

MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE (AUTONOMOUS)

(A UNIT OF VANETRA GROUP)

GRIEVANCE REDRESSAL CELL (2022-2023)

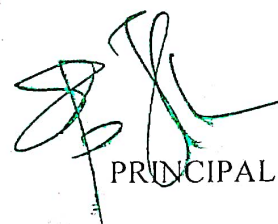
OBJECTIVES:

“TO MAKE EVERYBODY *KNOW*
THAT THERE ARE *NO* GRIEVANCES”

FUNCTIONS:

1. Grievances are collected through two modes: Via
 - a) Online
 - b) Grievances boxes at each block & Hostel Representatives.
2. Grievances of all sorts will be forwarded to the Principal.
3. Grievances received will be sorted out and forwarded to the process owners concerned.
4. The process owners will take two days time to analyze the grievances and suggest redressals.
5. The process owners will come out with the grievances requires some more time.
6. Details of the addressal & Redressal of the grievances will be displayed in the NOTICE BOARDS at the last week of every month.


COORDINATOR


PRINCIPAL

MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE (AUTONOMOUS), RASIPURAM




(A UNIT OF VANETRA GROUP)

GRIEVANCE REDRESSAL CELL

CONSOLIDATED REPORT - 2022-2023

S. No.	No. of Grievances Received	No. of Redressal	Average Number of Days for Grievance Redressal
1	50	50	2


CO-ORDINATOR


PRINCIPAL

15. MUTHAYAMMAL COLLEGE OF ARTS & SCIENCE,
A UNIT OF VANETRA GROUP OF INSTITUTIONS, RASIPURAM.

Venue: Hotel

Date: 17/06/2022

Time: 4.00pm.

AGENDA:

Report for June - 2022.

PROCEEDINGS

REMARKS

1. Salt - boxes without lids/caps & flies found dead in the salt boxes.

Salt boxes with proper lids/caps will be served hereafter.

2. Serving of Idli-podi

Idli - chutni powder will be served

3. Variety rice served - overspicy

Branded of Masala items will be changed.

4. Shuttle - Cocks worn out

New cocks to play badminton will be provided.

5. Late Serving of breakfast [for ex. Serving breakfast by 8.45 am].

Hostel employees will be instructed to serve breakfast on time.

Boys' Hostel

PROCEEDINGS

REMARKS

- | | |
|---|---|
| 5. Sell - boxes without lids / caps of if lid found closed in the sell boxes. | Sell boxes with proper lids / caps will be issued hereafter. |
| 6. Variety size served - Over-spicy. | Branded of masala items will be changed. |
| 7. Issues of outpass even after 6.30pm on emergency. | Outpass can be issued on emergency even after 6.30 pm only at the permission granted by the co-ordinator. |

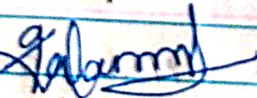
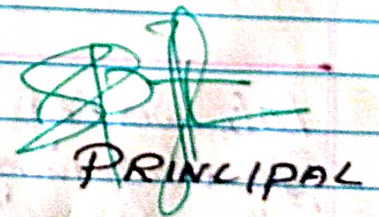
NAME

SIGNATURE

1. J. Madhumathi



2. G. Jaijmani



 PRINCIPAL

16 MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE,
A UNIT OF VANATHA GROUP OF INSTITUTIONS,

Venue : Principal's cabin

Date : 31.07.2022

Time : 2.00pm

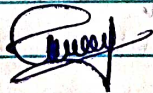
AGENDA :

Report for July - 2022

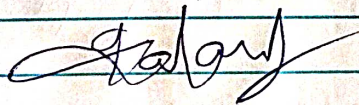
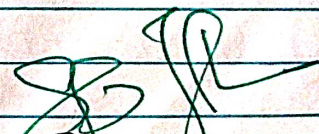
PROCEEDINGS	REMARKS
* Additional Provision of "Wash Rooms".	It has been decided to shuffle / shift the departments among the blocks taking into account the strengths of the departments and the number of washrooms available.
* The students demand for additional provision of wash rooms has been discussed and the possible ways and means have been analysed.	

NAME & SIGNATURE

1. T. Madhumathi



2. G. Kalaimani



 PRINCIPAL

17 MUTHAYAMMAL COLLEGE OF ARTS & SCIENCE,
A UNIT OF VANETRA GROUP OF INSTITUTIONS, PERIYARUR.

Venue: Office

Date: 25-08-2022.

Time: 3.00pm.

AGENDA:


Report for August.

