



P.K.R. Arts College for Women (Autonomous)

Accredited with "A" Grade by NAAC

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(Approved by the Govt. of Tamil Nadu and Affiliated to Bharathiar University)

Managed by Dhandapani Rural Charitable Trust

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GRIEVANCE REDRESSAL COMMITTEE

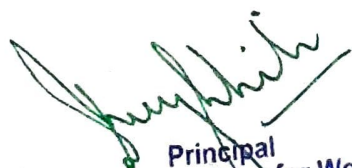
PURPOSE

P.K.R. Arts College for Women is committed to provide a safe, fair and harmonious learning and work environment. The college aims to give freedom to students to express the grievances in the campus and experience the complete autonomy.

INTRODUCTION

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its students. To have a smooth administration, the college has number of statutory and non statutory committees. The non statutory Grievance Redressal Committee was set up in July 2010 to probe in to Students grievances that they face in college campus. Since the inception of the Committee, it has been under the direct purview of the Principal. The Committee has been continuously striving to redress all the grievances of the students and to create a harmonious and conducive atmosphere to everyone in question.




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GRIEVANCE REDRESSAL COMMITTEE

A grievance is a formal complaint that is raised by any students towards any discomfort in the college. The committee encourages the students to express their grievances related to academic, non – academic, and other matters freely and frankly, without any fear of being victimized.

SCOPE

Grievance Redressal Committee receives grievances related to

- Improvement of academic standards
- Upliftment of infrastructure
- Establishment of cordial relationship between Management, Staff, Faculty and Students

OBJECTIVES

The purpose of Grievance Redressal Committee is to ensure a speedy response and accountability of all concerned to the students of the college. The committee aims,

- To provide an environment where grievances are expressed without fear or victimization.
- To maintain a clear, well defined and structured process of grievance redressal.
- To ensure the fair and speedy redressal of grievances.
- To promote cordial student – student relationship, student - teacher relationship, student – non- teaching staff relationship.
- To improve the academic performance of the students by fulfilling their various needs.
- To ensure that grievances are redressed promptly, objectively and with sensitivity and in complete confidentiality.




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FUNCTIONS OF THE COMMITTEE

Meetings are organized twice in an academic year probably at the end of every semester. This committee will deal with all the grievances directly which is related to the common problems at institute level on academic and administrative matters.

GRIEVANCES PERTAINING TO INFRASTRUCTURAL RESOURCES

- Provision of Student Amenities.
- Access to facilities: library, laboratories, sports and cultural facilities, hostel, gymnasium, sanitation and transport.
- Inclusive access to educational contents.

GRIEVANCES PERTAINING TO ACADEMIC EXPERIENCE

- Attendance in curricular and co-curricular aspects
- Curriculum
- ICT Tools
- Assessment
- Provision of educational, co-curricular and extension opportunities
- Teaching, Learning and evaluation

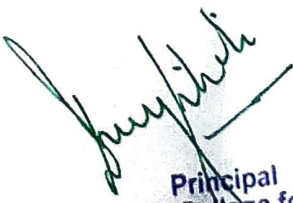
GRIEVANCES PERTAINING TO AREAS OTHER THAN ACADEMICS

- Relationship
- Victimization
- Harassment

GRIEVANCES PERTAINING TO ADMINISTRATIVE MATTERS

- Fee Payment
- Transparency and access
- Certificates and documents




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COMPOSITION OF THE COMMITTEE

The composition of the grievance redressal committee includes the following members:

- Representation from Management
- Correspondent
- Chief Executive Officer
- Principal
- Controller of Examinations
- Head of the Department
- Librarian
- Physical Directress
- Staff Secretaries
- Members of the Students Council
- Representatives from each class

The committee ensures to listen, record and scrutinize the grievances given by the Students with an impartial and fair approach and provide effective solution within the stipulated time. An aggrieved student having grievances may send through E – Mail at pkartsgrievances@gmail.com. If the complainant would not like to reveal her name for any grievances, she can drop the grievances in the suggestion box placed outside the Principal room.



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