



M.G.R. COLLEGE

Approved by Government of Tamilnadu, Affiliated to Periyar University, Salem
Re-Accredited by NAAC
Recognized by UGC under section 2(f) and 12(B), New Delhi
Dr. M.G.R Nagar, HOSUR – 635 130 Krishnagiri Dist., Tamil Nadu

DVV CLARIFICATION

Criterion 5 - Student Support and Progression

5.1 Student Support

5.1.4

The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

- 1.Implementation of guidelines of statutory/regulatory bodies
- 2.Organisation wide awareness and undertakings on policies with zero tolerance
- 3.Mechanisms for submission of online/offline students' grievances
- 4.Timely redressal of the grievances through appropriate committees

HEI Input

A. All of the above

Change in Input (Optional)

A. All of the above

DVV Findings	Response of HEI
<p>1. DVV's observation: [DVV unable to find any hyperlink for grievances redressal, however, an email is provided, therefore, modified accordingly. Also, it's likely that students might have other grievances, such as hostel-related issues or general concerns. Therefore, HEI should furnish:</p> <p>i. Minutes of meetings held regarding all student grievances/complaints raised during AY2022-23 and their subsequent resolutions.</p>	<p>1. The HEI has provided, the hyperlink for grievances redressal and also furnished the following,</p> <p>i. Minutes of meetings held regarding all student grievances/complaints raised during AY2022-23 and their subsequent resolutions.</p> <p>ii. Itemized bills for expenses related to materials purchased, repair work, or replacement of furniture and fixtures in addressing the aforementioned grievances.</p>



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ii. Itemized bills for expenses related to materials purchased, repair work, or replacement of furniture and fixtures in addressing the aforementioned grievances.

2. HEI has to provide AY-wise and committee-wise record(s) which show(s) only the number of teaching or non-teaching staff /students grievances, first, received, and then forwarded to the concerning committee, and then resolved or pending.

3. HEI needs to provide,

i. Minutes of meeting held for all student's grievances/complaints raised by the students in AY2022-23 and resolved thereafter, and

ii. Bills of expenses incurred on material purchased or repairing work or replacing furniture and fixtures, in the matter of resolving concerned-raised/grievances/complaints.

2. The HEI has provided, the AY-wise and committee-wise record(s)

3. The HEI has provided, the following documents,

i. Minutes of meeting held for all student's grievances/complaints raised by the students in AY2022-23 and resolved thereafter, and

ii. Bills of expenses incurred on material purchased or repairing work or replacing furniture and fixtures, in the matter of resolving concerned-raised/grievances/complaints.

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HEI Response Support Documents

S.No	File Description	Document
1	Certificate from the Head of the Institution	View Document
2	Hyperlink for student grievances	View Document
3	Minutes of meetings held regarding all student grievances/complaints raised during AY2022-23 and their subsequent resolutions	View Document
4	Itemized bills for expenses related to materials purchased, repair work, or replacement of furniture and fixtures in addressing the grievances	View Document
5	Committee-wise record(s)	View Document
6	Additional Document	View Document