



## Grievance Redressal Mechanism

### 1. PREAMBLE

PSGR Krishnammal College for Women is committed in providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at PSGRKCW in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in July 2014 and reconstituted on July 2019 to probe into stakeholders grievances.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on “[grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in)”.

### 2. OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

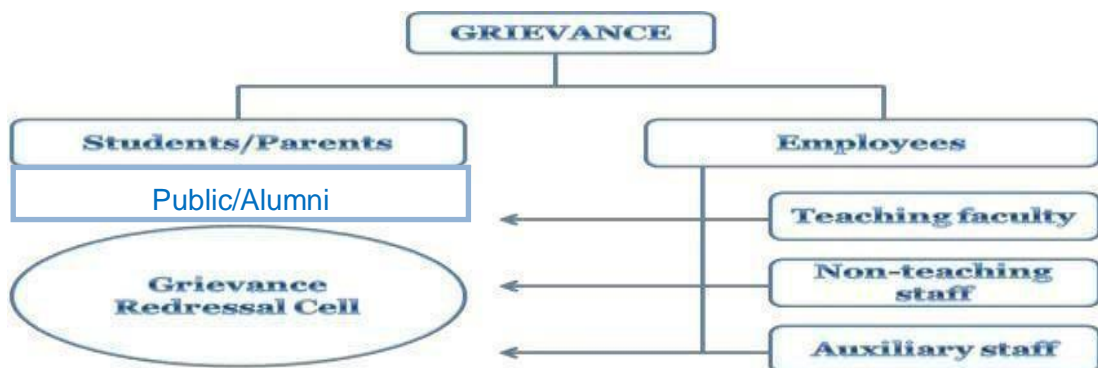
### 3. DEFINITIONS

**Grievance:** A grievance is a formal complaint that is raised by any stakeholder towards any discomfort within the workplace. There are many reasons as to why a grievance can be raised, and also many ways to go about dealing with such a scenario. It includes any kind of dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with institution that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

**Grievant:** Grievant means stakeholder i.e., a student, parent, staff member, alumni, public or group of students or parents or staff members submitting the grievance.

**Days:** Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

### 4. GRIEVANCE REDRESSAL MECHANISM IN RELATION TO THOSE INVOLVED



## **5. GRIEVANCES REDRESSAL COMMITTEE**

A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email at [grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in) or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

The Grievance Redressal Committee consists of the following members:

### **Chair person:**

**Dr. (Mrs.) P. Meena, M.Sc., M.Phil, Ph.D**  
Principal,  
PSGR Krishnammal College for Women  
Ph. (Off) +91 422 4295959, Mobile: 99522 07005  
E- mail: principal@psgrkcw.ac.in

### **Members**

**Mrs. S. Vasandha, M.Sc., M.Phil**  
Dean Student Affairs  
PSGR Krishnammal College for Women  
Coimbatore – 641004  
Mobile: 9443597799  
Email: deanstudentaffairs@psgrkcw.ac.in

**Dr. (Mrs.) G. Kavitha, M.Com., M.Phil., PGDCA, Ph.D**  
HoD, Department of commerce  
PSGR Krishnammal College for Women  
Coimbatore – 641004  
Mobile: 9994323744.  
Email: gkavitha@psgrkcw.ac.in

**Dr. (Mrs.) K. Vidyakala, M.B.A., M.Phil., Ph.D**  
HoD, Department of Business Administration  
PSGR Krishnammal College for Women  
Coimbatore – 641004  
Mobile: 9486127610  
Email: vidyakala@psgrkcw.ac.in

### **Student Representatives:**

Ms.R.Thiruneela Kalayvani, YRC, Joint Secretary.  
Ms. R.Reethu, General Secretary.  
(Department level Student Grievance Cell constituted)

### **5.1. Functions of the Committee**

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To analyse the merits of grievances and conduct formal hearings and investigation as the case maybe
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

### **5.2 Procedure for filing the formal complaint/grievance**

1. Any stakeholder may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email (at [grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in)) or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
4. Upon receipt of complaint by any member of GRC, the member should forward it to [grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in)

### **5.3 Procedure for filing a complaint / grievance without revealing identity**

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library or through mail.

