

ETHIRAJ COLLEGE FOR WOMEN (Autonomous)
Chennai – 600 008

Affiliated to the University of Madras
College with Potential for Excellence
Re-accredited with A+ Grade by NAAC



5.1.5 Redressal of Student Grievances
Grievance Cell, Internal Complaints Committee and
Anti-Ragging Committee

2021- 2022

Guidelines

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GRIEVANCE REDRESSAL CELL

Ethiraj College for Women has always played the role of facilitator to the students. The objective of the Grievance Cell is to create an amicable ambiance to facilitate the learners to have a pleasant and harmonious atmosphere for pursuing their academics comfortably and smoothly. The institution has constituted a Grievance Cell, Anti Ragging, and Anti Sexual harassment to address and redress the issues reported by students. It is resolved by an unbiased enquiry by the committee members.

The cell encourages the students to report any issue faced by them by dropping their complaints into the grievance boxes kept in the non – surveillance areas on the campus. The policy and rules have been framed in accordance with the guidelines prescribed by the University / UGC then and there. The committee conducts periodical meetings and timely redressal of the issue to comfort the petitioner.

S. Manojamma
PRINCIPAL
ETHIRAJ COLLEGE FOR WOMEN
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1. Implementation of guidelines of statutory/ regulatory bodies:

**GRIEVANCE COMMITTEE POLICY AND
GUIDELINES**

Ethiraj College for Women Grievance Committee is for the mediation of any grievance that the students of the institution may need in the academic or extracurricular activities in the college. It seeks to ensure that the principles of fair play and justice are upheld at all times and that no student grievance goes unaddressed. The Grievance Committee provides a platform where issues are sorted out in the best interest of the individual and the institution.

A) Composition:

1. Principal-Chairperson
2. Vice-Principal Aided -Member
3. Vice Principal Self-Supporting-Member
4. Controller of Examinations-Member
5. Faculty Member of the College Committee-Member
6. Student Union President- Ex Officio Member

B) Meetings and Quorum:

1. The Grievance Committee will meet as and when the need arises with a minimum of one meeting being held every semester.
2. All the proceedings of the meeting are to be kept confidential.
3. A minimum of three members including the Principal must be present at each meeting.
4. No member of the Grievance Committee against whom a complaint has been raised or who is raising the issue will participate in the deliberations as a committee member for the issue in question.

C) Scope of the Committee:

1. The Grievance Committee will consider individual grievances raised by a student and not collective grievances of a group of students which may be addressed to the appropriate authorities.
2. The complaint raised may refer to any alleged injustice or grievance against any area of college life including teaching, learning, assessment, infrastructure, administration, governance or extracurricular activities.

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D) Procedure to raise a complaint:


1. The aggrieved student shall submit the complaint in writing or as an email to the Principal and also inform the Head of the Department of the same.
2. Anonymous complaints will not be taken up for redressal.
3. On receipt of a petition the Chairperson of the Committee will convene a meeting within seven working days.
4. The Committee should meet and discuss the ways to mediate and settle the issue.
5. The parents of the student should be informed from when the complaint is received until the issue is settled.
6. Only where necessary the aggrieved student should be asked to testify before the committee and she must be provided with all assistance and consideration during the process. The Committee should also give a fair hearing to the person against whom the complaint is made.
7. The Committee should give its finding and recommendation within one month from the date of the complaint. The findings and recommendation should be conveyed to both parties concerned and a copy of the same should be placed before the Heads Council to be recorded for further necessary action.
8. Wherever necessary the student should be provided professional counseling services of the college.

S. Manjureshi
PRINCIPAL
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RULES AND REGULATIONS ISSUED AT THE TIME OF ADMISSION TO STUDENTS

At the time of admission, the college issues an Assurance Form to the students and it comprises rules and regulations of the college including Anti Ragging. The Assurance is signed by the Parents/ Guardian abiding to the rules and regulations of the college.



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RULES AND REGULATIONS

Dear Parent / Guardian,

We in Ethiraj College firmly believe in moulding responsible and respectable citizens who will stand out unique by the strength of their character and excellence of their achievement. We look forward to your kind cooperation and support in helping us to achieve this goal. Strict adherence to the following guidelines is earnestly solicited:

1. **COLLEGE WORKING HOURS:**
DAY ORDER SYSTEM is being followed
Aided Courses : 8.00 am to 1.30 pm. (Break : 11.00 am to 11.30 am) Monday to Friday and few Saturdays as mentioned in the college calendar.
Self Supporting Courses : 11.30 am to 5.00 pm. (Break 1.30 pm to 2.00 pm) Monday to Friday and few Saturdays as mentioned in the college calendar.
Please ensure that your daughter is in the college 15 minutes before the commencement of the classes.
2. **ATTENDANCE**
 - ★ Minimum 75% attendance is mandatory, failing which the student will not be permitted to take the semester examination. Irregular attendance will be intimated to you and we look forward to your prompt response.
 - ★ Kindly contact the Head of the Department once in two months to ensure the progress, attendance and other matters relating to your daughter.
3. **CONTINUOUS ASSESSMENT**
Students are evaluated on a continuous basis for 40% of the total marks. Two Continuous Assessment Tests would be conducted as per the schedule mentioned in the college calendar to help students secure good marks. Participation in class discussions and seminars/ assignment are mandatory.
4. **DRESS CODE**
Kindly ensure that your daughter wear a decent and modest attire to college.

