

# DON BOSCO COLLEGE

(Affiliated to Periyar University - Salem 636 011)

 Athiyaman Bypass Road, Sogathur Post, Dharmapuri 636 809.



## Grievance Redressal Committee

The Grievance Redressal Cell of the College is headed by Rev. Dr. J. Angelo, SDB, Principal. As suggested by the UGC, this Cell has been constituted with Principal, Vice-Principal, Deans, Hostel Warden, Women Faculty Members, and Students' representatives. The Committee meets twice a year and as and when required.

This Cell is closely linked with the College disciplinary system to make it more effective and functional. The overall aims and objectives of the functioning of the Cell are founded on the principles of Preventive System of education as visualized in our vision and mission statements. Hence situations and circumstances that would encourage any act of undesirable behaviour and conduct are minimized through constant supervision and guidance of staff and College authorities.

### Objectives

- Building up a team of teaching and supporting staff of accountability and probity in dealing with the affairs of students.
- Seeking to ensure a peaceful and congenial atmosphere in the College that promotes a healthy and cordial student-student relationship, student-teacher relationship, and student-employee-management relationship.

### Functions

The functions of the Cell are:

- (a) To attend to the general grievances of the students, public (related to the College), Staff and suggest redressal measures within the framework of College /University/ Government rules;
- (b) To instruct the HODs and Class Mentors concerned to attend to the grievances;
- (c) To refer report the matters to the Principal; and
- (d) To attend to students' grievances related to Examination/s and recommend suitable redressal measures.

1.	Secretary (Co-ordinator)
2.	Dean of Boys
3.	Dean of Girls



International Educational Organization for more than 150 Years in 134 Countries.

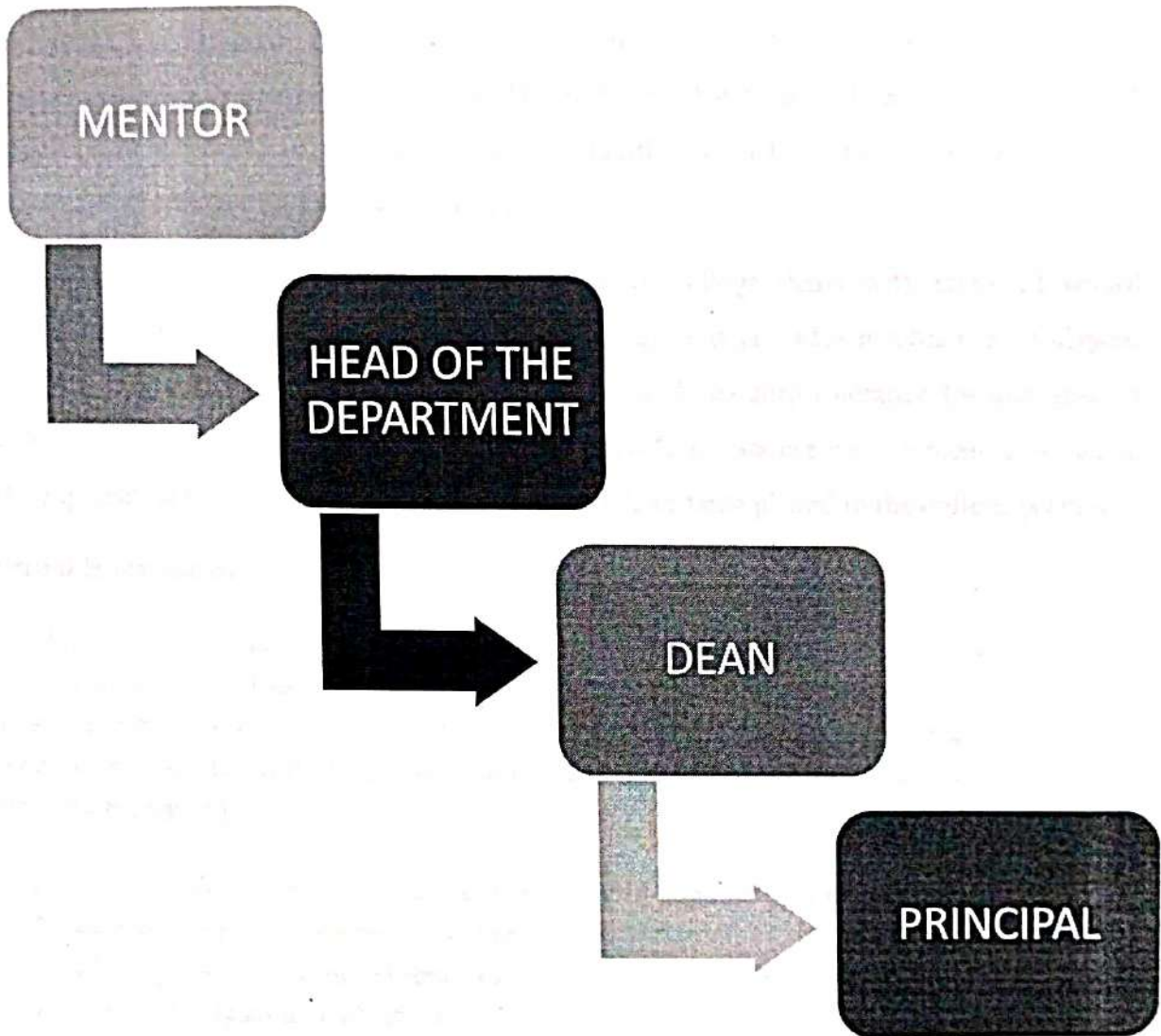
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 Athlyaman Bypass Road, Sogathur Post, Dharmapuri 636 809.