#### **5.4 Process for addressing the Grievance**

1. Upon receipt of complaint, the Chairperson of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.
2. At this stage, based on the nature of the complaint and severity of its possible impact, the Chairperson may take one of the two options to proceed on addressing the concerns while keeping the Chairperson, GRC copied in all communication:
  - a. Option 1 which can be exercised on matters that could be more routine operation:
    - i. The Chairperson of the Committee may address the issue directly with the help of the concerned department.
    - ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
    - iii. Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.
  - b. Option 2 which can be exercised in matters of very serious concern, in consultation with the Chairperson:
    - i. The Chairperson may also call for a meeting of the GRC. The quorum for the meeting is 5 (Five).
    - ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
    - iii. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.
    - iv. The Chairperson of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the management.
3. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
4. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

### 5.5 Re-appeal:

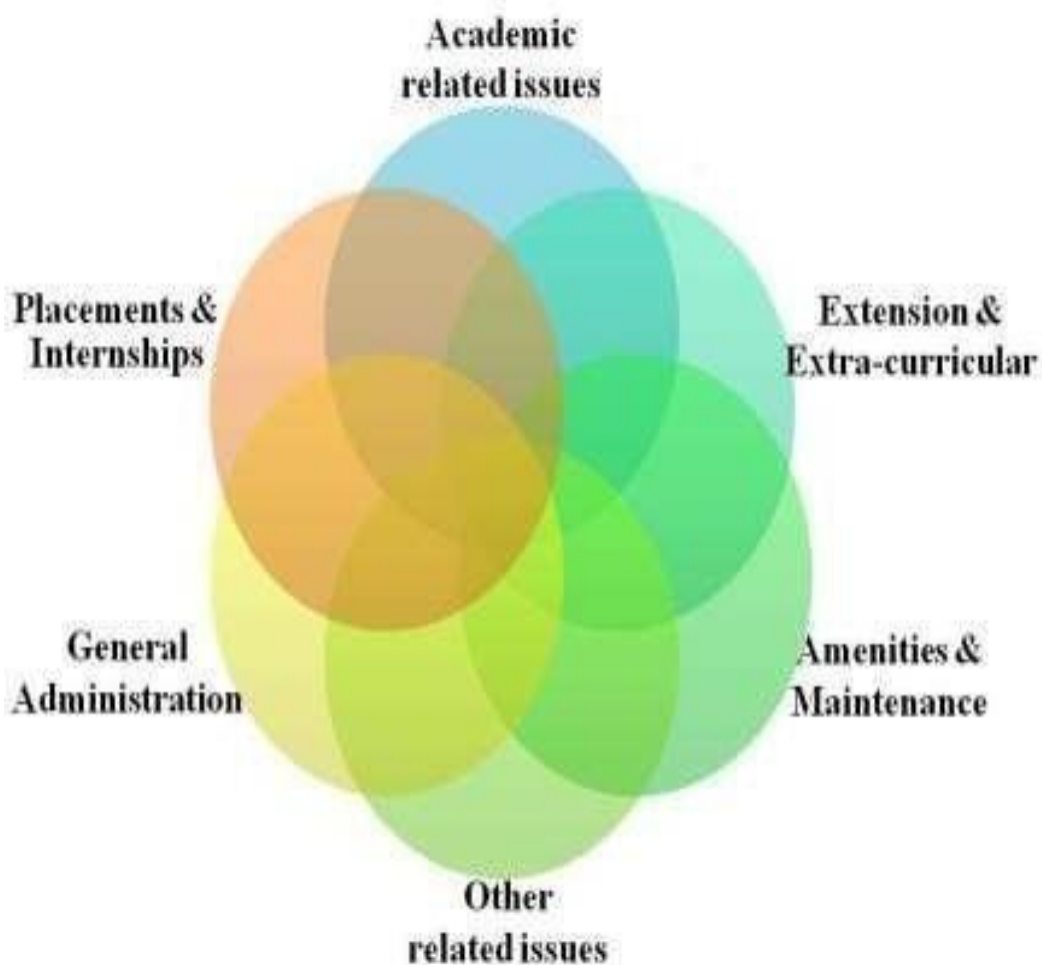
1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Appeal Committee for GRC for a reconsideration and review within 15 working days.
2. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.

