

CRITERION 5



STUDENT SUPPORT AND PROGRESSION



**Dr. MGR-JANAKI COLLEGE
OF ARTS & SCIENCE FOR WOMEN**

SATHYABAMA MGR MALIGAI
11 & 13, Durgabai Deshmukh Road, RA Puram, Chennai - 28

An ISO 9001:2015 CERTIFIED INSTITUTION
Affiliated to the University of Madras



CRITERION 5

5.1: STUDENT SUPPORT

5.1.4 Student Grievances



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Verified and Certified Documents

Metric No: 5.1.4

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Principal
Principal



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CHENNAI - 600 028.



**Dr. MGR-JANAKI COLLEGE
OF ARTS & SCIENCE FOR WOMEN**



SATHYABAMA MGR MALIGAI
11 & 13, Durgabai Deshmukh Road, Raja Annamalai Puram, Chennai - 600 028
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ACADEMIC YEAR
2018-2019



**Dr. MGR-JANAKI COLLEGE
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Complaint received	23 -08 -2018
Subject	Harsh words used by teacher while reprimanding a student for not completing an assignment (II Years)
Date of the Meeting	27- 08-2018
RAGGING REDRESSAL COMMITTEE MEMBERS PRESENT	
Dr. R. Manimekalai	Principal & Convener
Dr. V.C. Santhilakshmi	Management Representative
Ms. Nivedha Suresh (III BCS)	Student President
Ms. S. Sarjana (I M.A. English)	Student Representative
Dr. Apitha Sabapathi	Dean-Students - Faculty Representative
Mrs. Uma Shankari	Faculty Representative
Ms. Banu Rekha	SC/ST Faculty Representative
Ms. Agnes Lavanya	Overseas Student Advisor
Action taken	Advised the faculty to restrain from using harsh words. Students are of sensitive age and will feel frustrated
Follow ups	Observed her classes after 2 weeks

Dr. Manimekalai
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ACADEMIC YEAR
2019-2020




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Complaint received	11-10-2019
Subject	Group of 4 students disturbing the class regularly (II years)
Date of the Meeting	14-10-2019
RAGGING REDRESSAL COMMITTEE MEMBERS PRESENT	
Dr. R. Manimekalai	Principal & Convener
Dr. V.C. Santhilakshmi	Management Representative
Ms. S. Bhuvana (III B.Com. General)	Student President
Ms. S. Sarjana (II M.A. English)	Student Representative
Dr. Apitha Sabapathi	Dean-Students - Faculty Representative
Mrs. Uma Shankari	Faculty Representative
Ms. Banu Rekha	SC/ST Faculty Representative
Ms. Keerthana Iyer	Overseas Student Advisor
Action taken	Principal, Vice Principal and Deans met the students. They were highly distracted. Parents were informed and the students were cautioned and advised to behave in the class.
Follow ups	The Principal checked with the class teacher to ensure that the students did not misbehave during lecture hours.


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Complaint received	16-03-2020
Subject	Syllabus not completed before model exams (III years)
Date of the Meeting	17-03-2020
RAGGING REDRESSAL COMMITTEE MEMBERS PRESENT	
Dr. R. Manimekalai	Principal & Convener
Dr. V.C. Santhilakshmi	Management Representative
Ms. S. Bhuvana (III B.Com. General)	Student President
Ms. S. Sarjana (II M.A. English)	Student Representative
Dr. Apitha Sabapathi	Dean-Students - Faculty Representative
Mrs. Uma Shankari	Faculty Representative
Ms. Banu Rekha	SC/ST Faculty Representative
Ms. Keerthana Iyer	Overseas Student Advisor
Action taken	Three faculty members were asked to complete the syllabus by having extra classes after college hours and on Saturdays. A revision was also planned before Model Exams.
Follow ups	The Principal and Dean Academics checked to ensure the syllabus was completed.


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ACADEMIC YEAR
2020-2021



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Complaint received	30-10-2020 (Online)
Subject	Online lecture not effective (II Years)
Date of the Meeting	02-11-2020 (Online)
RAGGING REDRESSAL COMMITTEE MEMBERS PRESENT	
Dr. R. Manimekalai	Principal & Convener
Dr. V.C. Santhilakshmi	Management Representative
Ms. Sneha (II M.A Natya)	Student President
Ms. Sandhya R. (I M.A. Natya)	Student Representative
Dr. Apitha Sabapathi	Dean-Students - Faculty Representative
Mrs. Uma Shankari	Faculty Representative
Ms. Banu Rekha	SC/ST Faculty Representative
Dr. Sujatha Mohan	Overseas Student Advisor
Action taken	An online meeting was convened by the Principal with all the staff members and it was decided that all classes should have power point presentations prepared by the respective faculty members to ensure effective teaching- learning process.
Follow ups	Principal regularly monitored the online classes.

Janaki
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ACADEMIC YEAR
2022-2023



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Complaint received	11-11-2022
Subject	Sufficient notes were not given. (I Years)
Date of the Meeting	14-11-2022
RAGGING REDRESSAL COMMITTEE MEMBERS PRESENT	
Dr. R. Manimekalai	Principal & Convener
Dr. V.C. Santhilakshmi	Management Representative
Ms. Savitha D.K.V (I M.A. English)	Student President
Dr. Apitha Sabapathi	Dean-Students - Faculty Representative
Dr. Ragitha Radhakrishnan	Faculty Representative
Ms. Banu Rekha	SC/ST Faculty Representative
Dr. Sujatha Mohan	Overseas Student Advisor
Action taken	The concerned faculty was asked to prepare simple notes for the benefit of academically weak students. Further it was advised that Peer learning should be encouraged.
Follow ups	The Dean of Academics had another informal meeting with the students to check the progress of the students.


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Complaint received	05-02-2023
Subject	No faculty for a particular paper (II years)
Date of the Meeting	07-07-2023
RAGGING REDRESSAL COMMITTEE MEMBERS PRESENT	
Dr. R. Manimekalai	Principal & Convener
Dr. V.C. Santhilakshmi	Management Representative
Ms. P. Dhanya Student(III B. Com A& F)	Student President
Dr. C. Nithya	Faculty Representative
Dr. Ragitha Radhakrishnan	Faculty Representative
Dr. C. Banu Rekha	SC/ST Faculty Representative
Ms. L.S. Kavitha	Overseas Student Advisor
Action taken	The issue raised because of the sudden resignation of the respective faculty. The management promised that a qualified and experienced faculty will be recruited very soon
Follow ups	Interviews were conducted and a qualified and suitable faculty was recruited within a week.

Manimekalai
PRINCIPAL

DR. MGR JANAKI COLLEGE O.
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