## Grievance Redressal Functions



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94436 04447



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www.dbcdharmapuri.edu.in

**"MENS SANA IN CORPORE SANO"**  
A HEALTHY MIND IN A HEALTHY BODY



# DON BOSCO COLLEGE

Athiyaman Bypass Road, Sogathur Post, Dharmapuri 636 809

Phone: 9443604446, 9443604447

E-mail: dbc155@live.in Website: www.dbcdharmapuri.edu.in



## ANNUAL REPORT

2017-2018

### GRIEVANCES REDRESSAL COMMITTEE



## Policies :

- The vision and mission of the institution is inextricably linked to strong principles and ethics.
- The management and the college guarantee a strong redressal mechanism for student grievances.
- As mandated by the government, a three-tier grievance mechanism is in place to resolve any academic or administrative complaints.
- The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Any student found in an incriminating situation, both on and off campus, will be reprimanded and counselled.
- students who violate the code of conduct will be given a fair hearing at the Departmental level
- The institution does not tolerate ragging or sexual harassment.



## SCOPE :

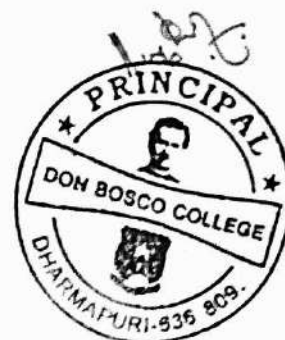
The Students Welfare Committee of the College is headed by Rev. Dr. C.M.Varghees , SDB Principal. It is composed of Deans, Dr. A.S.Raja, Assistant Professor of Tamil and Mrs. V.Rajeshwarai, Assistant Professor of Mathematics, and other ten faculty members and student representatives. The function of this committee is to work for the welfare of students.

The Student Welfare Committee spans every function of the students' life and administration to become an integral part of their stay on campus. The Committee aids the administration by providing them with the insights of the student and helps them to voice their opinion in matters such as courses designed for the students. The College has helped them by reaching out to the students and also helping the students through addressing their queries and concerns regarding procedures or new policies designed by the administration.