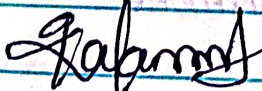
PROCEEDINGS:

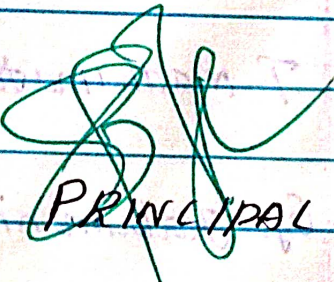
No letters related to grievances have been received during the month of August 2022.

A few grievances received through mails have been addressed by the principal then and there.

Name & Signature

1. T. Madhumathi & 

2. G. Kalaimani & 


PRINCIPAL.

18 MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE,
A UNIT OF VANETRA GROUP OF INSTITUTIONS, RESIDURAI,
"B" Block.

Name: Conference Hall
Date: 13.09.2022 & 14/09/22
Time: 1.00pm

AGENDA:

Report for September.

PROCEEDINGS

REMARKS

- | | |
|---|---|
| 1. Heavy Mess bill | The dividing system will be followed based on menu. |
| 2. celebration of Hostel day and organising i.v for the hostellers. | one day hostel i.v can only be permitted somewhere else during the month of January and February. |
| 3. Non-availability of sports material for practice. | Permission granted. |
| 4. Provision of play field at the hostel. so that sports practice can be given to the non sports girls. | permission granted. |
| 5. Non levying of fines on late payments of hostel bill. | Late payment fee can be paid upto 20th of every month (instead of 15th) |

11. MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE,
A UNIT OF VANAJRA GROUP OF INSTITUTIONS, RASIPURAM.

Venue: Principal's cabin
Date: 06-10-2020,
Time: 3:00pm

AGENDA:

Report for October - feedback group

PROCEEDINGS	REMARKS
1. Constitution of feedback group	feedback whatsapp group had been formed involving the student - members.
2. Members of the group	Representations had been permitted to 18 hostel students in total both boys & girls in equal ratio.
3. Collection modes of feedback.	Feedback could be posted in the whatsapp group either in the form of text or photograph.

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11. MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCES,
A UNIT OF VANDANA GROUP OF INSTITUTIONS, RAJIVURAM.

Venue: Principal's cabin

Date: 06-10-2022

Time: 3:00pm

AGENDA:

Report for October - feedback group

PROCEEDINGS

REMARKS

1. Constitution of feedback group

feedback whatsapp group had been formed involving the student - members.

2. Members of the group

Representations had been permitted to 16 hostel students in total both boys & girls in equal ratio.

3. Collection modes of feedback.

Feedback could be posted in the whatsapp group either in the form of text or photograph.

proceedings

Remarks

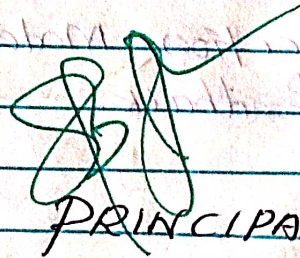
A. Remedial Measures

Principal, Dean -
Administration and
Co-ordinator of Grievance
cell have been desig-
nated as Admini's
of the hostel feedback
whatsapp group.

Name & Signature

1. T. Madhumathi Y. [Signature]

2. G. Kalaimani Y. Kalammay



PRINCIPAL.

MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE,
A UNIT OF VANATHA GROUP, RAJAPURAM.

Venue : Principal's Cabin
Date : 30-11-2022 & 29-12-22
Time : 3.00pm.

AGENDA:

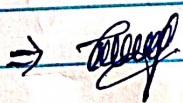
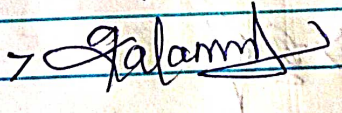
Report for November and December.

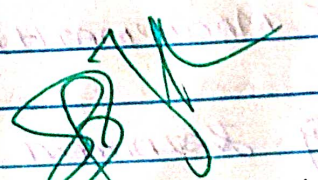
PROCEEDINGS:

No letters related to grievances have been received during the months of November and December.

A few grievances received through mails have been addressed by the Principal then and there.

Name & Signature:

- 1. T. MADHUMATHI → 
- 2. G. JALAMANI → 


PRINCIPAL

MUTHAYYANMAL COLLEGE OF ARTS AND SCIENCES
A UNIT OF VINEETA GROUP, RAJAPURAM.

Venue: n' block Conference Hall.
Date: 23-01-2023
Time: 3.30 pm.

Agenda:

Regarding Hostellers Meetings.


PROCEEDINGS:

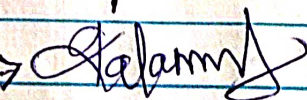
In Subsequence with the mails sent to the students, hostel students had come out with a request to convene meetings to discuss the grievances regarding the facilities in the hostels.

