



JAMAL MOHAMED COLLEGE (Autonomous)

COLLEGE WITH POTENTIAL FOR EXCELLENCE
Accredited (3rd Cycle) with 'A' Grade by NAAC
DBT Star College Scheme & DST - FIST Funded
(Affiliated to Bharathidasan University)

No.7, RACE COURSE ROAD, KHAJANAGAR, TIRUCHIRAPPALLI - 620020.
TAMILNADU, INDIA.

Website : www.jmc.edu

Email : principaljmc@ymail.com / princi@jmc.edu

05-06-2020

GRIEVANCES REDRESSAL POLICY

Objectives: To ensure safety and security of the students and to create as well as to maintain a peaceful atmosphere in the campus, conducive to teaching, learning and research, the college has formulated the grievances redressal policy.

Stakeholders: The stakeholders comprise of all the students, namely the undergraduates, postgraduates, M. Phil and Ph. D. scholars of the college and hostels.

What Constitutes a Grievance: A grievance may be any kind of general discontent or negative perception arising out of an action or behavior that causes personal humiliation or embarrassment or mental agony to an individual.

Nature of the Grievances: The student grievances may arise from

- 1. Classroom Activities:** These may be due to the unfriendly and rigid attitude of the teaching faculty towards the students, meting out of harsh treatment to them or intentional delay in forwarding of their letters/applications etc. and showing partiality in the internal assessment procedures with ulterior motives.
- 2. Students' Interactions:** These may be due to unpleasant attitude of the students and their unruly behavior towards their fellow classmates or batchmates or other students studying in the college. All types of ragging, teasing etc. fall under this category.
- 3. Sexual Harassment:** These may be any unwelcome sexually determined physical, verbal or non-verbal conduct by teachers, fellow students or office/support staff of the college either in the class room or within the college premises leading to emotional discomfort, mental stress, agony and a sense of insecurity.



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4. **Office Activities:** These may be due to the cold or uncooperative attitude of the office staff, section in-charges when the students approach them for enquiry pertaining to their course work, fee payment, application for scholarship, bonafide certificates, transfer certificates, provisional certificates, convocation etc.
5. **Registration/Examination Processes:** These may be due to miss-spelt or wrong entry of the name, address etc. in the college registry/marks statements/provisional certificates/degree certificates etc. withholding of results, issues regarding retotaling, instant examinations, improvement of internal marks etc.
6. **Caste Based Grievances :** These may be due to the wrong approach/attitude towards students/staff pertaining to their caste. Any type of discomfort stress feelings of shame and insult arising out of caste based matters come under this category.

Grievances Redressal Committee: The Grievance Redressal Committee Comprises of the following members

- a) the principal of the college – Chairperson;
- b) three senior members of the teaching faculty to be nominated by the principal;
- c) a representative from among students to be nominated by the principal, based on academic merit/excellence in sport/performance in co-curricular activities.



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Awareness and Prevention of Occurrence: The college, through the grievance redressal committee, shall sensitize the staff and the students regarding the causes of grievances and the necessity for preventing their occurrences. These may include, but not limited to

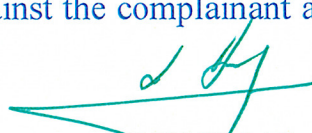
1. the address of the principal to the staff on the reopening day of the academic year.
2. the address of the principal to the freshers during their induction programme.
3. the address of the principal to the staff members and the student representatives of the various committees instituted in the college during their scheduled meetings.

Offline/Online Grievances Redressal Mechanism: An aggrieved student may through a duly signed letter addressed to the grievance redressal committee/principal explain the nature of his/her grievances and post it either in offline/online mode. The offline mode may include dropping the complaint letters in collection boxes placed at vantage places in the college campus for this purpose. Alternately the complaint can be sent through postal mail or courier services. The online mode refers to the complaint being sent via e-mail to the designated email ID:grievance@jmc.edu

Penal Action: The grievance redressal committee shall, after making a thorough enquiry, suggest penal action to be taken against the perpetrator as is permissible under the college rules.

False and Frivolous Complaints: Any false and frivolous complaints and anonymous complaints not bearing the name of the student or his/her signature shall be summarily rejected. If it is established that they have been made with malicious intent, then severe action shall be taken against the complainant as is permitted under college rules.




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