AGURCHAND MANMULL JAIN COLLEGE

(A Unit of Sri. S. S. Jain Educational Society)
Affiliated to the University of Madras | A Jain Minority Institution
Re-Accredited by NAAC
Meenambakkam, Chennai – 600061

DOCUMENT INDEXING - INTEGRATED POLICY		
Title – Grievance Redressal Policy		
Description – This document describes the grievance redressal process of Agurchand Manmull Jain College.		
UDIN	AMJ/POL/AUP/GRP/2024/16/VER -2	
Effective Date	22-05-2024	
Revision Period	May 2024	
Review Cycle	One year	
Policy Population	All the staff of the institution	
Policy Implementing Department	Estate Office – Management Office	
Proposer(s) & Drafter(s)	Dr. M.M. Ramya, Dean	
Revisor	Ms. Bhavani S, Assistant Coordinator, IQAC	
INSTITUTIONAL POLICY SCRUTINY COMMITTEE (IPSC) – IP		
Designation	**Name**	**Signature**
Director	Dr. N. Venkataramanan	
Vice-Principal	Dr. S. Ananthakrishnan	
Dean (SF)	Dr. M.M. Ramya	
Coordinator, IQAC	Dr. V. S. Murali	
Academic – (A)	Dr. A. Sharmila	
Deputy Dean (SF)	Dr. R. Surekha	
Chief Manager (SF)	Mrs. Sangeetha Rajappa	
AUTHORIZATION AND APPROVAL		
Principal	Dr. B. Mahavir	
Management Committee Member	Shri. Pannalal Chordia	
Secretary/Associate Secretary	Sri. Udhan Kumar Chordia/ Sri. Hemant P Chordia	
Policy Approval Date	22-05-2024	

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GRIEVANCE REDRESSAL POLICY

I. Background

Grievance Redressal mechanism for both staff and students has been devised by the Institution, to redress the grievances related to academics, administration, financial matters, and other issues on an individual basis as well as collective grievances of the students.

- (Any grievance/ complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters (Ref: POSH Committee.)
- (Although the Anti-Ragging Committee is in place, the student may, if he/she so wishes to bring to the notice of the Committee any incident of ragging. These Committees shall ensure speedy action and protection of the student.)

II. Objectives:

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students;
- To uphold the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship;
- 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;

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III. Constitution of the Grievance Redressal Committee (GRC):

The Grievance Redressal Committee comprises three senior faculty members along with the Student Counsellor. The Committee members should abide by the assigned roles and responsibilities assigned by the Principal. The tenure of Chairperson and Members of the Committee will be for three years or as per the discretion of the Principal/Dean, it may remain for a minimum of one year to a maximum of five years.
The Committee shall deal with grievances received in writing on the following:

- Academic matters – Issues related to Internal Assessment marks, Grade Cards, and other Internals
- Examination related matters, Transfer Certificate, etc.
- Individual matters – student-student, student-faculty issues.
- Financial matters – relating to dues and payments.
- Administration matters – infrastructure related, food, sanitation, etc.