The College Student welfare Committee looks after the welfare of the students with the support of teachers and management. The welfare policy of the college focuses mainly on providing the most suitable academic, social and cultural environment to bring out the best from each individual student.

### Some of the welfare measures initiated by the college are:

- a) Counseling and mentorship for individual students and groups,
- b) Orientation programmes for freshers to familiarize themselves with the College practices,
- c) Training in communication skills,
- d) Life skill development programmes,
- e) Placement enhancement training,
- f) Career orientation seminars,
- g) Competency enhancement training for social work students,
- h) Net coaching for PG students,
- i) Remedial classes for slow students,
- j) Scholarship for 100% deserving students,
- k) Noon-meals for the poor students.



This Committee meets thrice a year:

- (i) First meeting is held soon after the commencement of the Academic Year.
- (ii) The second meeting takes place two months after the first meeting for identifying the needy students with a view to provide them with relevant help and for organizing blood camp to develop community sense among students.
- (iii) The third meeting is held in the month of February.

This Committee plans in collaboration with the Coordinators of the NSS, YRC, CCC and various Clubs of the College, different extension activities for the students to be carried out during the academic year.

**Members:**

1. Rev. Dr. C.M. Varghese ,SDB, Principal
2. Dean of Boys –A.S. Raja
3. Dean of Girls –V.Rajeshwari



### **Procedure for lodging complaint:**

- I. The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- II. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- III. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **Follow up & covering:**

- I. Grievance Redressal Cell shall co-ordinate, cover and insure redressal within the requested time(maximum 10 days).
- II. Depending upon the soberness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal.

### **Exclusion**

Student Grievance Cell shall not entertain following issues:

1. Decisions of the Academic Council / Board of studies and other academic/administrative committees constituted by the college.
2. Decision with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.



## MEETINGS

On 15.06.2017

The principal C.M. Varghese meet all the students and gave all the rules and regulations of the college. The principal told the students if any suggestions and grievances meet the committee members or meet the principal.

On 25.04.2018

The students are gathered to the open hall. The principal and the committee members to meet the students and ask the grievances and the principal promises to the students to take the necessary actions.





## GRIEVANCE COMMITTEE REPORT

The Grievance Redressal Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the Principal or electronically via the Grievance Form available on the College Website. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it.