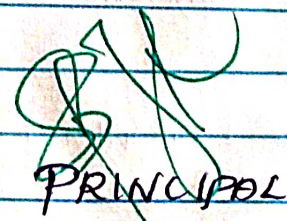
ACTION TAKEN:

A meeting will be conducted the end of feb and beginning 2023.

Name & Sign.

1. J. MADHUMATHI → 

2. G. KALAIMONI → 


PRINCIPAL

MUTHAYANMAL COLLEGE OF ARTS AND SCIENCE,
A UNIT OF VANDANA GROUP, PASIUPURAM.

Venue: 03 Conference Hall
Date: 28.1.2023
Time: 4.00pm

Agenda:

Report for Feb - 2023.

Proceedings

Remarks

- | | |
|---|---|
| 1. Menu on Fridays and Saturdays should be changed. | Students have been asked to prepare the menu. |
| 2. Insufficient availability of sports and games materials. | Sufficient quantity will be made available. |
| 3. Less quality of WI-FI | Solution will be found after checking. |
| 4. Improper condition and function of sewing machines. | It will be repaired / replaced. |
| 5. Provision of electric lights at the main entrance. | Lights will be provided. |
| 6. Study room is closed most of the time. | Incharges will be instructed regarding this. |

Proceedings

Remarks

7. Extension of the Oiding timing

Decision was taken
Weekly 3 days.
Wednesday - 4.15 pm to 6.30 pm
Saturday and Sunday - 10 am to 6 pm.

8. Attendance should be marked at a specific time everyday

Incharges will be directed to mark the attendance at a specific time between 7 pm to 7.30 pm.

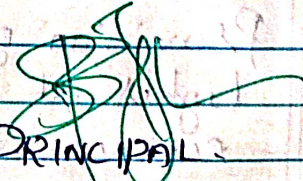
9. Students from distance localities can be offered continuous four days leave

Not Feasible.

Name _____ Sign _____

1. J. Madhavarathi _____

2. G. Kalaimani _____


PRINCIPAL


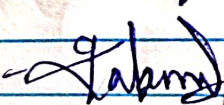
MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE,
A UNIT OF VANETRA GROUP, RASIPURAM.


Venue : 'B' - Conference hall
Date : 01.03.2023
Time : 4.00pm

Agenda: Report for March Month.

Proceedings	Remarks
1. Power cut - During 12pm to 1pm Everyday.	Problem Rectified
2. Celebration of Hostel Day	Not feasible
3. Gym facilities for non-Sports Students	Action were taken after discussion with PD.
4. Three parottas can be served instead of two	Action were taken after discussion with Secretary. 3 parottas for boys 2 for girls
5. Egg served half-cooked and sticking into the shells	It happens to some of the eggs can be adjusted.

Name _____ Sign _____

1. T. madhumathi - 
2. G. Kalaimani - 


PRINCIPAL.

Muthayammal College of Arts and Science,
A Unit of Vanetra Group, Rosapuram.

Venue: Principal's Cabin
Date: 03-03-2023
Time: 11:00 AM

Agenda:

Report for March - Annual Day 2023


Proceedings:

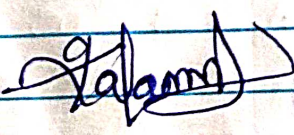
Students in their feedbacks regarding the celebration of Annual Day expressed their wish in favour of conducting Annual Day with celebrities.

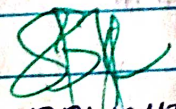
Action Taken:

It was decided to acknowledge the students' expectation and celebrate Annual Day on 12-04-2023.

Name Sign

1. T. madhumathi - 

2. G. Kalaimani - 


PRINCIPAL.

Muthayyanmal College of Arts and Science,
A unit of Vardha Group, Palipattam.

Venue : Principal's cabin
Date : 12-04-2023
Time : 3.00pm.

Agenda:

Report for April month.

Proceedings:

The students of the department of Computer science presented their complaints through letters, about the Allied Staff members.

a) They don't deal with the whole contents of the topics.

b) They adopt to sample teaching techniques.

Action Taken:

It was resolved by having a discussion with the HOD and the staff of the department concerned and a staff were instructed to adopt effective teaching methodology.

Name

Sign

1. T. Madhumathi

2. G. Kabinani

Kabinani

Principal

Muthayammal College of Arts and Science,
A unit of Vandeana Group, Rasipuram.

Venue: N. Block Conference Hall

Date: 03-05-2023.

Time: 1.00pm.

Agenda:

Report for May - 2023.

Proceedings:

Grievances have been received from PG students of some departments about the bus fees for the month of May - 2023.

