



# THIRUTHANGAL NADAR COLLEGE

(Belongs to the Chennaivazh Thiruthangal Hindu Nadar Uraivimurai Dharma Fund)  
A Self Financing Co-Educational College of Arts & Science  
Affiliated to the University of Madras | 2(f) Status under UGC Act  
Re-accredited at 'B++' Grade by NAAC & An ISO 9001:2015 Certified Institution  
Selavayal, Chennai 600 051, Tamil Nadu, India

## GRIEVANCE REDRESSAL POLICY

In accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019, the institution has formulated these guidelines to ensure a fair and transparent system for addressing student concerns. The College Grievance Redressal Cell (CGRC) has been established to review student complaints, evaluate their validity, and provide prompt resolution. The CGRC is also authorized to investigate instances of harassment, including sexual harassment.

### I. Composition and Tenure of the College Grievance Redressal Cell (CGRC):

- The CGRC shall be constituted of the following members:
  - ❖ **Chairperson:** The College Principal.
  - ❖ **Members:** Four to Six faculty members appointed by the Principal.
  - ❖ **Special Invitee:** A student representative nominated by the Principal based on academic merit, athletic performance, or extracurricular excellence.
  - ❖ **Additional Invitee:** Any individual whose presence is deemed necessary by the Chairperson.
- Appointed members and special invitees shall serve a term of two years.
- The quorum required to hold a CGRC meeting is three members (excluding special invitees). The names of the current committee members shall be published and updated on the college website.

### II. Functions of the CGRC:

- To receive and acknowledge formal complaints regarding issues such as admission processes, reservation quotas, false information, document retention, fee structures and refunds, scholarship delays, grading discrepancies, inadequate facilities, and any form of discrimination or harassment.
- To conduct formal hearings for the aforementioned grievances when necessary.
- To deliver transparent and timely resolutions for all disputes through a majority decision.
- To maintain official records, including Minutes of Meetings and Action Taken Reports.

### III. Procedure for Submitting Grievances to the CGRC:

- Grievances must be submitted via email to the designated address: [grievance@thiruthangalnadarcollege.edu.in](mailto:grievance@thiruthangalnadarcollege.edu.in)
- All applications must specify the name and registration number of the complainant(s).
- Group applications are permitted and will be processed under the same procedural guidelines as individual complaints.



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#### IV. Procedure for Hearing of Matters and Disposal of Applications:

- Upon receiving an application, the CGRC shall schedule a meeting to deliberate on the matter.
- The presence of the aggrieved student at the hearing is mandatory; no final resolution can be adopted without the student's direct representation.
- The CGRC maintains the authority to consult with or refer cases to external experts for professional opinions when deemed necessary.
- All decisions must be reached through a majority consensus and must adhere strictly to the principles of natural justice.
- The CGRC is required to process and resolve all applications in a timely and efficient manner.
- Every resolution must be formally documented, with signed copies of the meeting minutes and the final decision provided to the complainant.
- The CGRC may assign the execution of its decisions to any authorized representative of the institution.
- For grievances that show a recurring pattern, the CGRC may establish a specialized working group to conduct a comprehensive investigation.



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