

**Criterion-V**  
**STUDENT SUPPORT & PROGRESSION**

**5.1 Student Support**

**5.1.5**

**Copy of the minutes of the meetings of the committees**

**SSR Cycle – 3**



**Since 1881**

**THE AMERICAN COLLEGE, MADURAI - 625002**  
(An Autonomous Institution affiliated to Madurai Kamaraj University)



Since 1881

**THE AMERICAN COLLEGE, Madurai**

An Autonomous Institution Affiliated to Madurai Kamaraj University

Re-accredited (2<sup>nd</sup> Cycle) by NAAC with Grade "A" CGPA – 3.46 on a 4 point scale

# **Minutes of the Meetings**

## **Grievance Cell**

### **&**

## **Students Grievance Redressal Committee (SGRC)**



The background of the entire page is a repeating pattern of green hexagons with white outlines, arranged in a honeycomb-like structure. A white rectangular label with a thin blue border is positioned in the upper center of the page.

# **GRIEVANCE CELL**

## **MINUTES OF THE MEETING**



# 2019-2020



**Dr. M. Davamani Christober**  
M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)  
Principal & Secretary



### The American College

Madurai - 625 002, India.  
Ph : +91 452 2530070, 2530973, Fax : +91 452 2520711  
Email : acmdu1881@gmail.com, acsc1881@gmail.com  
Web : www.americancollege.edu.in

07/08/2019

Dear friends,

Grievance Committee planning meeting is scheduled on 13 August 2019 at 10.30 am.  
at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

Principal & Secretary  
The American College  
Madurai-625 002



Minutes of the Planning meeting of the Grievance Cell & Students grievances redressal committee (SGRC) held on 13 August 2019 in the Principal's office.

The following members were present in the meeting.

Dr. M. Davamani Christober  
(Principal & Secretary)

Dr. G. C. Abraham  
(Vice-Principal)

Dr. J. Johnsekar.

(Dean, Policies and Administration)

Dr. M. Balakrishnan.

(Dean, Self finance Program)

Dr. G. Kannabiran (convenor, Grievance Boys)

Ex. N. Thirupathirajan.

Mr. A. David Christopher.

Dr. D. Lourdy Immaculate

Dr. T. Anita Caroline.

Mrs. T. Suganya.

Mrs. Rohini.

Director, Satellite campus.

The Meeting began with a Prayer Dr. D. Lourdy Immaculate.

The chairperson welcomed all the members of Students Grievance Committee and Grievance redressal Committee.

Minutes of the previous meeting of SGRC was confirmed.



The compliance report on Action Taken on the decisions taken in the Previous meeting. was approved. There wasn't any grievance which was not addressed.

The Principal elaborated the rules and regulations of VGC. The Principal asked the members that any grievance should be dealt immediately. he also suggested that any grievance either by boys or girls should be registered in the proper e-portal or by the other mechanism adopted by the college. He also briefed the members about the functioning of the committee.

The principal elaborated the rules and regulations of VGC. The principal asked. the members that any grievance should be dealt immediately. He also suggested that any grievance either by boys or girls should be registered in the proper e-portal. or by the other mechanism adopted by the college. He also briefed the members about the functioning of the committee.

The Scope, guidelines and mechanism of the grievance Cell was discussed and explained to new members. The Grievance Redressal cell always attempts to address problems and complaints of students whatever be the nature of the problem. Principal asked the members to create awareness about the mechanism followed.



for registering the grievances. Students are informed about the use of suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as is convenient to them. Students may also express their grievances online by filling out the online portal.

d. Grievances related to exams, finance, hostels, will be discussed with the corresponding authority for redressal. Effective measures will be taken immediately to address the problems.

With these detailed discussions, the following resolution was unanimously passed.

Res. 1/2019 : As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the Principal for further action.

Dr. G. Kannabiran (Convener) Proposed the Vote of Thanks.

The Principal adjourned the meeting as there was no other matter.



**Dr. M. Davamani Christofer**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)

Principal & Secretary



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04/11/2019

Dear friends,

The mid-year meeting of Grievance Committee is scheduled on 12 November 2019 at 4.30 pm. at Principal's Office. Kindly make it convenient to attend the meeting.


