

ARULMIGU PALANIANDAVAR ARTS COLLEGE FOR WOMEN, PALANI (Autonomous)

Nationally Re-accredited with B++ by NAAC in 3rd Cycle

Affiliated to Mother Teresa Women's University, Kodaikanal)

Phone: 04545 - 255128/ 255711, Website: www.apacwomen.ac.in

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GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus by contacting the members of the cell or by using the grievance / suggestion box. The institution aims at solving the grievances of the students within stipulated time.

Objectives:

The Grievance Redressal Committee has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

Scope:

- The students may lodge grievance about any academic and non-academic matters related to -
- Timely issue of Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- On dues and payments for various items from the library, hostels and other financial matters.
- certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

Mechanism of the GRC:

- Grievance Redressal Committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.

- Post receipt of the complaint / application, the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- The GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Procedure for lodging complaint:

- The students can lodge their grievance to the Head of the institution or the members of the Grievance Redressal Committee
- The students may feel free to drop the writing (can be anonymous if required) in the grievance / suggestion box.
- The Grievance Redressal Committee will act upon those cases which have been forwarded along with the necessary documents.

For any Complaints, Queries & Assistance

Contact: 98421 11125

Grievance Redressal Committee			
Name	Position	Category	Contacts
Dr. N. Puvaneswari	Chairperson	Principal	98421 11125
Mrs. M.S. Muthulakshmi	Member	Nodal Officer, Puthumai Penn Scheme	89252 89201
Dr. R. Valliammal	Member	Academic Dean	97882 33683
Dr. Anita	Member	Controller of Examinations	99442 93695

A. P. J.



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