



# 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 meeting was conducted through Zoom Meet on 07/08/2020

### Minutes of the Meeting

The Grievance Redressal Cell takes positive steps to solve the issues of the students. Most of the issues related to augmentation of infrastructure facilities have been addressed by the college Management without any delay. The housekeeping team appointed by the college has to ensure the cleanliness and sanitation of the campus without any complaint from the students, following the Standard Operating Procedures (SOP) and other protocols. The changes to be carried out in the mark statements, transfer certificates and other documents have to be addressed immediately by the concerned section officers and clerks.

The following items were discussed online:

1. To ensure that no issue arises regarding the payment of tuition fees during the pandemic period.
2. The students need not be penalized for their irregularity in their attendance to the online classes owing to connectivity issues.
3. Any complaint by the student regarding the supply of study material should be immediately addressed by the concerned teacher.
4. All notifications, including scholarship and government guidelines, should be published in the WhatsApp groups
5. Any complaint of online bullying and sending of insensitive and crude messages by fellow students should be reported immediately to the concerned tutors.
6. The students are to be advised not to visit the campus or gather in groups either in front of the college or inside the college.
7. Wearing the mask ought to be made mandatory to all those who enter the campus. Anyone found violating the mandated behavior ought to be strictly warned.

The following members were present:

S. No	Name	Designation	Department	Signature
1	Dr. R. Sundararaman	Principal		
2	Dr.S. Thirumaran	Member	Associate Professor Department of Economics	
3	Dr. T.V. Sundar	Member	Associate Professor Department of Physics	





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## Grievance Redressal Cell

### Action Taken Report

The end-of-the-year meeting was held on 04/06/2021 in the Principal's Chamber.

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

1. All the COVID 19 related protocols were strictly followed.
2. The teachers were flexible in marking the attendance of the online attendees when they encountered unforeseen connectivity issues.
3. The tests were conducted online without any hitch. Handwritten assignments were also submitted by students online after scanning the pages.
4. Students were prohibited from visiting the campus without any specific reason during the pandemic period.
5. The end-of-the-semester exams were also conducted online without complaints.
6. All grievances related to the submission of answer scripts through the postal services, including delay in receiving the answer scripts and non-submission in a few cases, were sorted out.
7. The scholarship amount was disbursed to students without any complaint.



  
Principal

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