#### Note:

1. The committee will recommend appropriate action against complainant(s), if complaint made is found to be baseless or trivial.
2. Board of Management (BOM) of the institution may revise the procedure from time to time.

**6. APPLICABILITY:** All students, parents, staff members, alumni, public and other stakeholders of the institution.

### 7. TYPES OF GRIEVANCES



<b>Type of Grievance</b>	<b>Specification</b>
Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, Teaching and non-teaching staff related issues etc.
Extension & Extra-Curricular	Alumni registration, Award of non-academic credits, Physical Education, etc.
Amenities & Maintenance	Infrastructure, Hostel facilities –Allocation of rooms, Standard of meal, Wi-Fi internet connectivity, Utility-stores, Computer facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, etc
Placements & Internships	On-campus or off-campus interviews, soft skills training, Internships, etc.
General administration Transportation, etc.	Collection of fee–on-line fee payment gateway, ID cards, Scholarships, HR related issues,
Other related issues	Ragging, Sexual Harassment, Safety & Security, Discipline, Mis-behaviours, Emergency services, etc.

## **8. STANDARD OPERATING PROCEDURE (SOP)**

Any student or parents or staff member or alumni or public wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Cell.

If, the grievance is against the respective Head of department/office, then the grievant may directly submit his/her grievance in writing via email at [grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in) or submit in person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.

**8.1 FORMAL REGISTRATION:** Any grievant with a genuine grievance will submit his/her Grievance along with necessary documents, if any, through any of the following modes:

- Sending via e-mail “[grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in)”
- Submitting a signed hard copy of the grievance complaint in person to the Officer- In-Charge of Grievance Redressal Cell

**8.2 ACKNOWLEDGEMENT:** The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately. In the case of e-mail at “[grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in)” the sender will receive an instant auto reply acknowledging the receipt of his/here-mail.

**8.3 FORWARDING:** Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

**8.4 FOLLOW UP & MONITORING:** Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

**8.5 SCRUTINY:** Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

**8.6 CALL FOR HEARING:** If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant’s written request, the committee shall fix a date for hearing, and intimate the same to the respective department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

**8.7 INVESTIGATION:** If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the



grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

**8.8 FINAL DECISION:** After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

**8.9 COMMUNICATING THE DECISION:** Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

**8.10 CLOSURE OF COMPLAINT:** The complaint shall be considered as disposed off and closed when:

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

**8.11 FEEDBACK:** Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for *reviewing* and *improving the* grievance handling and redressal process.

## **9. GENERAL GUIDELINES**

The grievance must always be in the form of a detailed written complaint submitted via email at [grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in) or in person to the Officer-In-Charge of Grievance Redressal Cell, within 15 days from the date of occurrence of the event giving rise to the grievance. However, the institution may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.

Formal grievance complaint shall include:

- a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing

- a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance
- full name, contact information of the person escalating/initiating the grievance complaint

**9.1 Group Grievance:** If, it is a group grievance, list of all persons who are parties to the grievance to be attached. The list must include each person's name, ID, Phone number/Email ID, etc. The list must also designate one individual as spokesperson for the group.

**9.2 Timeframe:** It shall be the endeavour of the Grievance Redressal Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.

**9.3 Prohibition against Retaliation:** PSGRKCW will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the party to the Grievance Redressal Committee via [grievanceredressal@psgrkcw.ac.in](mailto:grievanceredressal@psgrkcw.ac.in)

**9.4 No proxy will be allowed:** The aggrieved student or parent or staff member shall have to apply individually and represent his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case

**9.5 Confidentiality:** PSGRKCW shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

**9.6 Documentation:** The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of Officer-in-Charge of Grievance Redressal Cell, which shall contain the following heads. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee.

