



**QUEEN MARY'S COLLEGE
(AUTONOMOUS)
CHENNAI - 4**

Affiliated to University of Madras



**STUDENT'S GRIEVANCE AND
REDRESSAL COMMITTEE -
REPORT**

STUDENTS GRIEVANCE AND REDRESSAL COMMITTEE

CONSOLIDATED REPORT (from 2018-2019 to 2023-2024)

With a student strength of over 5000 students, there are bound to be complaints and grievances of academic and non-academic nature. The students grievance and redressal cell of the college seeks to solve the issues faced by the students.

For the past 6 years, the committee has been constituted of the 2 senior most faculty of the college as well as the student union president as student representative, under the patronage of the Principal. Presently the committee members of the Students' Grievance and Redressal Cell are:

1. Dr Varalakshmi Anandkumar Phone number: 9840063908
Associate Professor and Head,
Department of French
2. Dr G.Nalini Phone number: 9791144787
Associate Professor and Head,
Department of Telugu.
3. G.Priyadharshini- Student Representative
III B.A History, English Medium.

Creating Awareness among students

When the student joins the college, she is given an orientation where she comes to know about the Student Redressal Committee. Also, a Grievance Box is kept available outside the Principal's office where the student can drop her

grievance in written form. Alternatively, she can also approach her tutor, the Union members as well as the members of the Grievance committee.

Procedure for redressal

When a written complaint has been received, the committee is convened. All involved parties are also summoned, along with the Heads of the relevant departments. The parents are also made to come. All the angles of the issue are heard, as well as documentary evidence like whatsapp messages, videos, etc are looked into.

Finally, a solution / remedial measure is offered and the student is also made to tender an apology letter along with a written assurance that she will not repeat the deed. The entire case is tabled and registered in the Minutes Book exclusively for Student Grievance Redressal.

Remedial Measures

In extreme cases, the student is suspended for a given period and on the odd occasion, if the issue is susceptible to affect the smooth running of the college and the behaviour of other students, the girl may even be asked to leave.

Additional Grievances of students regarding infrastructure

Minutes of the meeting held in the academic year 2022-23 During discussions of the committee members with the students' union members of

2022-23, the committee came to understand the following grievances of students and immediate action was taken by the Principal positively and permanent solution was provided for their problems.

S. NO	GRIEVANCE RAISED	ACTION TAKEN
1	Shortage of drinking water facility	Drinking water facility in sintex tanks arranged at multiple locations within campus; RO water plant planned to be installed.
2	Lack of canteen facilities	Opening of new canteen by self-help group.
3	Demand for an open air theatre for the conduct of college events	Existing GJ hall was renovated to meet immediate demand An open air theatre is planned to be in proposal to the government.
4	Demand for hostel facility with increased student capacity	Ongoing construction and it is likely to be ready by 2024 – 2025
5	Parking facility for student vehicles	Area to be demarcated for vehicle parking
6	Inadequate transport facility for visually challenged students	Transport facility for visually challenged students arranged with financial support from principal
7	Gym facility for students	Area identified and work is ongoing
8	Walking Pavements for pedestrians and Jogging	Arranged and under completion