All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

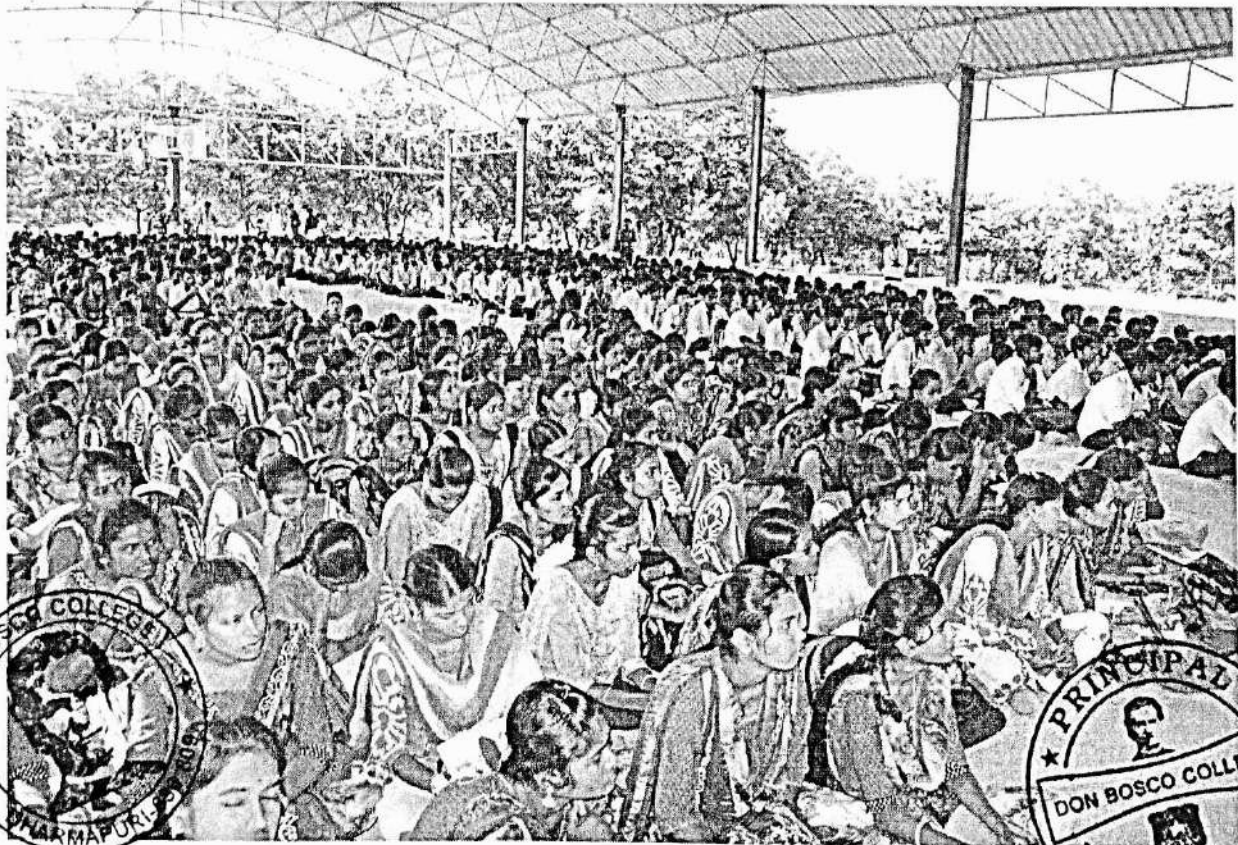
### Different methods for registering of Grievances

1. Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
2. Open Your Hearts -an interactive session of the representatives of each class for UG, PG and Self-Financing stream with the principal are held separately as an initiative aimed to bring the voices of the students directly in a stress-free situation.
3. The College portal has an online Grievance Redressal area for registering their problems .

### STUDENTS GRIEVANCES

1. We need fan facilities in all class rooms.
2. We need notice Board in every class room.
3. There is no quality food in canteen. So we need quality food in canteen.







# DON BOSCO COLLEGE

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Phone : 9443604440, 9443604447

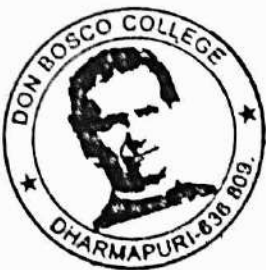
E-mail: dbc155@live.in Website: www.dbcdharmapuri.edu.in



## ANNUAL REPORT

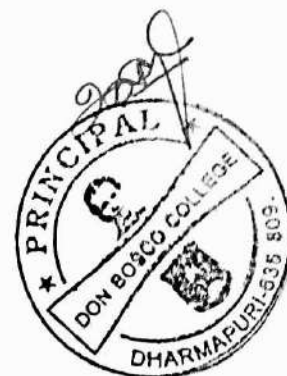
2018-2019

### GRIEVANCES REDRESSAL COMMITTEE



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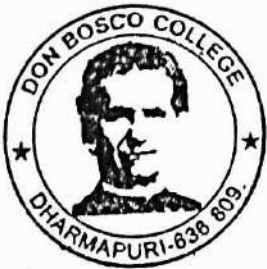
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**Members:**

1. Rev. Dr. Siluvai, SDB, Principal
2. Dean of Boys – A.S. Raja
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### **Procedure for lodging complaint:**

