# National College

(Autonomous)

College with Potential for Excellence  
Nationally Re-accredited at 'A+' Grade by NAAC  
A Unit of Dr.V. Krishnamurthy Educational Foundation



Tiruchy - Dindigul Road, Karumandapam, Tiruchirappalli - 620 001

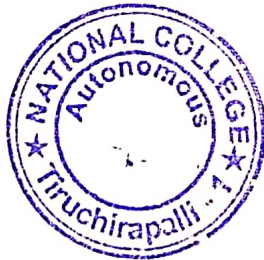
## Grievance Redressal Cell

### Action Taken Report

The closing meeting was held on 10/04/2019 in the Principal's Chamber.

The following actions were taken based on the recommendations given by the members of the cell.

1. Students' complaints related to food served in the hostel mess was solved with the students deciding on the menu for each day.
2. It has been decided to shift the college canteen to a spacious building in order to avoid the rush during the tea break and lunch break.
3. Most of the attendance related issues were sorted out and the students wrote the end-of-the-semester exams with peace of mind.
4. The students were well advised by the Heads of the Department to celebrate festivals like Saraswathi Pooja and Pongal on campus within their departments in harmony and no incident was reported.
5. Some of the malfunctioning speakers of the public address system were either repaired or replaced.
6. The repeated instructions by the class tutors to find common cause helped avoid minor irritants like choice of students in representing the department in cultural programmes.



  
Principal  
**PRINCIPAL**  
National College (Autonomous)  
Tiruchirappalli-620 001.