



**WAVOO WAJEEHA WOMEN'S COLLEGE
OF ARTS & SCIENCE - KAYALPATNAM**

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)
Run by Wavoo SAR Educational Trust
(Minority Institution)



GRIEVANCES AND REDRESSAL
"IT'S OKAY TO COMPLAINT HERE."

GRIEVANCE REDRESSAL COMMITTEE



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GRIEVANCE REDRESSAL COMMITTEE

PREAMBLE:

Wavoo Wajeeha Women's College of Arts and Science is devoted in offering a safe, honest and harmonious getting to know and work environment. Grievance Redressal Committee become installation at WWWC in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013).

The Grievance Redressal Committee helps the decision of grievances in a fair and impartial manner concerning the respective College/Dept./Office (coping with the great characteristic linked with the complaint), retaining vital confidentiality, as the case may be. Any stakeholder with a authentic grievance may also technique Grievance Redressal Committee to post his/her criticism in writing or send via E-mail at feedback@wavoowajeehacollege.in

OBJECTIVES:

The objectives of the Grievance Redressal Committee are:

- To develop an organizational framework to resolve grievances of students
- To provide the students access to immediate, hassle free recourse to have their grievances redressed
- To enlighten the students on their duties and responsibilities
- To establish structured interactions with students and staff to elicit information, academic and administrative process on their expectations
- To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon
- To institute a monitoring Committee to oversee the best functioning of the Grievance Redressal Policy
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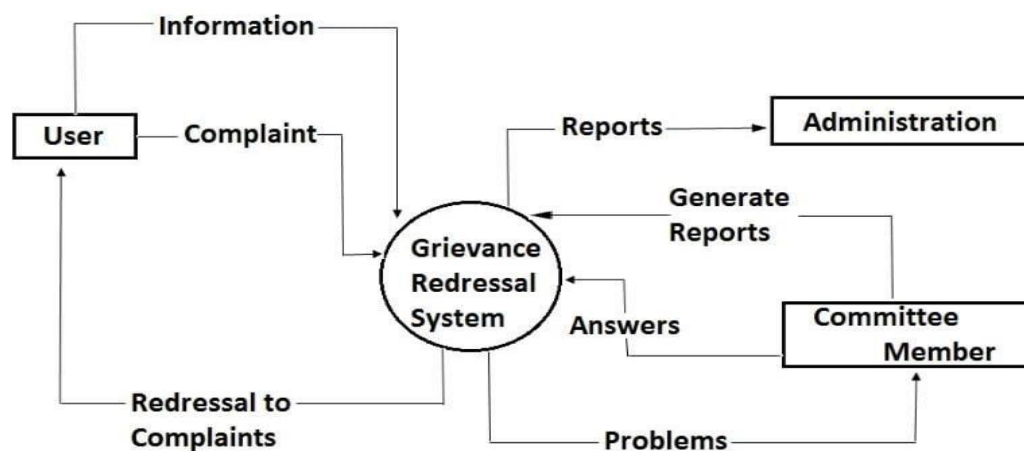
PROCEDURE FOR LODGING GRIEVANCE:

- The students can lodge their grievance through email id provided here :
feedback@wavoowajeehacollege.in
- The students may feel free to drop the writing (can be anonymous if required) in the suggestion box
- The letters received from the students through the suggestion box will go for discussion with the principal and the members of the grievance Committee
- The Grievance Committee will act upon those cases which have been forwarded along with the necessary documents
- The Grievance Committee will immediately act upon those letters and proper actions will be taken