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## MEETINGS

On 15.08.2018

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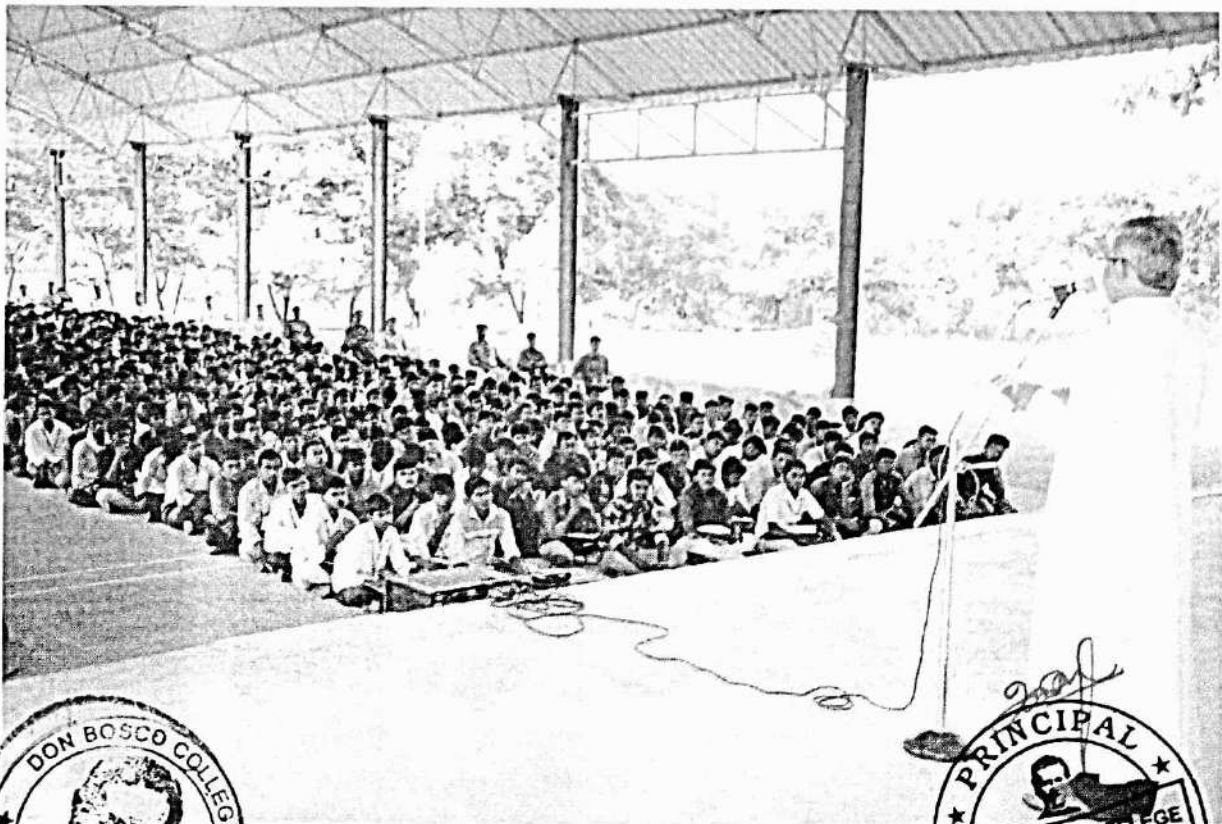
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3. The College portal has an online Grievance Redressal area for registering their problems .

## **STUDENTS GRIEVANCES**

1. We need lot of books in library.
2. We need more sports activities.
3. We need purified drinking water.









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## ANNUAL REPORT

2019-2020

## GRIEVANCES REDRESSAL COMMITTEE

### GRIEVANCE REDRESSAL CELL



## Policies :

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## SCOPE :

The Students Welfare Committee of the College is headed by Rev. Dr. A.Slurvai muthu, SDB Principal. It is composed of Deans, Dr. I. James, Assistant Professor of Commerce and Mrs. D.S.Sumathi, Assistant Professor of Mathematics, and other ten faculty members and student representatives. The function of this committee is to work for the welfare of students.

