

**MINUTES OF STUDENTS' GRIEVANCE REDRESSAL  
COMMITTEE**

## Student Grievance Redressal Cell

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all faculty and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the faculty and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look into the problems depending upon the seriousness of the issue.

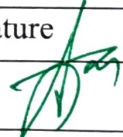
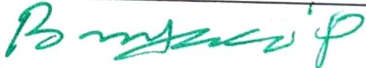
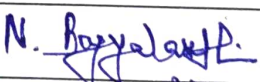
The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

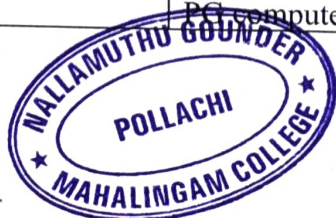
Faculty / Students can mail their grievance at **ngm@ngmc.org**

### Functions of the Grievance Redressal Committee

- To accept grievances from students and faculty related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which May related to Library, Canteen, IT services, sports & cultural and behavior of stakeholders.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till the final disposal.
- To maintain strict confidentiality, if necessary.

### Composition of College Grievance Redressal Cell

| Name                       | Designation                                           | Signature                                                                             |
|----------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------|
| Dr. R. Muthukumaran        | Principal                                             |  |
| Dr. P. Krishna Thulasimani | Head & Associate Professor of Economics               |  |
| Prof. K. Srinivasan        | Associate Professor of Computer Science               |  |
| Dr. P. Bruntha             | Head & Associate Professor of Commerce - Aided        |  |
| Dr. N. Bagyalakshmi        | Head & Associate Professor of Commerce - SF           |  |
| Dr. M. Rajasenathipathi    | Head & Associate Professor of Computer Technology     |  |
| Dr. M. Sakthi              | Head & Associate Professor of PG Computer Science- SF |  |



  
PRINCIPAL  
NGM COLLEGE, POLLACHI

All the students at Nallamuthu Gounder Mahalingam College have the right to appeal any academic matter in which they feel that they have been treated unfairly. Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

If any problem arises and is not resolved informally, students may file a grievance with the Grievance Redressal Cell of the College. Any type of student complaint or problem may be presented to the SGC for official review. The campus hearing body follows a set of formal procedures as per UGC Guidelines. A Student Representative (Ombudsman) will assist students in presenting their case along with the guidance of the members of the committee as well. The deadlines for filing any kind of a grievance is the last day of the concerned semester, post the semester during which the incident has occurred. Decisions made by the SGC are not appealable.

The SGC does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. Attempts at such a resolution are required before the committee will accept a case. Paperwork is available in the office.

Any student who wishes to file a grievance can contact the chairperson of College Grievance Redressal Cell

OR

Students can file the grievance on college website

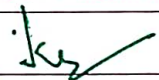
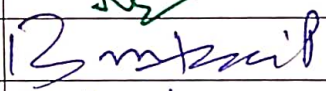
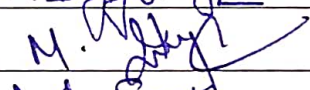
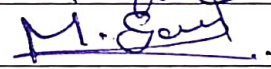


Dr. R. MUTHUKUMARAN,  
M.A., M.Phil., B.Ed., Ph.D.,  
PRINCIPAL  
N.G.M. College, Pollachi - 642 001  
Coimbatore District

A handwritten signature in green ink, appearing to be "R. Muthukumar", located to the right of the principal's name and stamp.

**NALLAMUTHU GOUNDER MAHALINGAM COLLEGE**

**STUDENT GRIEVANCE REDRESSAL COMMITTEE**

| S.No | NAME                     | DESIGNATION                    | SIGNATURE                                                                             |
|------|--------------------------|--------------------------------|---------------------------------------------------------------------------------------|
| 1    | Dr.R.Muthukumaran        | Principal                      |  |
| 2    | Dr.P.Krishna Thulasimani | Associate Professor, Economics | P.K. Thulasimani                                                                      |
| 3    | Mr.K.Srinivasan          | Associate Professor, CS(Aided) |  |
| 4    | Dr.P.Buntha              | H.O.D, Commerce(Aided)         |  |
| 5    | Dr.N.Bagyalakshmi        | H.O.D, Commerce(SF)            | N. Bagyalakshmi                                                                       |
| 6    | Dr.M.Rajasenathipathi    | H.O.D,CT                       |  |
| 7    | Dr.M.Sakthi              | H.O.D,CS(SF)                   |  |

The Meeting for the Students Grievances Redressal Committee was held on 01.08.2023 at 11.00a.m in Principal's office.

