



பெரியார் கலைக் கல்லூரி PERIYAR ARTS COLLEGE

Devanampattinam, Cuddalore - 607 001

(A Higher Educational Institution run by the Government of Tamilnadu)

Affiliated to Annamalai University, Annamalainagar

t: 04142 213166

www.pacc.in

✉: principal@pacc.in

GRIEVANCE REDRESSAL POLICY

Policy statement:

The Grievances that need immediate redressal are related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc. In this regard, a formal Grievance Redressal Committee (GRC) is constituted in accordance with the UGC Regulation to deal with day-to-day grievances of its stakeholders, including the students.

Objectives

- ❖ To develop a protocol to resolve grievances of students and staff
- ❖ To provide the students and staff access to immediate recourse to have their Grievances redressed
- ❖ To make the students and staff aware of their duties and responsibilities
- ❖ To constitute a Grievance Redressal Committee (GRC) to oversee the execution of the Grievance Redressal Policy.
- ❖ If the grievances received, amicable solutions will be arrived within a short span time.
- ❖ Roles & Responsibilities

Grievance Redressal Committee (GRC) will be constituted to have Three senior professors selected in rotation basis and Committee will be appointed by the Principal of the College.

Periyar Arts College is a co-educational Government Institution run by the Government of Tamilnadu. The grievances of the students which include infrastructure facilities of the College, Scholarship, Bus facilities, Drinking facilities, leave, examinations, internal assessment, Anti-ragging and women's harassment and so on.



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The students shall take up their grievance(s) orally with their class tutor who will give a personal hearing and try to resolve the grievance(s) at his level within a week. The superior officer for this purpose will be Head of the Department. If the grievance is not satisfactorily redressed the Head of the Department will be referred to the Grievance redressal Committee.

For infrastructure facilities a separate staff number is deputed and it will be represented to the administrative office of the Public Works Department. For scholarship related issues a separate administrative staff is deputed to redressal the grievances at his level if not, it will be represented to the Social Welfare Department.

For women's harassment or grievances related to female students will be redressed by the committee of Female Professors of the College.

All grievances related to the university examinations will be communicated the Annamalai University (affiliating university) through the Chief-superintendent of the end semester examinations.

For teaching and non-teaching staff, the common grievances are redressed by the Principal of the College with the help of GRC and if it is not redressed, it will be represented to the Directorate of Collegiate Education, Chennai, the Superior Authority of the Collegiate Education.

All grievances referred to the Grievance Redressal Committee shall be properly documented by maintaining separate register.



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Action Plan

- ❖ The student/staff shall bring up his grievance immediately and in any case within a period of one week of its occurrence.
- ❖ Grievance box is kept in front of the administrative office.
- ❖ The GRC will redressal the grievances amicably at the earliest.
- ❖ The Staff/Non-teaching individual grievance will be represented to the Principal of the College.
- ❖ Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Service Rules of the organization and in such cases the grievance redressal procedure will not apply.



**PRINCIPAL
PERIYAR ARTS COLLEGE
CUDDALORE - 607 001**