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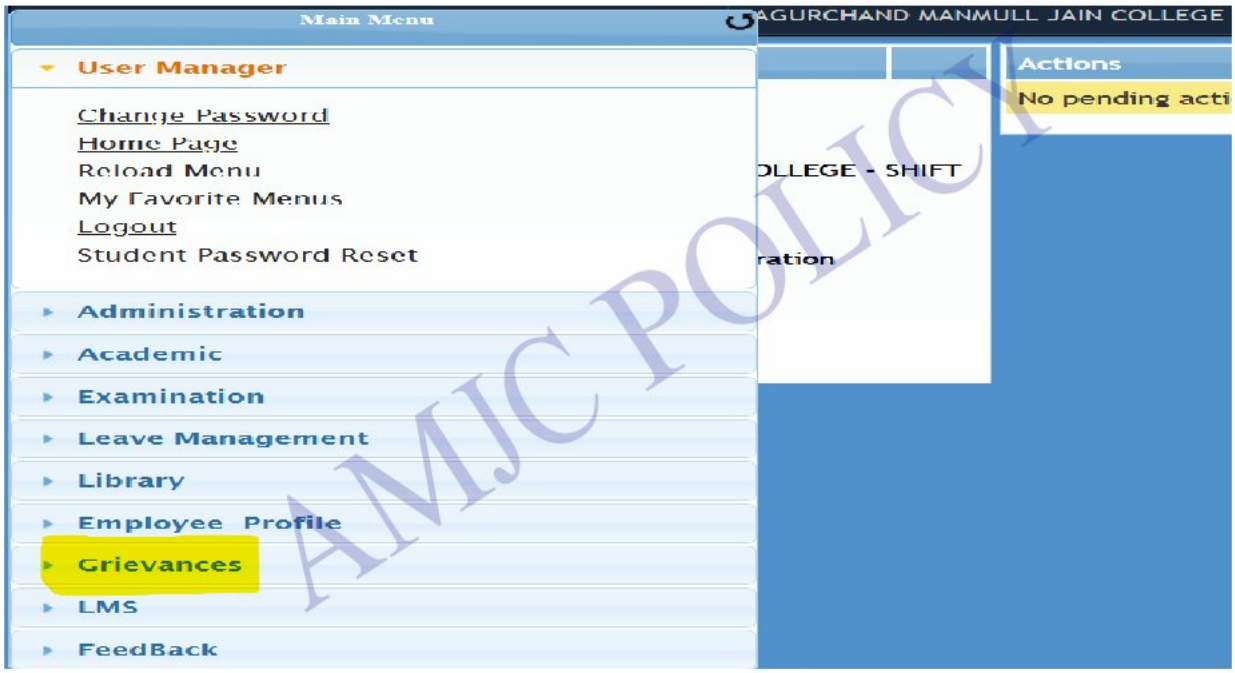
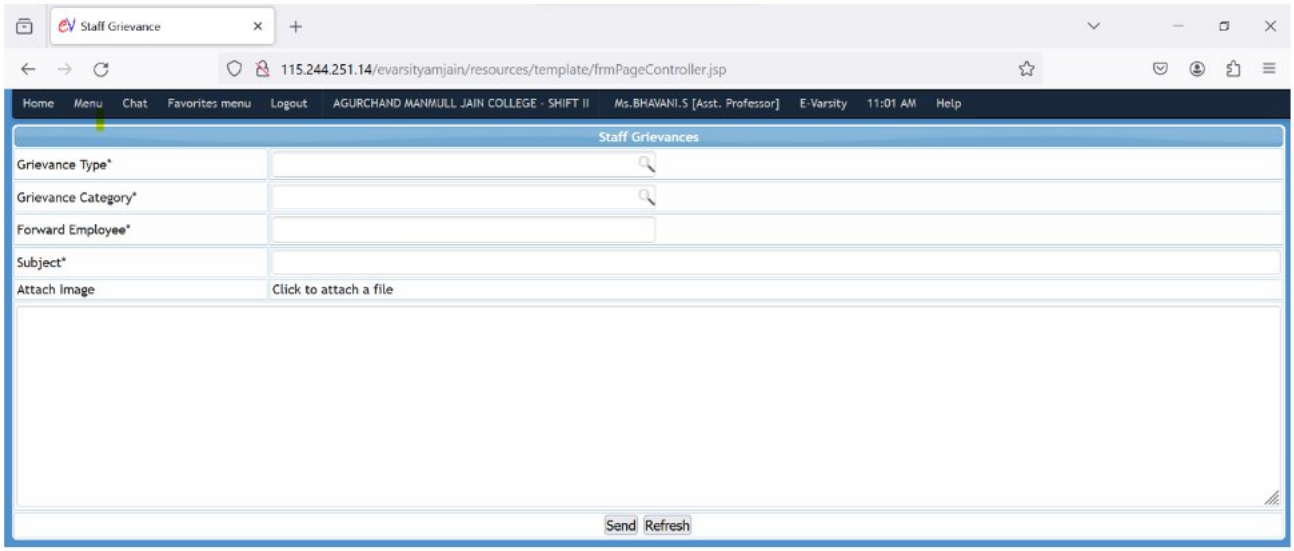
IV. Procedure for filing the formal complaint/grievance

- Any student or staff of Agurchand Manmull Jain College may lodge a complaint.
- Complaint should be made to the Grievance Redressal Committee through the Institutional ERP in the Grievances module.
- Upon receipt of complaint by any member of GRC, the member should forward it to the chairperson of GRC.
- If the complainant does not want to give his or her identity, they may send their complaint(s) by mail or in the drop box outside the management office.





V. Process for addressing the Grievance

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1. The Chairperson of the Committee shall respond to the complainant promptly after receiving the complaint and acknowledge receipt of the grievance.
2. The Chairperson may choose one of two approaches to handle the issues while keeping the GRC copied in all communications, depending on the nature of the complaint and the seriousness of its potential impact:
    a. Option 1 (*can be exercised on matters that could be more routine operation*): With the assistance of the relevant department, the GRC Chairperson may deal with the problem directly. It is crucial that the complainant is promptly informed of the steps taken or the progress. The Chairperson will provide the complainant with a final update after the issue has been rectified.
    b. Option 2 (*which can be exercised in matters of very serious concern*): A meeting of the GRC may also be called by the Chairperson. The quorum for the meeting is 4 (Four). The complainant and the individual or representatives from the department that the complaint has been lodged against may also be compelled to take a deposition by the Committee if needed.
3. Within 15 days of receiving the complaint, the GRC must notify the student of its final decision. A copy of the case and decision will be provided to management, and the Chairperson of the Committee will send the decisions to the parties or departments involved.
4. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
5. If the complaint was made against a GRC member, that member will be prohibited from taking part in any hearings until the case has been resolved.

