

## **MOTHER TERESA WOMEN'S UNIVERSITY, KODAIKANAL**

### **GRIEVANCE REDRESSAL CELL**

Grievance Redressal Mechanism launched at MTWU with an objective to look into welfare of students and to create an interface with the students to focus on academic and examination issues in the University.

It is a step towards gaining students trust. GRM is an effective system which is the life and blood of any good governance system. A student wants a sympathetic, courteous, responsive and helpful administrative set up. There will be minute to minute status update of the grievances on the Cell. If any laxity is found, one can talk to the concerned elderly faculty members and concerned officers of the University. Action will follow if any delay is found while addressing the grievances. The grievances will be addressed with due care at each stage, feed back by complainant and grievance submission through proper channel. Grievance Redressal Cell will meet the students periodically and address the grievances.

Students Grievances Cell launched related to Examinations and Academic activities during COVID-19 Pandemic and it is being available in the University website

### **Objectives:**

- To provide a support system for the students to address their grievances regarding academic and non-academic activities.
- To initiate proactive measures to redress the grievances of the students.
- To examine and scrutinize the complaints and representations of aggrieved students
- To take up these matters with the appropriate authorities for redressal.
- To analyze the complaints and representations of aggrieved students and to take action with the appropriate authorities for redressal.
- To get suggestions periodically from the students for improvement.

### **Responsibilities:**

- The grievances at departmental level are governed by the concerned mentors, class Coordinators and Department Heads then and there.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.