1	2	3	4	5	6	7	8
Date of receipt of grievance/ complaint	Name & address / contact details of sender/ applicant	Nature of grievance/ complaint	Name of the Department from which the clarification/ resolution sought	Date on which the respective Dept. was asked	No. and date of reminder (s) issued	Date on which the clarification received/ resolution arrived	Date of supply of suitable reply / information to the applicant

**9.7 Alternative avenues for redressal of grievances:** Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

**9.8 Appeals:** If, the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Ombudsman within seven days of the receipt of the committee’s decision. The Ombudsman shall provide final decision as speedily as possible as but not later than a month of receipt of the grievance.

**9.9 Exclusions:** The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted by PSGRKCW.
- Complaints involving policy matters in which the grievant has not been affected \ directly/indirectly
- Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection
- Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained/processed

## 10. APPENDICES:

### APPENDIX I

#### ONLINE GRIEVANCE REDRESSAL SYSTEM

PSGR Krishnammal College have an Online Grievance Redressal System to record and maintain all the grievances from multiple stakeholders. This will be a simple online form with all the data captured, assigned manually by the admin to the right committee member, who work on it will record the action taken and update the status of the case. They would need various reports based on the different options as detailed in the reports section below.

#### HOME SCREEN

1. Stakeholders -> Students, Parents, Alumni, Faculty, Non-Teaching and Public ->Entry Point
2. Login Access -> Admin/Committee Members, Management
3. About Grievance Redressal System, List of Committee Members, Procedures for redressal of Grievances, Guidelines(Explanation of Grievance Type)

#### ENTRY SCREEN

1. **Students** -> Register Number, Name, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, PDF/jpg attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER
2. **Parents** -> Parent Name, Ward Register Number, Ward Name, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, PDF/jpg attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER
3. **Alumni** -> alumni Name, alumni Register Number/Batch, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER
4. **Faculty** -> Faculty Name, Faculty Employee Id, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER
5. **Non-Teaching** -> Non-Teaching Name, Employee Id, Department, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER
6. **Public** -> Name, Mobile No, Mail-Id, Grievance Type, Grievance Entry, Any attachment File as supporting document for Grievance Entry, Date and Time of Registration, REGISTER

## **ACKNOWLEDGEMENT**

1. Automated Mail acknowledging receipt of Grievance to be sent to respective stakeholders (Thank You! Your grievance had been registered and you will receive a response with one week) -> No-Reply Mail
2. Acknowledgement Date and Time to be recorded

## **ADMIN/COMMITTEE MEMBERS, MANAGEMENT SCREEN**

1. Grievance received can be seen by Admin, Management(Chairperson, Principal, Chairperson) with View Rights to Management, Admin has Control Rights and Committee Members have response rights
2. Submitted Grievance to be sent to respective committee members by Admin
3. Committee Members will process the Grievance and From Grievance Date all the activities taken to resolve the grievance by the members to be recorded with Activity Date
4. Final Action taken to be recorded with Date and mail to be sent to respective stakeholder
5. Common Action Notification -> Substantiated/Not Substantiated

## **REPORTS**

1. Based on Grievance Type, Department, Academic Year(Month), Stakeholder, Common Action Notification
2. Time to resolve a grievance from registration till Final Action Taken to be displayed in Report
3. No. of Grievance Received, No. of Grievance Resolved with Action Taken and Time Taken, No. of Grievance Pending Settlement( Process), No. of Grievance Rejected with Reasons

## **SECURITY**

A website has to be hosted in a reliable server and also a secure server. The security of the website has to be ensured at multi levels, starting from the coding of the website, using of authentic plugins, file accessing permissions at server level, file accessing permissions at CMS level, use of secure passwords, maintaining the passwords securely, etc. All these processes are done systematically at AGT and at the server level. All the procedures required and suggested by many security forums are followed while development. The hosting security will be discussed separately as part of the hosting scope. AGT is not responsible for any liabilities in case the website is down for a period due to unforeseen reasons, we would use all our resources to keep the site up and running.