#### Agenda

1. Extension of Library timing to prepare Competitive exams.
2. Permission to prepare the Professional Course exams.
3. Request to take reprography facility at library.

#### Action taken

The library committee was assigned to integrate the above mentioned as per the request of students; the changes were implemented by the Library Committee as follows:

- 1) Extended the library timing from 8.00a.m to 6.00p.m
- 2) Professional course students of CA, CS, and ACMA etc were permitted to utilise the library during class hours for a week, before the commencement of the exams.
- 3) Permitted to take the reprography facility of Library books using gadgets for the quick and easy access.

2. P. V. Thirum

3. [Signature]

4. B. [Signature]

5. N. [Signature]

6. M. [Signature]

7. M. [Signature]

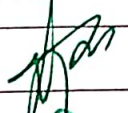
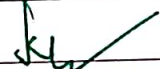
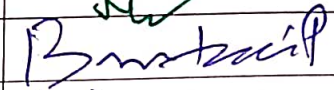
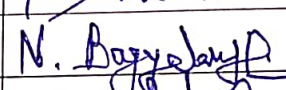
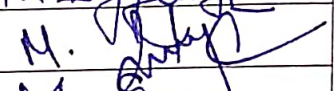
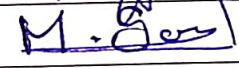
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The Meeting for the Students Grievances Redressal Committee was held on 19.10.2023 at 11.00 a.m in Principal's office.

#### AGENDA

- 1) Easy Access of attendance through CAMU ERP APP.
- 2) Seating arrangement and downloading of Hall ticket through College Website.

#### Action Taken

- 1) Attendance percentage of a student can be visible at any point of time through CAMU ERP APP.
- 2) Controller of Examination intimated the information of Hall Tickets through College website Concerning Seating arrangements and issue of Hall tickets to students for easy access.

2. P. a. Thiruv

3. 

4. B. m. t. p

5. N. B. g. p. d.

6. M. J. p.

7. M. S. p.

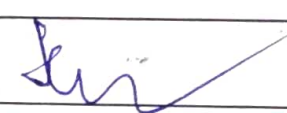
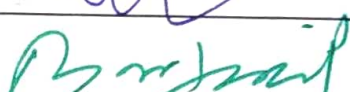
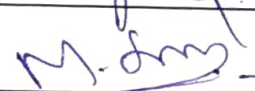


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| Dr. M. Rajasenathipathi    | Head & Associate Professor of Computer Technology     |  |
| Dr. M. Sakthi              | Head & Associate Professor of PG computer Science- SF |  |

The Meeting for the students Grievances Redressal Committee was held on 05/03/2024 at 11:00 am in Principal's office.

#### AGENDA

1. Conduct an Awareness Programme on Competitive exams.
2. Need improvisation in quality of canteen food.
3. Computer numbers to be increased in Digital Library with standard network facility.

#### ACTION TAKEN

1. In response to the request, the college management, in collaboration with the placement cell, has organized an awareness programme focusing on competitive exams such as TNPSC, UPSC, and banking exams. This initiative enhanced the well-being of the student community by equipping them with valuable insights and strategies for success in competitive exams.
2. Recognizing the importance of providing nutritious and delicious meals to our students, the committee has worked closely with food vendors to implement changes that prioritize both taste and health.
3. The college management ensured that students have access to the necessary resources and required computer facilities to meet their academic and research needs effectively. Furthermore, the management has upgraded the internet connection to ensure a high standard of connectivity, enabling seamless access to online resources, research materials, and educational platforms.

2. P. a. Thiruv

3. Jey

4. 13 minutes P.

5. N. Dargachari

6. M. Jeyap

7. M. S. -

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