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VI. Re-appeal:

Parties that are not satisfied by the committee's judgement have 15 working days to file an appeal with the GRC for a reconsideration and review. The Appeal Committee's judgement is final, and no more appeals may be filed.

Note:

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

VII. FEEDBACK:

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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.

VIII. DOCUMENTATION

Information pertaining to grievance processes must be kept confidential and is only accessible to members of the GRC for the purpose of an inquiry. GRC should keep a grievance record that shall include the following information to periodically monitor the redressal process.

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

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IX. Exclusions

The following complaints/grievances shall not be construed by the Grievance Redressal cell for consideration and disposal:

- Complaints involving policy matters in which the grievant has not been affected directly/indirectly
- Decisions regarding the award of Fellowships, fee concessions, medals, etc.
- Decisions regarding disciplinary matters and misconduct.
- Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.

X. ORGANIZATION WIDE AWARENESS

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Awareness among stakeholders is created by displaying the grievance registration mechanism on

- Web site
- Digital sign boards
- Posters in prominent places of the campus

A module for grievances is made available in the ERP portal. Students and staff can enter their grievances in the ERP portal under the Grievance option.

The following options are available in ERP for students:

i. Academics
ii. Administration
III. Scholarship
iv. Travel Concession
v. Hostel
vi. Infrastructure
vii. Canteen
viii. Library
ix. Sports
x. Clubs and Associations
xi. Maintenance
xii. Examination
xiii. Placement

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The following options are available in ERP for staff:

i. Administration
ii. Career guidance and Placement
iii. Clubs and associations
iv. Leave related grievances
v. Salary related grievances
vi. Staff room related grievances

All grievances will be addressed within ten working days.

XI. Grievance Redressal Cell – Committee Members - 2024 – 2025

S.No	Faculty Name	Department	Shift	Email Address	Contact No

GRIEVANCE REDRESSAL POLICY

1	Dr.B.Mahavir, Convenor	Principal	-	principal@amjaincollege.edu.in	9025233518
2	Dr.S.Ananthakrishnan, Chairperson	Vice-Principal	I	ananthakrishnan.s@amjaincollege.edu.in	9940024756
3	Dr.M.M.Ramya, Chairperson	Dean	II	dean@amjaincollege.edu.in	9488055263
4	Dr. S. Paneerselvam, Ombudsman	External Member	-	sipasel@rediffmail.com	9841059170
5	Dr.V.S.Murali, Member	Economics	I	murali.v.s@amjaincollege.edu.in	9444062359
6	Dr.A.Sharmila, Member	Corporate Secretaryship	I	sharmila.a@amjaincollege.edu.in	9444310342
7	Dr.G.Mathangi, Member	English	I	mathangi.g@amjaincollege.edu.in	9840471133
8	Ms.P.Vanitha, Member	Mathematics	I	vanitha.p@amjaincollege.edu.in	9094018844
9	Dr.S.Jothi Prahash, Member	Economics	I	jothiprahash.s@amjaincollege.edu.in	9884192868
10	Mr.B.Philip Chandrahasan, Member	English	I	philipchandrahasan.b@amjaincollege.edu.in	9840612340
11	Dr.E.M.Prasannakumar, Member	Philosophy	I	prasannakumar.e.m@amjaincollege.edu.in	8939469890
12	Dr.T.Madhavan, Member	Chemistry	I	madhavan.t@amjaincollege.edu.in	8838524759
13	Mr.R.Rajasekar, Member	Commerce	I	rajasekar.r@amjaincollege.edu.in	9840878726
14	Dr.V.Venkataraman, Member	Economics	I	venkatraman.v@amjaincollege.edu.in	9841323616
15	Mr.J.Ravichandran, Member	Office Superintendent	I	ravichandran.j@amjaincollege.edu.in	9444456410
16	Prof.Naveen.N, Coordinator	Criminology and Criminal	II	naveen@amjaincollege.edu.in	9500859370

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		Justice Science			
17	Dr.J.Isravel Prabakaran, Coordinator	Tourism and Travel Management	II	isravelprabhakaran@amjaincollege.edu.in	9842177389

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