With regards,

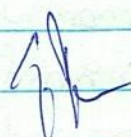
**Principal & Secretary**  
**The American College**  
**Madurai-625 002**

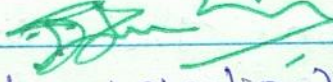


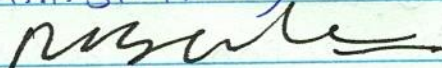
Minutes of the planning meeting of the Grievance cell & Students grievances redressal committee (SGRC) held on - 12 November 2019 in the Principal's office.

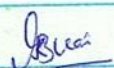
The following members are present in the meeting.

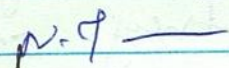
Dr. M. Davamani Christopher.   
(Principal & Secretary).


Dr. G. C. Abraham.   
(Vice - Principal)

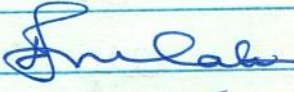
Dr. J. Johnsekar.   
(Dean, Policies and Administration)

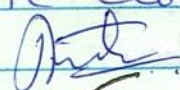
Dr. M. Bala Krishnan.   
(Dean, Self finance Program)

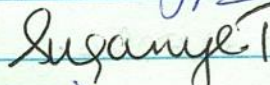
Dr. G. Kannabiran (Convenor, Grievance Boys) 


Er. N. Thirupathirajan. 


Mr. A. David Christopher. 

Dr. D. Lourdu Immaculate (Convenor) 

Dr. T. Anita Caroline. 

Mrs. T. Suganya. 

Mrs. Rohini. 

Director, Satellite campus. 

The meeting began with a Prayer Dr. D. Lourdu Immaculate.

The chairperson welcomed all the members of Students Grievance Committee and Grievance redressal Committee.



Minutes of the previous meeting of SGRC was confirmed.

The Principal asked the members about the grievances that are received in the past months and also he asked the members to improve awareness among students to register the grievances. The convener briefed that no grievance reported in the past three months. Vice Principal briefed the significance of the feedback he also expressed the confidentiality of the session. The convener responded that the students are informed about the use of suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances also they approach the members of the cell or any of their other teachers as is convenient to them. Students also informed about online portal for registering grievances.

With these detailed discussions, the following resolution was unanimously passed.

Res:2/2019: As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the Principal for further action. The Principal deals with the issues of very serious nature



the other matters are referred to the respective authorities concerned for follow-up action.

Dr. G. Kannabiran (convenor) Proposed the Vote of thanks.

The Principal adjourned the meeting as there was no other matter,



**Dr. M. Davamani Christofer**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)  
Principal & Secretary



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13/05/2020

Dear friends,

Annual review meeting of Grievance Committee is scheduled on 26 May 2020 at 11.00 am. at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the meeting of the grievance Cell &  
Students Grievance Redressal Committee  
held on - 26 May 2020 11. am at Principal's office

### Members Present

Dr. M. Davamani Christopher  
(Principal & Secretary)

Dr. G. C. Abraham  
(Vice-Principal)

Dr. J. Johnsekar  
(Dean, Policies and administration)

Dr. M. Balakrishnan  
(Dean, Self-financed Program)

Dr. G. Kannabiran (Convenor, Grievance Boys)

Er. N. Thirupathirajan

Mr. A. David Christopher

Dr. D. Lourdu Immaculate

Dr. T. Anitha Caroline

Mrs. T. Suganya Suganya T

Mrs. Rohini

~~Dr. A. M. M. David~~ Dr. Albert Christopher Das.  
(Director - Satellite Campus)

The meeting started with a prayer by  
Dr. D. Lourdu Immaculate

The chairperson welcomed all the members of  
Students grievance committee and grievance  
redressal committee

Minutes of the previous meeting of SGRC  
was confirmed.

The Principal asked the conveners to  
brief about the grievances

The conveners listed the grievances



received from the students

## Infrastructure and amenities

- Wall mounted fans in Washburn Hall room no 67 is not working, need to be changed.