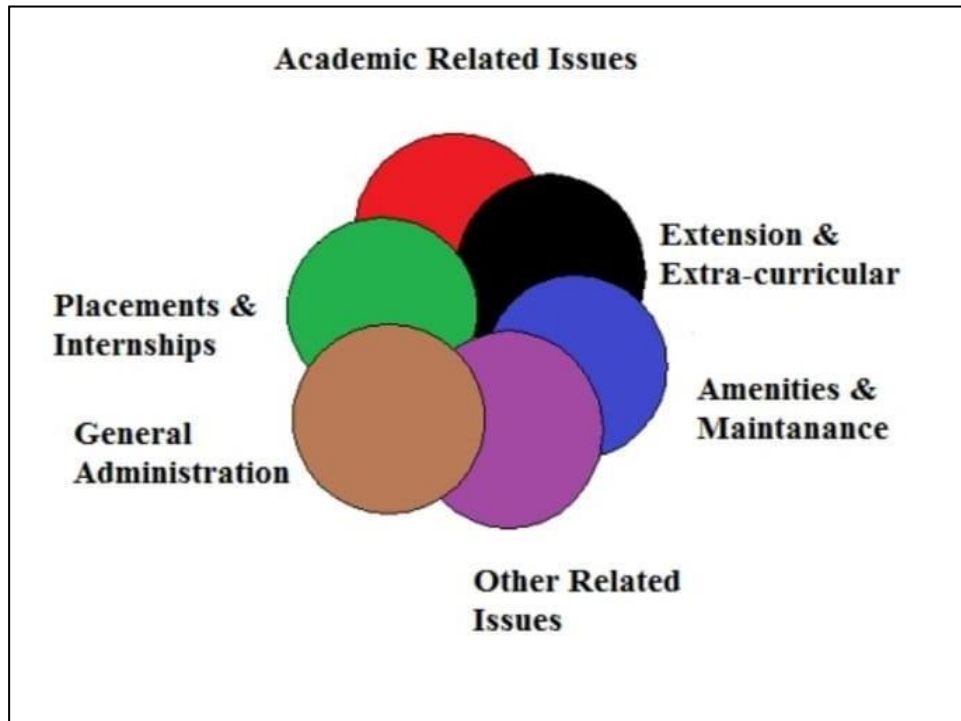
APPLICABILITY:

All the students, parents, staff members, alumni, public and other stakeholders of the institution can convey their grievances.

MECHANISM:



TYPES OF GRIEVANCES:



STANDARD OPERATING PROCEDURE:

If any student, parent, staff member, alumni, or member of the public wishes to file a complaint, they can initially bring the matter to the attention of the Head of the relevant department/office. The Head will then take steps to address and resolve the issue within a period of 5 working days from the time the complaint is received.

If, there is no response inside the stipulated time from the respective department/workplace or grievant is disenchanted with reaction/decision on her/his grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Committee through the suggestion box placed in the campus.

The grievance is against the respective Head of the branch/workplace, then the grievant might also without delay post her/his complaint in writing through E-mail: feedback@wavoowajeehacollege.in or post in the individual at the Grievance Redressal Committee, to the Officer-In-Charge of Grievance Redressal Committee.

CONFIDENTIALITY:

Wavoo Wajeeha Women's College of Arts and Science shall keep confidentiality of information shared during the grievance procedure. All records gathered will be treated as personal and could now not be disclosed to a third events without the consent of the parties worried. However, disclosures may be required for the cause of reality- locating or efforts to remedy the grievance. Parties involved in the grievance process can even have to keep the confidentiality of the statistics discussed at some stage in the reality-locating technique and the identification of the grievant.

DOCUMENTATION:

The information relating to the complaints of grievances shall be dealt with as confidential may be regarded handiest by way of the members of the Grievance Redressal Committee, for the motive research. In order to screen the redressal procedure once in a while the Grievance Redressal Committee shall maintain a grievance register beneath the supervision of Officer-in-Charge of Grievance Redressal Committee, which shall contain the subsequent heads. The sign in can be handled as private and might not be accessed via anybody other than the individuals of Grievance Redressal Committee.

GRIEVANCE REDRESSAL COMMITTEE
MEETING MINUTES 2022 – 2023

Date: 17th February, 2023

Venue: Principal's Cabin

Chairperson

Dr. Mrs. V. Rama M.Sc., M.Phil., Ph.D,
Principal,
Wavoo Wajeetha Women's College of Arts and Science,
Kayalpatnam,
Mobile: 9488663040

Members

Mrs. A. Nesa Agnes Bellinta
Head, Department of Computer Science
Wavoo Wajeetha Women's College of Arts and Science
Kayalpatnam
Mobile: 9942945559

Miss. R. Joebrit Rodrigo,
Asst. Prof, Dept. of English
Wavoo Wajeetha Women's College of Arts and Science
Kayalpatnam
Mobile: 9629958745

Grievances:

- PG students made a complaint that their classrooms were extremely hot during summer and requested to change their classes till the end of summer.
- Students wish to implement a number of add-on and extra -credit courses by our college.

