

Department Level Grievance Redressal Committee (DGRC)

PG & Research Department of Commerce have constituted Department Level Grievance Redressal Committee at department level to create and implement a mechanism to handle the reported grievances. The guidelines for submitting student complaints will be communicated to students at the time of giving orientation programme / bridge course immediately after the admission. The DGRC will forward the grievances to the institutional level if necessary, for further action

Objectives

To make timely redressal for the following grievances:

- Irregularity in the admission process adopted by the institution
- Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a student for the purpose of seeking admission
- Demand of money in excess of that specified in the declared admission policy
- Nonpayment or delay in payment of scholarships to any student
- Non-transparent or unfair evaluation practices.
- On provision of student amenities

Composition of the Committee

All complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC). Composition of the committee is as follows:

- Head of the Department - Chairperson
- Other faculties of the department - Members
- The Quorum for the meeting shall be two, including Chairperson.
- The DGRC shall make efforts to resolve the grievance within the stipulated period within a period of 15 days from the date of receipt of complaint to the DGRC.

From
Blom students
Second year
Mahatma Gandhi College
Tvm

To
The HOD
Dept of Commerce
Mahatma Gandhi College
Tvm

Subject: Subject Installing a water purifier in our dept.

We second year Blom students are writing this letter to bring to your attention about the lack of access to clean drinking water in our dept. We strongly suggest that we install a water purifier in our dept. We hope you will consider our suggestion and take the necessary steps to install a water purifier in our dept.

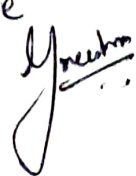
Thanking you
Sincerely



Geesthima DA.
(representative)

Date: 13 Feb 2019

Place: Tvm


Issues were
solved 

NOTICE

14th February, 2019


A meeting of Department Grievance Redressal Committee is scheduled on 20th February, 2019 in the Seminar Hall, Department of Commerce at 2:30 p.m. All are requested to attend without fail.

Agenda :- To address the grievance regarding water purifier in the department and discuss potential solution.



Dr. V. S. Sarthosh


(Chairperson, DGRC)

Dr. Dileep A 


Pradeep Kumar N 


Dr. Jayadev S 

Dr. Priya S 

Dr. Kalarani T. G 

Dr. Hasi K 

Sunesh S 

Greeshma D. A (UG student) 

III. Third Meeting : Grievance on the Need for Water Purifier in the Department

Minutes of the Department Grievance Redressal Committee meeting held on 20th February, 2019 held at the Department of Commerce.

Agenda : To address the grievance regarding the need for water purifier in the department and discuss potential solutions.

Members Present :

Chairperson : Dr. V.S. Santhosh

Members :

- Dr. Dileep A.S.
- Pradeep Kumar N
- Dr. Priya S
- Sunesh S
- Dr. Hari K
- Dr. Jayadev S

UG Student - Greeshma DA

Minutes :

The meeting was called to order by Chairperson, Dr. V.S. Santhosh. The purpose of the meeting was to address the grievance raised by Greeshma D.A. on behalf of second year UG students regarding the need for a water purifier in the department. The attendees introduced themselves, and the agenda was presented.

Greeshma DA presented the grievance, explaining that the lack of a water purifier in the department was causing inconvenience to the students. The water available from the existing source was of questionable quality, and students felt it was necessary to have access to clean and safe drinking water within the department.

Discussion and Classification:

The committee members and attendees engaged in discussion to clarify the details of the grievance. The following points were highlighted:

- The current situation regarding the availability of drinking water and its quality.
- Previous attempts, if any, to address this issue.
- Any specific requirements or preferences regarding the type of water purifier.

Action Plan Taken

The committee discussed possible options to address the grievances and evaluated their feasibility. It was decided to forward the grievance to the Principal to sanction the budget for the procurement and maintenance of the water purifier.

The committee members took the responsibility of coordinating the procurement process and installation of the water purifier and established a timeline for the implementation, ensuring that it is completed within the stipulated time.

The meeting was adjourned with a vote of thanks to all attendees for their active participation and constructive contributions. The committee assured the student that their grievances had been heard and addressed appropriately. Regular updates will be provided on the progress of the water purifier installation.