- \* J1 & J2 classrooms are not kept clean
- \* Rest rooms in the ground
- \* Camera at Parking (helmet theft)
- \* Drinking water scarcity
- \* Basket Ball Ground.

## Academic

- \* Quality of the mark statements are very poor

- \* Note books are not allowed inside OPM Library

- \* Year long PA projects
- \* NSS - Registration is difficult.

Principal assured that all the short term demands will be addressed very soon, and the academic matters need to be discussed with the respective departments.

With these detailed discussions, the following resolution was unanimously passed.

Res 3/2017 As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct



appropriate enquiry and reported to the principal for further action. The principal deals with the issues of very serious nature the other matters are referred to the respective authorities concerned for follow-up action.

Dr. A. Kannabiran (Convener) proposed the Vote of thanks.

The Principal adjourned the meeting as there was no other matter.



# 2018-2019



**Dr. M. Davamani Christober**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)

Principal & Secretary



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02/08/2018

Dear friends,

Grievance Committee planning meeting is scheduled on 07 August 2018 at 11.00 am.  
at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Members of the planning meeting of <sup>37</sup> the  
Grievance Cell & Students grievances redressal  
Committee (SGRC) held on August 7, 2018 in  
the Principal's office.

The following members were present in the meeting.

Dr. M. Damamani Christobar <sup>MB</sup>  
(Principal & Secretary)  
Dr. G.C. Abraham  
(Vice Principal)  
Dr. T. John Sekar <sup>John Sekar</sup>  
(Dean, Policy and Administration)  
Dr. M. Balakrishnan <sup>MB</sup>  
(Dean, Self financed Programme)  
Dr. G. Kannabiran (Convener, Grievance Boys)  
Dr. N. Thirupathi Rajan <sup>N.T.</sup>  
Mr. A. David Christopher <sup>David</sup>  
Dr. D. Lourdu Immaculate (Convener) <sup>Immaculate</sup>  
Dr. T. Anita Caroline <sup>Anita</sup>  
Mrs. T. Suganya Suganar <sup>Suganya</sup>  
Mrs. Rohini <sup>Rohini</sup>  
Director, Satellite Campus

The meeting began with a prayer by  
Dr. T. Anita Caroline.

The chairperson welcomed all the members of  
Student grievance committee and Grievance redressal  
Committee.

Minutes of the previous meeting of SGRC was  
confirmed.

The compliance reports on Action Taken on  
the decisions taken in the previous meeting was  
approved. There wasn't any grievance which  
was not addressed.



The Principal elaborated the rules and regulations of CGC. The Principal asked the members that any grievance should be dealt immediately. He also suggested that any grievance either by boys or girls should be registered in the proper e-portal or by the other mechanism adopted by the college. He also briefed the members about the functioning of the committee.

The scope, guidelines and mechanism of the grievance cell was discussed and explained to new members. The Grievance Redressal Cell always attempts to address problems and complaints of students whatever be the nature of the problem.

Principal asked the members to create awareness about the mechanism followed for registering the grievance. Students are informed about the use of suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as it is convenient to them. Students may also express their grievances online by filling out the online portal. Grievances related to exams, finance, hostels, will be discussed with the corresponding authority for redressal. Affective measures will be taken immediately to address the problems.

With these detailed discussions, the following was unanimously passed.



Res. 1/2018: As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the Principal for further action.

Dr. G. Kannabiran (Convenor) proposed the vote of thanks.

The Principal adjourned the meeting as there was no other matter.



**Dr. M. Davamani Christofer**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)

Principal & Secretary



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21/11/2018

Dear friends,

The mid-year meeting of Grievance Committee is scheduled on 28 November 2018 at 3.30 pm. at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell and Students grievances redressal Committee (SGRC) held on - November 28, 2018 in the Principal's Office.

The following members are present in the following

Dr. M. Davamani Christobee

(Principal & Secretary)

Dr. G. C. Abraham

(Vice-Principal)

Dr. J. John Selvar

(Dean, Policies and Administration)

Dr. M. Balakrishnan

(Dean, Self Finance Program)

Dr. G. Kannabiran (Convenor, Grievance Boys)

Ex. N. Thirupathi Rajan

Mrs. A. David Christopher

Dr. D. Lourdu Immaculate (Convenor)

Dr. T. Anita Caroline

Mrs. T. Suganya

Mrs. Rohini

Director, Satellite Campus.