The Student Welfare Committee spans every function of the students' life and administration to become an integral part of their stay on campus. The Committee aids the administration by providing them with the insights of the student and helps them to voice their opinion in matters such as courses designed for the students. The College has helped them by reaching out to the students and also helping the students through addressing their queries and concerns regarding procedures or new policies designed by the administration.

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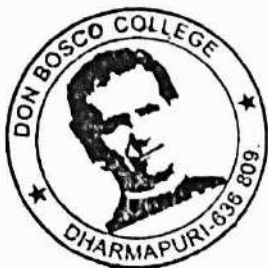
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**Members:**

1. Rev. Dr. Siluvai Muthu ,SDB, Principal
2. Dean of Boys –I. James
3. Dean of Girls –D.S. Sumathi
4. Student Representatives



### Procedure for lodging complaint:

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### Follow up & covering:

- I. Grievance Redressal Cell shall co-ordinate, cover and insure redressal within the requested time(maximum 10 days).
- II. Depending upon the soberness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal.

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3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.





## MEETINGS

On 17.06.2019

The principal C.M. Varghese meet all the students and gave all the rules and regulations of the college. The principal told the students if any suggestions and grievances meet the committee members or meet the principal.

On 23.04.2020

The students are gathered to the open hall. The principal and the committee members to meet the students and ask the grievances and the principal promises to the students to take the necessary actions



## GRIEVANCE COMMITTEE REPORT

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### Different methods for registering of Grievance:

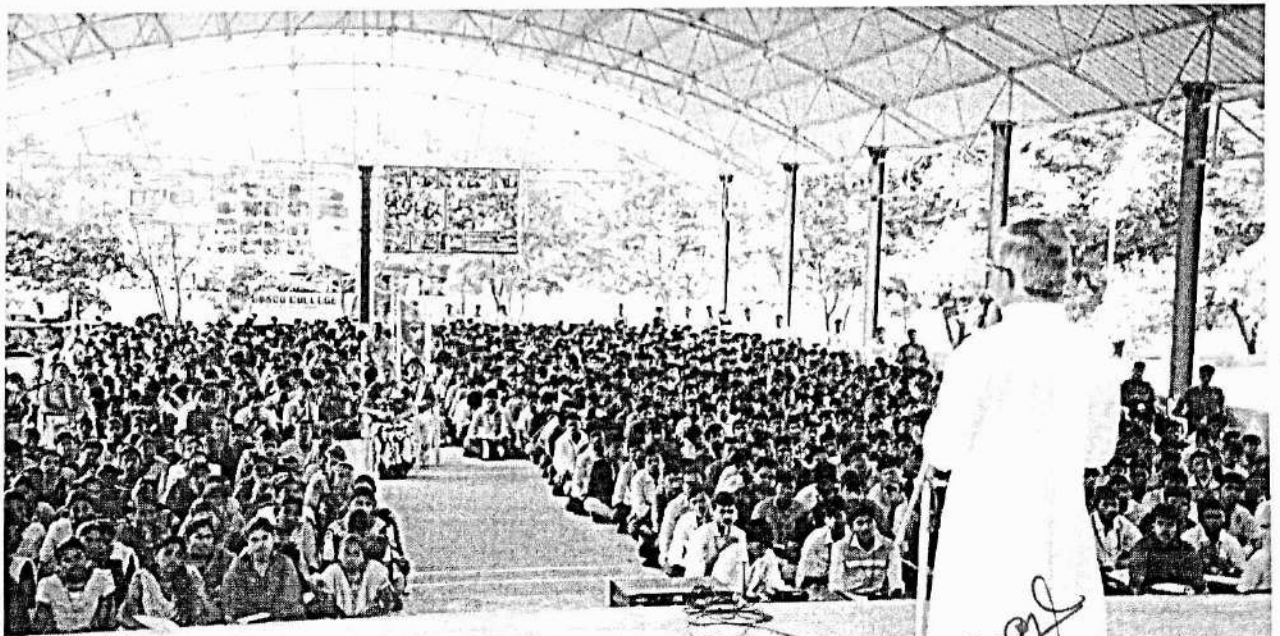
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### STUDENTS GRIEVANCES

1. We need of napkin pad machines in Girls Rest room.
2. We need Water facility in every floor.
3. We need Dustbin in more places on campus.









