



பெரியார் பல்கலைக்கழகம்

PERIYAR UNIVERSITY

SALEM- 636011, TAMIL NADU
NAAC A Grade - State University - NIRF Rank 68

**O/o Dean-Students' Affairs &
Students Welfare Centre**

Date: 12.12.2019

**Minutes of the meeting of Students Grievances and Redressal
Committee held
on 12.12.2019 at 12.noon at O/o of DEAN Students Affairs**

Members present

Dr.S.Nandakumar-DEAN Students Affairs
Convenor-Student Grievance and Redress Committee (SGRC)
Co-ordinator, Students Welfare Centre

Dr.C.Selvaraj- Member SGRC
Prof. & Head Dept of Mathematics

Dr. R.Balagurunathan – Member SGRC
Prof. & Head, Dept of Microbiology
Member-Syndicate

Dr. V.Sangeetha – Member SGRC
Prof. & Head, Dept of English

Agenda:

To discuss the modalities to address the students grievances for the academic year 2020-2021 and forth coming years

Various arrangements/ creations of facilities for students in the campus.

Any other matter(s)

The committee unanimously resolved to recommend the SOP for SGRC while dealing with grievance

Address students' grievances in terms of academic, research and hostel should be redirected as early as possible based on the nature and depth of the issue. The following procedure may be adopted.

A student with a genuine grievance may approach the dept faculties or Co-ordinator or members of the Students' Grievance Redressal Committee directly. In case, the aggrieved student is unwilling to appear before the Grievances committee, he/she may be dropped in writing in the suggestion box / Complaint box or sent through e-mail to any member / officer in-charge of Students' Grievance Cell.

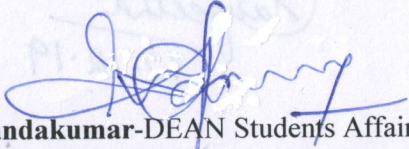
On receipt of the grievances the Grievance Redressal Cell shall scrutinize, analyze carefully and discuss with the person concerned to find out on amicable solution. In all cases strict confidentiality is to be ensured by the Grievance Redressal Cell.

If the grievances are found to be not genuine or false or misrepresented, the students, may be let of with a warning.

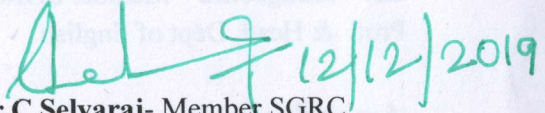
In case the members of SGRC fail to find out any solution then the matter is referred to the university authorities for further action.

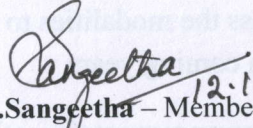
Fulfilling the primary needs of the students for creating a harmonious educational ambience.

- Suggestion / complaint Box to be installed in front of all the buildings.
- Creation of complaint form
- Install cement benches in vital points of the campus for the use of hostel students after class hours.
- Enhance the quality of food products in students' canteen
- Renewal of Students insurance


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