The meeting began with a prayer by Dr. T. Anita Caroline.

The Chairperson welcomed all the members of Students grievance Committee and Grievance redressal Committee.

Minutes of the previous meeting of SGRC was confirmed. The Principal asked the members about the grievances that are received in the past months and also he asked the members to improve awareness among students to register the grievances. The Convenor



replied that no grievance reported in the past three months and Vice principal briefed the significance of the feedback also expressed the Confidentiality of the session. The convenor responded that the students are informed about the use of suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances also they approach the members of the cell or any of their other teachers as is convenient to them. Students also informed about Online portal for registering grievances.

With these detailed discussions, the following resolution was unanimously passed.

Dec 1/2019. As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the principal for further action. The Principal deals with the issues of very serious nature the other matters are referred to the respective authorities concerned for follow-up actions.

Dr. G. Kannabiran (convenor) proposed the Vote of thanks.

The principal adjourned the meeting as there was no other matter.



**Dr. M. Davamani Christober**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)

Principal & Secretary



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Web : www.americancollege.edu.in

16/05/2019

Dear friends,

Annual review meeting of Grievance Committee is scheduled on 22 May 2019 at 4.30 pm. at Principal's Office. Kindly make it convenient to attend the meeting.

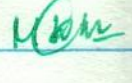
With regards,

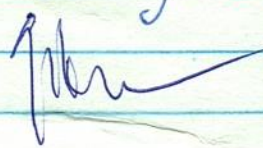
**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell & Students grievance redressal Committee (SGRC) held on - 22 March 2019 in principal's office

Members present.


Dr. M. Davamani Christobos Principal & Secretary. 

Dr. G. C. Abraham 

Chairperson

Vice principal.

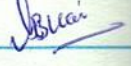
Members

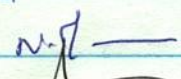
Dr. J. Joh Sekar 


(Dean, policies and Administration)

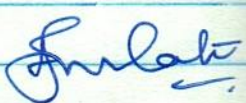
Dr. M. Balakrishnan. 

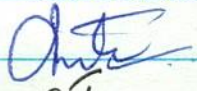
(Dean, Self Finance program)

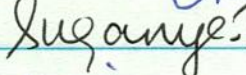
Dr. G. Kannabiran (Convenor, Grievance Boys; 


Dr. N. Thirupathi Rajan. 

Mrs. A. David Christopher 

Dr. D. Lourdu Immaculate (Convenor) 

Dr. T. Anita Caroline 

Mrs. T. Suganya Suganya. 

Mrs. Lokini. 

Director, Satellite Campus. 

The meeting began with a prayer by

Dr. T. Anita Caroline.

The Chairperson welcomed all the members of the Students grievance Committee and Grievance redressal Committee.

Minutes of the previous meeting of SGRC was confirmed.

The principal asked the Convenors to brief about the grievances.

The Convenor listed the grievances received from Students.



## Infrastructure & Amenities.

- \* Gymnasium for practice.
- \* Separate Labs for BCM
- \* Drinking water points.
- \* Glasses at water points
- \* Steel benches in the classroom are inconvenient.
- \* Camera at parking is mandatory.
- \* Scarcity of dustbins.
- \* No sports facilities for girls.
- \* AC machines are old (MUM).

### Academic.

- \* Same course teacher for more than one course.
- \* Industrial Visit atleast one per year.
- \* More theory and lab courses in the final semester not able to focus on project (MUM)
- \* Server and the system in the MCA lab is very low.
- \* VGA should be replaced with HDMI port.

Principal assured that all the short term demands will be addressed very soon, and the academic matters needs to be discussed with the respective departments. With these detailed discussion, the following resolution was unanimously passed.

Res 1 / 2019. As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the principal for further action. The principal deals with the issues of very serious nature the other matters are referred to the respective authorities concerned for follow up action.

