

MINUTES OF THE MEETING OF
GRIEVANCE REDRESSAL
COMMITTEE FOR THE ACADEMIC
YEAR 2019-20



JMJ COLLEGE FOR WOMEN(AUTONOMOUS),
TENALI-522202, GUNTUR DT.A.P.
PRIVATE AIDED – MINORITY INSTITUTION
Re-Accredited by NAAC with B++ Grade (IV Cycle)
Recognized by UGC New Delhi under Section 2(f) & 12 (b)
(An Autonomous College in the Jurisdiction of Acharya Nagarjuna University)
Ph: 08644 225994

CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE

2019-2020

The Grievance Redressal Committee (GRC) was set up as per the guidelines of UGC in the year March, 2014 under the leadership of the then Principal, Sr. Shiny and Ms. Arogyamma.T., Lecturer in Commerce as the Convenor. At present the cell is headed by the Principal Dr. Sr. Shiny K.P and Ms C.M.Anitha, Head of the Department of Physics, as a Convenor. The committee looks into the complaints lodged by students and employees and judges their merit. It is also empowered to deal with the matters of harassment of any nature on the campus. Any student or employee has the liberty to approach any Committee member or the Coordinator in person with a genuine grievance or may present in writing and drop in the suggestion boxes provided at the different Blocks.

Objectives of GRC:

The Committee is constituted with an objective to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institution through -

- ❖ Promoting cordial student-student and student-teacher relationship to ensure a strife-free atmosphere in the Institution and thereby upholding the dignity of the Institution.
- ❖ Assuring confidentiality to express grievances/problems freely and frankly without any fear of being victimized.
- ❖ Instilling among students/employees the value of respecting the right and dignity of others with utmost restraint and patience in times of rift.
- ❖ Advising all staff to maintain cordial relations with the students and colleagues and not to be vindictive for any reason.

The Grievance Redressal Committee for the academic year 2019-20 is constituted with the following members on 05-7-2019.

S.No.	Name of the member	Designation	Role in the Committee	Mobile Number	Signature
1.	Dr.Sr.Shiny K.P	Principal	Chairperson	9441613054	



2.	Ms C.M.Anitha	HOD Physics	Coordinator	9493046837	C.M.A
3.	Ms. K. Nirguna	HoD, Chemistry	Member	9491672856	K.Nirguna
4.	Ms.B.Bharathi	Lecturer in Mathematics	Member	9908104714	B-Bharathi
5.	Ms. A. Manjusha	Student Representative	Member	NA	Ms.A.Manjusha

Functions of GRC:

1. Paying prompt attention to the grievances rose.
2. Reviewing all cases and preparing statistical reports about the number of cases received.
3. Submitting review reports to the authority regarding the cases attended to and the number of pending cases, if any, for further action.

Mechanism of Resolving the Complaints:

- ❖ Firstly the Grievance & Redressal Committee enters the grievance formally in its register as soon as it receives the grievances by any mode of communication from any grievant in the college.
- ❖ Secondly, the Committee will categorise and analyse the grievances received in terms of the college general administration. Then the Head of the committee will forward the grievance to the respective Departments/ Office/Individual requesting them to look into the grievance and redress it within the stipulated period that may be a week.
- ❖ The Committee will monitor whether the grievance has been redressed by the respective Departments/ Office/Individual. The head of the committee will appoint a day for hearing by informing both the grievant and the indicted.
- ❖ The Committee will enquire both the parties thoroughly without any partially by having the evidence submitted by the grievant.
- ❖ If it doesn't reach any resolution in terms of grievance, it will enquire again about that on another day. It will try hard to redress the grievance in that session itself.
- ❖ In case it does not reach any resolution on the grievance in that session as well, the Grievance Redressal Committee will take a decision on its own. It will be informed to both the parties. It should be agreed by both of them because the Grievance Redressal Committee's decision is final.
- ❖ Thus, any grievance will be redressed by the Grievance & Redressal Committee in a month's time.