Action taken:

- PG students were asked to occupy the empty classes in the main block.
- Necessary measures were taken to implement more number of Add on and extra-credit courses in the next academic year.

GRIEVANCE REDRESSAL COMMITTEE

MEETING MINUTES 2021 – 2022

Date: 9th May, 2020

Venue: Principal's Cabin

Chairperson

Dr.R.C.Vasuki, M.A.,M.Phil.,Ph.D.,DGT

Principal,

Wavoo Wajeeha Women's College of Arts and Science,

Kayalpatnam,

Mobile: 9944277939.

Members

Mrs. S. A. Muthu Mohudoom Fathima,

Head, Department of Arabic,

Wavoo Wajeeha Women's College of Arts and Science,

Kayalpatnam,

Mobile: 9965921735.

Dr. Mrs. R. Aruna Jothi,

Head, Department of Tamil,

Wavoo Wajeeha Women's College of Arts and Science,

Kayalpatnam,

Mobile: 75998861907.

Mrs. Mrs. A. Nesa Agnes Bellinta,
Head, Department of Computer Science,
Wavoo Wajeetha Women's College of Arts and Science,,
Kayalpatnam,
Mobile: 9942945559.

Miss. R. Joebrit Rodrigo,
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Grievances

- Students asked to take necessary measures for making masks available in the college stationary.

Action taken

- Stationary incharge was instructed to sell masks.

GRIEVANCE REDRESSAL COMMITTEE

MEETING MINUTES 2020 - 2021

Date: 10th March, 2021

Venue: Principal's Cabin

Chairperson

Dr.R.C.Vasuki, M.A.,M.Phil.,Ph.D.,DGT,
Principal,
Wavoo Wajeeha Women's College of Arts and Science,
Kayalpatnam,
Mobile: 9944277939.

Members

Mrs.S.A.Muthu Mohudoom Fathima,
Head, Department of Arabic,
Wavoo Wajeeha Women's College of Arts and Science,
Kayalpatnam,
Mobile: 9965921735.

Dr. Mrs. R. Aruna Jothi,
Head, Department of Tamil,
Wavoo Wajeeha Women's College of Arts and Science,
Kayalpatnam,
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Grievances

- Some staff members shared that they face network glitches while handling online classes.

Action taken

- Staff members were instructed to occupy classrooms with strong Wi-Fi connections while engaging classes.

GRIEVANCE REDRESSAL COMMITTEE

MEETING MINUTES - 2019 - 2020

Date: 3rd February, 2020

Venue: Principal's Cabin

Chairperson

Dr.R.C.Vasuki, M.A.,M.Phil.,Ph.D.,DGT

Principal,

Wavoo Wajeeha Women's College of Arts and Science

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Grievances

- During continuous Internal assessments, common prayer can be can Committeed.
- Inter departmental competition circulars should be displayed on the notice board.
- Number of books in general library and department libraries should be increased.

Action taken

- Student's suggestion regarding common prayer was considered and it was decided to conduct common prayer during the time of CIAs.
- HODs were instructed to take necessary action regarding the display of circulars on the notice board.
- The grievance regarding books for library was forwarded to the management.

GRIEVANCE REDRESSAL COMMITTEE

MEETING MINUTES - 2018 – 2019

Date: 30th August, 2018

Venue: Principal's Cabin

Chairperson

Dr.R.C.Vasuki, M.A.,M.Phil.,Ph.D.,DGT

Principal,

Wavoo Wajeeha Women's College of Arts and Science, Kayalpatnam

Mobile: 9944277939

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Grievances:

- Complaints regarding the sanitary conditions in restrooms.
- Water cans in the corridors should be filled before the commencement of classes.
- Classes aren't cleaned before the first hour.
- Teachers scolding students in front of other students

Action taken:

- Helping sisters were instructed to clean the restrooms in regular basis.
- Helping sisters were instructed to refill the water cans before 9:15 a.m.
- Instructions were given to the helping sisters to clean the classes before the first hour.
- Staff members were instructed to maintain cordial relationship with students.