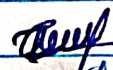
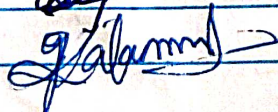
a). They have to pay the bus fees for the whole month whereas they would come to the college only for a few days - [ie around ten days]

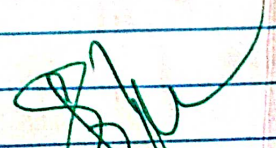
b). They demanded a reduction in the bus fees taking into account the number of days availing the bus service.

Action Taken:

The following information has been sent to every student's individual mail.

It is ^{the} Institution's policy that Bus Fees will be collected only on semester basis in monthly instalments and there is no such system in practice to collect bus fees on weekly/day wise basis.

1. G. Madhumathi - 
2. G. Kalaimani - 


PRINCIPAL.



MUTHAYAMMAL COLLEGE OF ARTS AND SCIENCE, RASIPURAM
(A UNIT OF VANETRA GROUP)

GRIEVANCE REDRESSAL CELL - 2022-2023

GRIEVANCE REDRESSAL MEETING FOR HOSTELLERS

S. No.	Grievances Received	05.01.2022 (Girls) 06.01.2022 (Boys)	29.04.2022-Fn-Girls 29.04.2022-An-Boys	13.09.2022 (Girls) 14.09.2022 (Boys)	Principal's Remarks/suggestions	Director Academic's Remarks/suggestions
Policy Decisions						
1	Heavy Mess bill	Heavy Mess bill	Heavy Mess bill	Heavy Mess bill	Mess bills have been calculated on dividing system and based on the attendance and menu of the students submitted by the hostel staff.	1) The students complained that mess bill is heavier, but the quality of food served does not match the heavier mess bill. 2) The quality of food can be enhanced.
2	Celebration of Hostel Day and organizing I.V for the hostellers.	Celebration of Hostel Day and organizing I.V for the hostellers.	Celebration of Hostel Day and organizing I.V for the hostellers.	Celebration of Hostel Day and organizing I.V for the hostellers.	Students can be taken on a one-day visit to nearby locations.	Industrial visit / Celebration are not given provisions in the academic planning. Moreover discipline would be a major concern during those days.
3	Non-availability of sports material for practice.	Non-availability of sports materials for practice.	Non-availability of sports materials for practice.	Non-availability of sports materials for practice.	Separate budget can be allocated to buy sports materials.	Okay.
4	Provision of play field at the hostel. So that sports practice can be given to the non sports girls.	Provision of play field at the hostel. So that sports practice can be given to the non sports girls.	Provision of play field at the hostel. So that sports practice can be given to the non sports girls.	Provision of play field at the hostel. So that sports practice can be given to the non sports girls.	Possibility of provision of a few indoor games can be discussed.	Okay.
5	Non levying of fines on late payments of hostel bill.	Non levying of fines on late payments of hostel bill.	Non levying of fines on late payments of hostel bill.	Non levying of fines on late payments of hostel bill.	Late payment fee can be reduced and time limit for the payment of the fine can be extended.	Reduction of the late payment fee and time extension for the payment can be considered.
6	Non reduction of mess bill for the days (more than four days going on leave)			Non reduction of mess bill for the days (more than four days going on leave)	Attendance of the students can be thoroughly checked and verified and reduction can be calculated by applying (N-3) formula.	N-3 formula shall be let know to the hostellers.
7	Permission for Birthday Celebration			Permission for Birthday Celebration	It can be permitted in the common place in the presence of respective co-ordinator.	Okay.

8	Collection of Rs. 900 (Rs. 300 each from 3 students) a fine for the patch work done to the damaged mosquito net in room no. 219.			Collection of Rs. 900 (Rs. 300 each from 3 students) a fine for the patch work done to the damaged mosquito net in room no. 219.	Original cost of the goods damaged and service charge shall be collected hereafter.	Okay.
9	Reduction in the mess bill for the days of ON DUTY.			Reduction in the mess bill for the days of ON DUTY.	Reduction in the mess bill can be effected for all the days when the sports students avail ON DUTY.	Okay.

Issues Related to Manager / Supervisor / Staff

1	Rough and tough approach of the Deputy Warden	Rough and tough approach of the Deputy Warden	Rough and tough approach of the Deputy Warden	Rough and tough approach of the Deputy Warden		
2	Delaying issue of outpass.	Delaying issue of outpass.	Delaying issue of outpass.	Delaying issue of outpass.	Staff and hostel co-ordinator/incharges can be counselled by the Director Academics.	Co-ordinator and Staff Incharges have to be change their attitude.
3	Staff showing partiality			Staff showing partiality		