The Committee will meet at least once in a semester and submit its minutes of meeting to Principal for necessary action.



Principal
 PRINCIPAL
 JMJC COLLEGE FOR WOMEN (Autonomous)
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Ph: 08644 225994

Ref: JMJ /GRD/2019-2020/017

Date: 12-07-2019

CIRCULAR

It is here by informed that all the Grievance Redressal Committee members are requested to meet on 13-07-2019 at 10:00 AM in IQAC Room.

Agenda:

- To discuss about the implementation of Grievance Redressal mechanism.
- To discuss about the complaint received by students.

C. M. Ak
Coordinator



S. D. S
Principal
PRINCIPAL
JMJ COLLEGE FOR WOMEN (Autonomous)
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Minutes of the Meeting of Grievance Redressal Committee held on 13-07-2019 at 10:00 am in the IQAC Room.

AGENDA:

- Discussion on objectives and functions of Grievance Redressal Committee.
- Implementation of Grievance Redressal mechanism.
- Complaint received from students about poor working condition of Speakers' at Block – II.

MEMBERS PRESENT

S.No.	Name of the member	Designation	Role in the Committee	Signature
1.	Dr.Sr.Shiny K.P	Principal	Chairperson	
2.	Ms C.M.Anitha	HOD Physics	Coordinator	
3.	Ms. K. Nirguna	HoD, Chemistry	Member	
4.	Ms.B.Bharathi	Lecturer in Mathematics	Member	
5.	Ms. A. Manjusha	Student Representative	Member	

After thorough discussion of the items of the agenda the following resolutions were made

RESOLUTION: 1

It is resolved to approve the objectives and functions of the Grievance Redressal Committee.

RESOLUTION: II

It is resolved to implement the mechanism of receiving grievances and their redressal as framed by the Committee.

RESOLUTION: III

It was resolved to repair the speakers' at Block – II.

Convener



Chairperson
Grievances Redressal Committee
PRINCIPAL
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Ref: JMJ/GRD/2019-20 /019

Date: 07.11.2019.

CIRCULAR

It is here by informed that all the Grievance Redressal Committee members are requested to meet on 08.11.2019 at 10:00 AM in IQAC Room.

Agenda:

- To discuss about the implementation of Grievance Redressal mechanism.
- To discuss about the complaint received by students.

Copy to:

- The Coordinator, GRC
- The Coordinator, IQAC
- Office




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Minutes of the Meeting of Grievance Redressal Committee held on 08-11-2019 at 10:30 am in the Principal's Chamber.

AGENDA:

- Discussion on the concerns raised by the students about the trash not being disposed properly, dusty surfaces, and unclean floors.

MEMBERS PRESENT:

S.No.	Name of the member	Designation	Role in the Committee	Signature
1.	Dr.Sr.Shiny K.P	Principal	Chairperson	
2.	Ms C.M.Anitha	HOD Physics	Coordinator	
3.	Ms. K. Nirguna	HoD, Chemistry	Member	
4.	Ms.B.Bharathi	Lecturer in Mathematics	Member	
5.	Ms. A. Manjusha	Student Representative	Member	

After thorough discussion of the items of the agenda the following resolutions were made

RESOLUTION: 1

It is resolved to inspect all classrooms regularly to assess the cleanliness issues.

RESOLUTION: 11

It is resolved to implement a more frequent and rigorous cleaning schedule for improved sanitation.

Convener



Chairperson
Grievances Redressal Committee
PRINCIPAL
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The Grievances raised by the students during the academic year 2018-2019 were redressed in the following manner.

ACTION TAKEN

1. The speakers in Block II have been repaired.
2. Regular assessment of cleanliness of classrooms and corridors is carried out.
3. Identified specific areas of concern, including trash bins, desks, floors, and windows and frequent cleaning schedule is implemented.

C. M. AD
Convener

S. S. S.
Chairperson
Grievances Redressal Committee
PRINCIPAL
JMJ COLLEGE FOR WOMEN (Autonomous)
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