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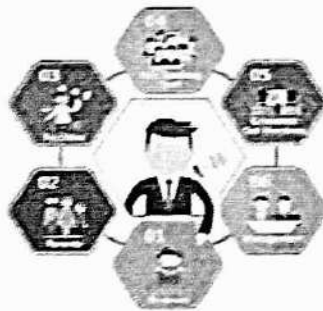
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## ANNUAL REPORT

2020-2021

### GRIEVANCES REDRESSAL COMMITTEE



**GRIEVANCE  
CELL**



**Due to covid 19,as per the government order we did not conduct grievances and redressal committee.**





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## ANNUAL REPORT

2021-2022

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## MEETINGS

On 15.07.2021

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On 20.03.2022

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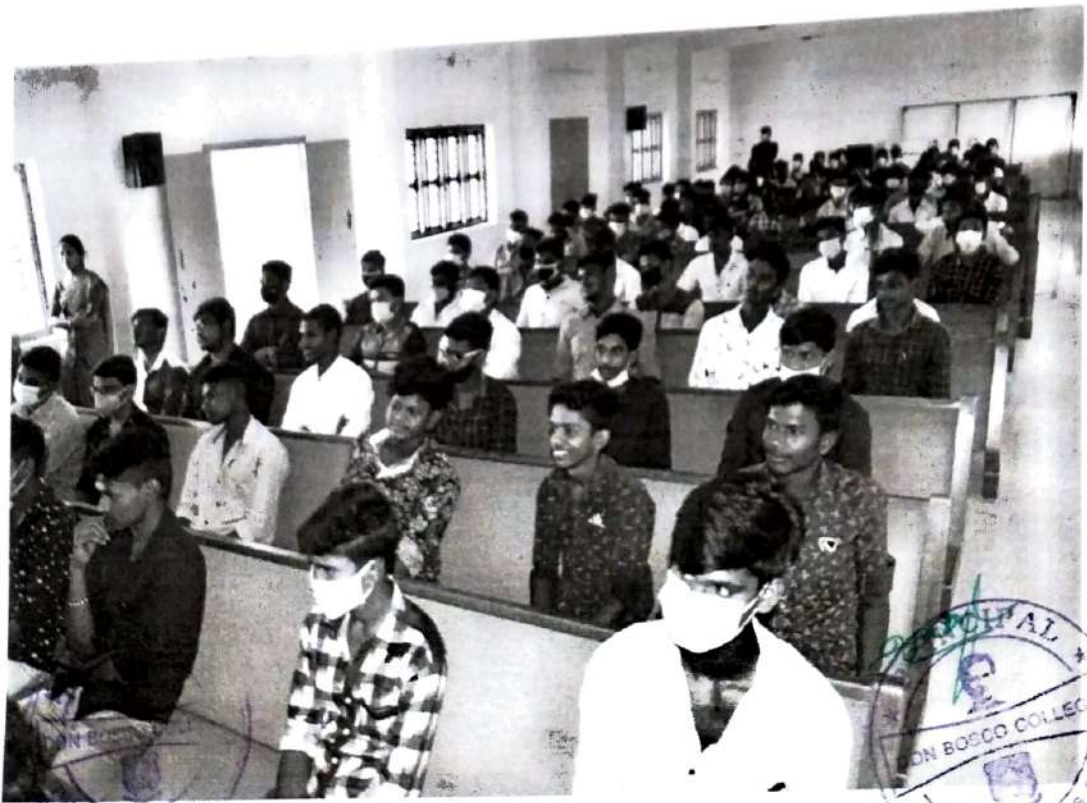
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### **STUDENTS GRIEVANCES**

1. Students were asked the buckets for their rest room.
2. Students were asked drinking water for every floor.
3. They also asked sanitary napkins for girls students.









