

THE NEW COLLEGE

(AN AUTONOMOUS INSTITUTION AFFILIATED TO THE UNIVERSITY OF MADRAS
& ACCREDITED BY NAAC WITH 'A' GRADE IN THE 3rd CYCLE)

Sponsored by : THE MUSLIM EDUCATIONAL ASSOCIATION OF SOUTHERN INDIA (MEASI)



“ASSOCIATION GARDENS” Old No.87 / New No. 147, Peters Road, Royapettah, Chennai - 600 014. TAMILNADU, INDIA
Phone :+91 44 2835 1269 / 2835 0297

Grievance Redressal Policy

Introduction

The New College (Autonomous) is committed to bringing transparency, fairness and accountability in all its activities and services. With this objective, the college has an effective Grievance Redressal mechanism. The college envisions resolving the grievances related to all the activities and services of the college registered by its stakeholders.

Students' grievances are primarily addressed by their Staff mentors and Heads of Departments. Matters that are unresolved at the departmental level may be brought to the notice of the Grievance Redressal Cell (GRC).

Grievance Redressal Cell is envisioned to be the apex body for resolving all grievances. Grievances on decisions of the other bodies like Disciplinary committee, Anti-Ragging Committee, and other bodies may be redressed in the Grievance Redressal Cell.

Objectives

- To develop a culture of responsiveness, fairness and accountability in all the stakeholders of the college.
- To uphold the stature and dignity of the college.
- To create an atmosphere conducive for pursuing knowledge, skills and values, without fear of being victimised.
- To create awareness in students on upholding the values, ethical code of conduct and other principles of the college.
- To serve as an apex grievance redressing body for the entire institution.
- To resolve all grievances within a stipulated time.

Scope

The following are issues for which the intervention of the GRC can be sought:

- Administrative matters like laxity in providing any service by any office in the college, discrimination of students or staff by anyone based on caste, creed, religion, place of origin etc.
- Academic matters like teaching, learning and evaluation.
- Examination related grievances, including internal evaluation, requests for rechecking, retotalling and revaluation of Semester examination.
- Issuance of Various certificates including Degree, Provisional, Mark Statements, Bona-fide, TC, Fee-Payment, Medium of Instruction, and other certificate.
- Financial matters related to payments, corruption by any stakeholder, and overcharging in any facility.
- Facilities in the college like classrooms, bathrooms, canteen, library and hostel.
- Harassment of women students.
- Bullying, extortion and other crimes by students against fellow students.
- Dereliction of duties by any staff.
- Breach of code of Ethics by anyone and immoral activities noticed in the campus.



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- Public nuisance created by students.
- Victimization of students by teachers.
- Use of abusive language by staff against students / students against staff.
- Any other matter relevant to the stakeholders.

Composition of the Grievance Redressal Cell (GRC)

The GRC of the college has eight permanent members and five ad hoc members. The ad hoc members are called for the meetings of GRC only while grievances concerning them come up for redressal. The ad hoc members also are eligible to vote if any matter is resolved by the opinion of the majority. The following is the Composition of the Grievance Redressal Cell.

Permanent Members		
1	Principal	Chairperson
2	A senior faculty member (who is not holding any additional official position in the college) nominated by the Principal for two years.	Coordinator
3	Vice principal (Academic)	Member
4	Vice principal (Administration)	Member
5	Director, IQAC	Member
6	A senior faculty member nominated by the Principal for two years from Shift I	Member
7	A senior faculty member nominated by the Principal for two years from Shift II	Member
8	A female faculty member nominated by the Principal for two years	Member
Ad Hoc Members		
1	A Representative from the Association of Teaching Staff	Ad Hoc Member
2	A Representative from the Association of Non-Teaching Staff	Ad Hoc Member
3	The Head of the Department / section / office concerned / Governance team member Concerned in the issue, including COE / Office Superintendent.	Ad Hoc Member
4	Chairperson of Students Union	Ad Hoc Member
5	Representative of Research Scholars (nominated by the Dean of Research)	Ad Hoc Member

Registering Grievances

The following systems are in place for the students to register complaints and express their grievances.