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5. ASSEMBLY

- ★ Aided Courses: Every Monday at 8.00 am
- ★ Self Supporting Courses: Every Wednesday at 11.30 am.

The assembly aims at enriching the knowledge of the students and to provide important instructions and information. Hence the student has to attend the assembly without fail.

6. OUT OF BOUNDS

The College emphasizes on the discipline and safety of the student in the busy outside world. The Wellington Estate, Kanchi Hotel, Spencer Plaza and the Shivalaya complex are out of bounds for the students of our college.

7. SPECIAL CLASSES / CERTIFICATE COURSES

Saturdays not mentioned as working days in the College Calendar are meant for the conduct of Add on courses sponsored by the UGC, Special Classes and Certificate courses conducted by various departments.

8. EXTRA CURRICULAR ACTIVITIES

Participation in NCC, NSS, YRC, Rotaract, Sports, RRC (SS), CSS (SS) is mandatory for which credits will be provided to the first and second year students.

9. OUTSIDE PARTICIPATION

Any participation by the students outside the college is subject to the approval of the concerned Head of the Department.

10. MOBILE PHONES

Possession and use of mobile phones are strictly prohibited inside the college campus. Students violating will be severely dealt with.

11. GREEN CAMPUS

It is the responsibility of every student to keep the campus clean and green in order to preserve this citadel of learning.

12. RAGGING

The College strictly adheres to the Tamil Nadu Prohibition of Ragging Act 1997. Any incident of ragging can be complained to the Principal (in person/complaint box/email).

PRINCIPAL



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ASSURANCE BY PARENT/GUARDIAN

Name of the Student : _____

Class : _____

Department : _____

Father's/Guardian's Name : _____

Mother's Name : _____

Residential Address
with Telephone Number : _____

Official Address of Father/
Guardian with Telephone
Number : _____

Official Address of Mother
with Telephone Number : _____

I have received a copy of the Rules and Regulations of this institution and I hereby assure you that my daughter will abide by them.

Signature of the Student Signature of the Parent/Guardian

S. Manjureshi
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LINKS

1. Anti Ragging Committee:

<https://ethirajcollege.edu.in/anti-ragging-committee/>

2. Sexual Harassment Redress Cell:

<https://ethirajcollege.edu.in/anti-harassment-cell/>

3. Grievance Cell:

<https://ethirajcollege.edu.in/grievance-cell/>

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Principal
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3. Mechanisms for submissions of online / offline Students' grievances:

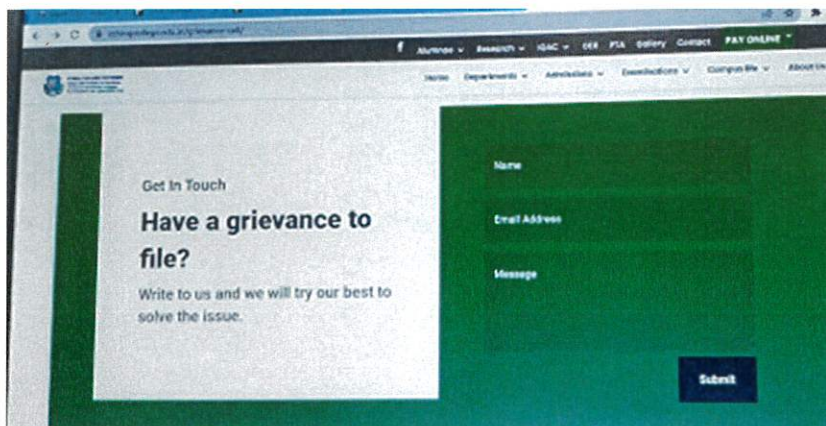
The cell encourages the students to report any issue faced by them by dropping their complaints into the grievance boxes strategically placed to protect the identity of the student.

Grievance Box



Online Grievance Submission:

<https://ethirajcollege.edu.in/grievance-cell/>



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Principal
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4. Timely redressal of the grievances through appropriate committees:

Number of Cases Reported and Resolved

| Cell | 2021 - 22 |
|-------------------------------|-----------|
| Grievance Cell | Nil |
| Anti - Ragging Cell | Nil |
| Anti - Sexual Harassment Cell | Nil |

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