# DON BOSCO COLLEGE

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## ANNUAL REPORT

2021-2022

### GRIEVANCES REDRESSAL COMMITTEE





## Policies :

- The vision and mission of the institution is inextricably linked to strong principles and ethics.
- The management and the college guarantee a strong redressal mechanism for student grievances.
- As mandated by the government, a three-tier grievance mechanism is in place to resolve any academic or administrative complaints.
- The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Any student found in an incriminating situation, both on and off campus, will be reprimanded and counselled.
- students who violate the code of conduct will be given a fair hearing at the Departmental level
- The institution does not tolerate ragging or sexual harassment.



## SCOPE :

The Students Welfare Committee of the College is headed by Rev. Dr. A.Siluvai muthu , SDB Principal. It is composed of Deans, Dr. I.James, Assistant Professor of Tamil and Mrs. D.S.Sumathi, Assistant Professor of Mathematics, and other ten faculty members and student representatives. The function of this committee is to work for the welfare of students.

The Student Welfare Committee spans every function of the students' life and administration to become an integral part of their stay on campus. The Committee aids the administration by providing them with the insights of the student and helps them to voice their opinion in matters such as courses designed for the students. The College has helped them by reaching out to the students and also helping the students through addressing their queries and concerns regarding procedures or new policies designed by the administration.

The College Student welfare Committee looks after the welfare of the students with the support of teachers and management. The welfare policy of the college focuses mainly on providing the most suitable academic, social and cultural environment to bring out the best from each individual student.

### Some of the welfare measures initiated by the college are:

- a) Counseling and mentorship for individual students and groups,
- b) Orientation programmes for freshers to familiarize themselves with the College practices,
- c) Training in communication skills,
- d) Life skill development programmes,
- e) Placement enhancement training,
- f) Career orientation seminars,
- g) Competency enhancement training for social work students,
- h) Net coaching for PG students,
- i) Remedial classes for slow students,
- j) Scholarship for 100% deserving students,
- k) Noon-meals for the poor students.



This Committee meets thrice a year:

- (i) First meeting is held soon after the commencement of the Academic Year.
- (ii) The second meeting takes place two months after the first meeting for identifying the needy students with a view to provide them with relevant help and for organizing blood camp to develop community sense among students.
- (iii) The third meeting is held in the month of February.

This Committee plans in collaboration with the Coordinators of the NSS, YRC, CCC and various Clubs of the College, different extension activities for the students to be carried out during the academic year.

**Members:**

1. Rev. Dr. Siluvai,SDB, Principal
2. Dean of Boys –Dr.I.James
3. Dean of Girls –D.S.Sumathi



### **Procedure for lodging complaint:**

- I. The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- II. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- III. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **Follow up & covering:**

- I. Grievance Redressal Cell shall co-ordinate, cover and insure redressal within the quested time(maximum 10 days).
- II. Depending upon the soberness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal.

### **Exclusion:**

Student Grievance Cell shall not entertain following issues:

1. Decisions of the Academic Council / Board of studies and other academic/administrative committees constituted by the college.
2. Decision with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the college in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.



## MEETINGS

On 15.07.2021

The principal Dr.A.Siluvai muthu meet all the students and gave all the rules and regulations of the college. The principal told the students if any suggestions and grievances meet the committee members or meet the principal.

On 20.03.2022

The students are gathered to the open hall. The principal and the committee members to meet the students and ask the grievances and the principal promises to the students to take the necessary actions.



## **GRIEVANCE COMMITTEE REPORT:**

The Grievance Redressal Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the Principal or electronically via the Grievance Form available on the College Website. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it.

All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

## **Different methods for registering of Grievances**

1. Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
2. Open Your Hearts -an interactive session of the representatives of each class for UG, PG and Self-Financing stream with the principal are held separately as an initiative aimed to bring the voices of the students directly in a stress-free situation.

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