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1. Students may submit their grievances relating to teaching, learning and internal evaluation in writing to their Programme Coordinators / Faculty Mentors. The mentors / counsellors will try to resolve the issues in consultation with the Head of the department. If students feel that their grievances are not addressed properly at the department level, they may approach the grievance redressal cell.
2. Students should mention their full name, register number, mobile number and email address in all the complaints they register to the department / GRC. Complaints submitted as anonymous letters will not be taken up for redressal.
3. It is not mandatory for staff members to register grievances through their Head of the Department.
4. Complaints may be written or printed neatly in an A4 size paper and dropped in the Box available in front of the college office.
5. The Grievance Redressal tab in the college website can be used by passed out as well as current students to redress matters relating to the various offices in the college including COE. Link: <https://thenewcollege.edu.in/grievance-redressal.php>
6. Grievances may also be sent by post to The Coordinator, Grievance Redressal Cell, The New College (Autonomous), Chennai - 14.

Online Grievance Submission Window

The online Grievance redressal window in the college (<https://thenewcollege.edu.in/grievance-redressal.php>) website is the most preferred way of submitting grievances of students (both current and passed out). Apart from registering complaints on the services in the college, the students can also use this window to get various certificates.

The Process of Redressing Grievances

B) The following are the processes involved in Redressing Grievances.

1. Grievance redressal committee will meet every second and fourth Mondays of every month and take up grievances received. In extraordinary circumstances, meetings may be convened on other days as well.
2. Complete confidentiality will be maintained while addressing grievances. The names of complainants will not be disclosed to the others, and all those involved in the grievance redressal process are expected to maintain confidentiality in the process of resolving issues, and should respect the privacy of complainants.
3. The Grievance redressal committee will ensure that the students / staff who register complaints against the functioning of any office or individual will not be targeted or victimized by anyone.
4. The various activities of the college management and MEASI do not come under the purview of the Grievance Redressal Cell. Therefore, the Grievance Redressal Cell does not consider any complaints on the functioning of the management.
5. Members should avoid conflict of interest in the grievances redressed. In case any member has interest in the matter to be discussed, they should not attend the meeting held to discuss such matters.



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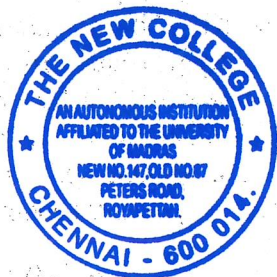
6. Complaints registered by students online are to be addressed by the staff concerned in the college office / COE office. The office superintendent/COE is expected to ensure timely redressal of complaints by students received from students online.

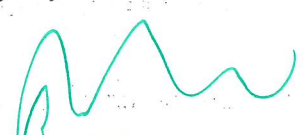
Roles and Responsibilities of the Chairperson, Coordinator and Members of GRC

1. The chairperson of GRC will be present in all the meetings.
2. The coordinator of the GRC will convene meetings in consultation with the Chairperson.
3. The coordinator of the GRC will maintain a record of all Grievance redressal activities, including minutes of meetings, and will produce the same for verification and reference to the Director of IQAC for accreditation purposes.
4. Apart from actively participating in all the Grievance redressal activities, the members of the GRC will also act as counsellors to provide necessary counselling for the victims of harassment, ill-treatment, and torture while addressing their grievances.
5. The ad hoc members of the GRC will be invited only to those meetings in which grievances that require their presence are discussed.

Disciplinary Action

Although the GRC team will try to resolve the Grievances amicably, complaints on such issues as Ragging, Harassment of Women Students, Bullying, and Extortion, Discrimination of all kinds, and use of Abusive language by the staff against the students / students against staff will be looked into seriously. The GRC steering committee is empowered to recommend the management for disciplinary action against those who are found guilty.




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