Dr. G. Kannabisan (Convener) Proposed the Vote of thanks. The principal adjourned the meeting as there was no other matter.



# 2017-2018



**Dr. M. Davamani Christofer**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)

Principal & Secretary



**The American College**

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03/08/2017

Dear friends,

Grievance Committee planning meeting is scheduled on 08 August 2017 at 10.00 am.  
at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary  
The American College  
Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell & Students grievances redressal committee (SGRC) held on - 8<sup>th</sup> August 2017 in the Principal's office.

The following members were present.

Dr. M. Ravamani Christopher  
(Principal & Secretary)

*MRC*

Dr. G.C. Abraham  
(Vice Principal)

*gk*

Dr. J. Johnsekar

(Dean, Policies and administration)

*Johnsekar*

Dr. M. Balakrishnan

*nosel*

(Dean, Self financed Programme)

Dr. A. Kennabiran (Convener - Grievance - Boys)

*Issue*

Ex. N. Thirupathi rajan

Mr. A. David Christopher

*A-D*

Dr. C. Dorothy Sheela (Convener - Girls)

*C.D. Sheela*

Dr. D. Lourdu Immaculate

*Lourdu*

Mrs. T. Suganya Suganya.T

Mrs. R. Rohini

*Rohini*

Dr. A. Martin David

*MD*

(Director - Satellite Campus)

The meeting began with a prayer by Dr. Lourdu Immaculate

The Chairperson welcomed all the members of Students grievance Committee and Grievance redressal Committee

Minutes of the previous meeting of SGRC was confirmed.



The compliance report on Action Taken on the decisions taken in the previous meeting was approved. There wasn't any grievance which was not addressed.

The Principal elaborated that grievance cell along with college has taken various steps as per the rules and regulations of UAC to deal any grievance immediately.

He also suggested that any grievance either by boys or girls should be registered in the proper e-postal or by the other mechanism adopted by the college. He also briefed the members about the functioning of the committee.

The scope, guidelines and mechanism of the grievance cell was discussed and explained to new members. The SGRC always attempts to address problems and complaints of students whatever be the nature of the problem.

Principal asked the members to create awareness about the mechanism followed for registering the grievances. Students are informed about the use of suggestion boxes placed on different buildings of the campus. to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other



teachers as is convenient to them. Students may also express their grievances online by filling out the online portal. Grievances related to exams, finance, hostels will be discussed with the corresponding authority for redressal. Effective measures will be taken immediately to address the problems.

Committee has taken steps and allotted duties to all the members of the committee at almost to address the grievance.

With these detailed discussions, the following resolution was unanimously passed.

Res 1/2017. As and when a complaint is registered either online or offline the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the Principal for further action.

Dr. G. Kannabiran proposed the vote of thanks

The Principal adjourned the meeting.



**Dr. M. Davamani Christofer**

M.Sc., M.Phil., Ph.D (Interdisciplinary) Ph.D (Maths)  
Principal & Secretary



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02/11/2017

Dear friends,

The mid-year meeting of Grievance Committee is scheduled on 09 November 2017 at 2.00 pm. at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance cell & students grievances redressal committee (SGRC) held on 9th November - 2017 in the Principal's office.

The following members were present:

Dr. M. Davamani Christober  
(Principal & Secretary)

Dr. G. C. Abraham  
(Vice Principal)

Dr. J. John Sekar  
(Dean, Policies and Administration)

Dr. M. Balakrishnan

Dean, Self financed Programme

Dr. G. Kannabiran (Convener, Grievance Boys)

Dr. N. Thirupathi rajan

Mr. A. David Christopher

Dr. C. Dorothy Sheela (Convener, Girls)

Dr. D. Lourdhie Immaculate

Mr. T. Suganya

Mr. R. Rohini

Dr. A. Martin David

(Director, Seethalite campus)

The meeting began with a prayer by  
Dr. T. Anita Caroline.

The Chairperson welcomed all the members of  
Students grievance committee and Grievance redressal  
committee.

Minutes of the previous meeting of SGRC was  
confirmed.

