



# MOTHER TERESA WOMEN'S UNIVERSITY

KODAIKANAL-624101

GRIEVANCE REDRESSAL CELL



## POLICY FOR GRIEVANCE REDRESSAL MECHANISM

Mother Teresa Women's University has constituted the Grievance Redressal Cell as per the UGC (Grievance Redressal) Regulations, 2012 for redressing the grievances of the students in an interactive, and effective manner based on the representation of the grievances received from the students.

The University's Grievance Redressal Cell comprises the Vice Chancellor as the Chairperson, the Registrar as the Vice Chairperson, a Senior Professor as the Coordinator, and the Controller of Examinations, Dean-Research, Deans of Arts and Science, an Assistant Professor, the Assistant Registrar, and the hostel wardens as the members.

The Grievance Redressal Cell shall function with an objective to look into the welfare of students and to create an interface with the students to enable them to focus on their academic/research pursuits without any impediments/intimidations.

### Objectives

- To realize the primary needs of the students and staff and secure civil liberties for everybody
- To develop an organisational framework to resolve grievances of students, staff, and other stakeholders
- To provide the students access to immediate, hassle free recourse to have their grievances redressed
- To identify systemic flaws in the design and administration of various departments and to seek solutions thereon
- To institute a monitoring mechanism to oversee the smooth functioning of the University.
- To provide a support system for the students and staff to have focused academic and research pursuits
- To ensure cordial relationship with all types of stakeholders



**Grievances shall include the following complaints of the aggrieved students:**

- Physical/Mental harassment arising out of personal conflicts on campus (with students/teachers/research supervisors)
- Any breach of admission procedure, reservation policies, non-payment/delay in payment of scholarships
- Dissatisfaction with classroom teaching, classroom management, completion of syllabus, teaching methodology, delay in conduct of examinations, declaration of results, unfair evaluation process, or discrepancies in the marks if any
- Display of discrimination based on community disparities
- Grievances pertaining to amenities
- Complaints against withheld/refusal to return any certificate/award/other document deposited in the Institution by any student, with an intention to compel such person to pay any fee/fees in respect of any course/program

**Mechanism of Grievance Redressal**

Mother Teresa Women's University, Kodaikanal has evolved an effective mechanism to resolve the day-to-day problems and grievances of the students.

The Grievance Redressal Cell shall function at two levels 1. at the Department Level 2. at the University Level.

- The grievances at Departmental level are resolved by the Heads in consultation with the concerned mentors, class coordinators (both teacher & student).
- Unresolved grievances at the Departmental level are referred to the Grievance Redressal Cell of the institution.
- The Grievance Redressal Cell shall convene periodical meetings with the students and other stakeholders



### **Procedure for Lodging the Grievances/Complaints**

- 1) Any Student or Staff of the MTWU may submit a complaint for redressal to the Authorities/members of the Grievance Redressal Cell.
- 2) Complainants can represent their grievances in the periodical meetings conducted by the Grievance Redressal Cell.
- 3) Complaints may be oral or in writing.
- 4) The parents of the students may represent their suggestions/grievances/recommendations to the HoDs/Mentors/Staff Coordinators to seek rectification.
- 5) Upon receipt of complaint by any member of GRC, the member shall submit it to the Chairperson via Coordinator and the Vice Chairperson.
- 4) If the complainant/ petitioner would not like to reveal her/his name, they can drop the grievance(s) in the drop box placed outside the Academic block/library of the University.
- 5) Strict confidentiality shall be ensured in all cases.

### **Mechanism of Redressal**

- On receipt of the grievances, the Grievance Redressal Cell shall scrutinize, analyze carefully, and discuss with the concerned person to find out an amicable solution without affecting the interests of both the parties.
- Minor issues are resolved at the Department level. If the petitioner is dissatisfied with the solution, she/he can appeal to the University GRC.
- Issues related to basic amenities shall be resolved at the earliest possible.



- Grievances pertaining to infrastructural facilities/upgradation shall be resolved by the University Authorities depending upon the financial position of the Institution.
- If the grievances are found to be not genuine, substantial explanations for the delay/non-implementation of the request shall be provided.
- If any laxity is found, the aggrieved can approach the Chairperson. Action will follow in case of genuine representation/appeal.
- In case of any psychological issue, the affected individual shall be provided with counseling either by the members of the Cell or by a Counsellor, if needed, to alleviate the problem.
- All minor issues shall be settled within two weeks of the receipt of the complaint.
- All the Proceedings shall be recorded and signed by the members of GRC.

#### Grievance Redressal Cell Members

Name	Designation	Position
Dr. Vaidehi Vijayakumar	Vice Chancellor	Chairperson
Dr. C. Hilda Devi	Registrar i/c, Dean of Arts, Professor & Head, Department of Sociology	Vice Chairperson & Coordinator
Dr.S.Paul Mary Deborrah	Controller of Examinations	Member
Dr.D.Ramani	Dean, Research, Professor & Head, Department of Commerce	Member
Dr.M.Umadevi	Dean of Science & Information Technology	Member
Dr. S. Hannah Sharon	Assistant Professor of Management Studies	Member
Ms. M.Sakunthala	Assistant Registrar	Member
Dr. B. Ranjani	Assistant Professor of Education & Deputy Warden I	Member
Dr.Uma Maheswari	Assistant Professor of Physics & Deputy Warden II	Member

*e. hilda devi*  
REGISTRAR  
MOTHER TERESA WOMEN'S UNIVERSITY  
KODAIKANAL

*Ludh*  
VICE CHANCELLOR  
Mother Teresa Women's University