The Principal asked the members about the  
grievances that are received in the past months  
and

The convener replied that no grievance reported



The convenor responded that the students are informed about the use of suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances also they approach the members of the cell or any of their other teachers as is convenient to them.

Members also instructed to receive grievance and through a proper channel only.

Wide canvassing about the grievance cell and anti ragging is being done in the form of flexis, boards in the college premises and through college website also.

An annual feedback is also usually conducted at the end of the year to ensure the redressal activities.

With these detailed discussions, the following resolutions was unanimously passed.

Res. 2/2017: Institute wide awareness programmes will be conducted to reach the students about the grievance cell and its activities.

Dr. G. Kannabiran (Convenor) proposed the vote of thanks.

The Principal adjourned the meeting as there was no other matter.



**Dr. M. Davamani Christoher**

M.Sc., M.Phil., Ph.D (Interdisciplinary), Ph.D (Maths)

Principal & Secretary



**The American College**

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24/05/2018

Dear friends,

Annual review meeting of Grievance Committee is scheduled on 28 May 2018 at 4.00 pm. at Principal's Office. Kindly make it convenient to attend the meeting.


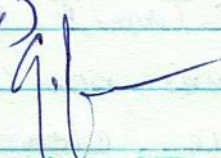

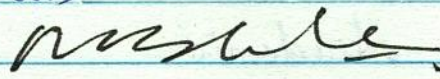
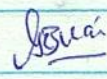


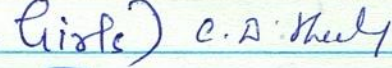

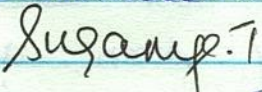
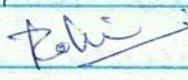
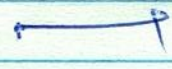
With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the <sup>33</sup> Grievance Cell & Students grievances redressal Committee (SGRC) held on 28th May 2018 in the Principal's office.

The following members were present.

Dr. M. Daramani Christolux (Principal & Secretary)   
Dr. G. C. Abraham (Vice Principal)   
Dr. J. John Sekar (Dean, Policies and Administration)   
Dr. M. Balakrishnan (Dean, Self financed Programme)   
Dr. G. Kannabiram (Convener, Grievance Boys)   
Dr. N. Thirupathi Rajan   
Mr. A. David Christopher   
Dr. C. Dorothy Sheila (Convener, Girls)   
Dr. D. Lourdes Dmaculale   
Mrs. T. Suganya Suganya.T   
Mrs. R. Rohini   
Dr. A. Martin David   
(Director, Satellite Campus)

The meeting began with a prayer by Dr. T. Anita Caroline.

The Chairperson welcomed all the members of Students Grievance Committee and Grievance redressal Committee.

Minutes of the previous meeting of SGRC was confirmed.

The Principal asked the convenors to brief about the grievances.

The convenor listed the grievances received from students.



## Infrastructure & Amenities

- Need separate classroom (French Student)
- Hostel food quality is not good.
- Restricted (few) food items only available at canteen.
- Lot of Glare in the blackboard (Commerce Student)
- No lock in the girls restrooms
- Two wheeler parking is not sufficient
- Free lunch (Tamil Student)
- Suggestion boxes no. can be increased.
- Rest rooms are cleaned during intervals
- Birthday celebrations are not allowed.

## Academic

- Students are not allowed to stay back in the department after class hours.
- Books on nanobiology not available at department library (Zoology Students)

Principal assured that all the short term demands will be addressed very soon, and the academic matters need to be discussed with the respective departments.

With these detailed discussions, the following resolution was unanimously passed.

Res. 3/2017: Resolved to accept that No birthday celebrations on campus are permitted. The Principal deals with the issues of very serious nature the other matters are referred to the respective authorities concerned for follow-up action.

Dr. G. Kannabiran (Convener) proposed the vote of thanks.

The Principal adjourned the meeting as there was no other matter.



# 2016-2017



**Dr. M. Davamani Christoher, M.Sc., M.Phil., Ph.D.,**  
**Principal & Secretary**



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05/08/2016

Dear friends,

Grievance Committee planning meeting is scheduled on 10 August 2016 at 11.00 am.  
at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell & Students grievances redressal Committee (SGRC) held on 10<sup>th</sup> august 2016. in the Principal's office

The following members were present in the meeting.

Dr. M. Davamani Christopher

Principal & Secretary

Dr. G. C. Abraham

Vice Principal

Dr. J. John Sekar

Dean, Policies & Administration

Dr. M. Balakrishnan

Dean, Self-financed Programme.

Dr. G. Kannabiran (Convenor- Grievance-Boys)

Er. N. Thirupathi rajan

Mr. A. David Christopher.

Dr. C. Dorothy Sheela (Convenor- Girls)

Mrs. A. Ann Ramola Jeyanthi

Mrs. Suganya

Dr. A. Marlin David (Co-Ordinator, Satellite Campus)

The meeting began with a prayer by Dr. David Christopher.

The chairperson welcomed all the members of Students grievance committee and Grievance redressal committee.

Minutes of the previous meeting of SGRC was confirmed.

The Compliance report or Action Taken on the decisions taken in the previous meeting was approved. There wasn't any grievance which was not addressed.



The Principal emphasized the rules and regulations of UGC, also briefed the members purpose and work of SGRC.

He highlighted the formation of the cell to handle the grievances of students and staffs.

He asked the members to use positive friendly ways to resolve the crisis than punitive steps.

He also instructed the ~~student~~ members to ensure the proper investigation of facts related to the problems.

The Convenor thanked the principal for such planning in the best interest of all the stakeholders.

Principal asked the members to create awareness about the mechanism followed for registering the grievances. Students are informed about the use of suggestion boxes placed on different sections of the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as is convenient to them. Students may also express their grievances online by filling out the online portal. Grievances related to exams, finance, hostels, will be discussed with the corresponding authority for redressal. Effective measures will be taken immediately to address the problems.

With these detailed discussions, the following resolution was unanimously passed.

Res 1/2016 Minor complaints are dealt with concerned departments if not dealt should be forwarded to the SGRC and to conduct appropriate enquiry



and reported to the Principal for further action.

Dr. G. Kannebivan (Convener) proposed the vote of thanks.

The Principal adjourned the meeting as there was no other matter.



Dr. M. Davamani Christober, M.Sc., M.Phil., Ph.D.,  
Principal & Secretary



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07/11/2016

Dear friends,

The mid-year meeting of Grievance Committee is scheduled on 11 November 2016 at 2.30 pm. at Principal's Office. Kindly make it convenient to attend the meeting.


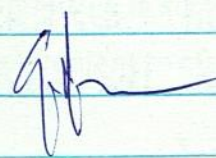
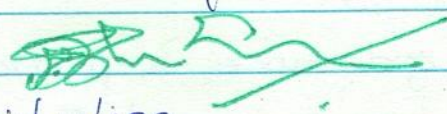
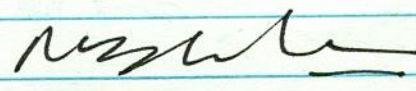



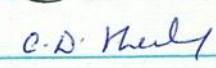

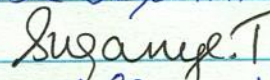

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the meeting of the Grievance Cell & Students grievance redressal Committee (SGRC) held on 11<sup>th</sup> November 2016 in the principal's office

The following members were present in the meeting

Dr. M. Davamani Christopher   
Principal & Secretary  
Dr. G. C. Abraham   
Vice Principal  
Dr. J. John sekar   
Dean, Policies & Administration  
Dr. M. Balakrishnan   
Dean, Self-financed Programme.  
Dr. G. Kannabiran (Convener - Grievance Boys)   
Er. N. Thirupathi rajan   
Mr. A. David Christopher   
Dr. C. Dorothy Sheela (Convener, Girls)   
Mrs. A. Ann Ramola Jeyanthi   
Mrs. Suganya   
Dr. A. Martin David (Co-Ordinator Satellite Campus) 

The meeting began with a prayer by D David. The Chairperson welcomed all the members of Students grievance committee.

Minutes of the last meeting read and confirmed unanimously.

The Principal asked the members about the grievances that are received in the past months and also he asked the members to improve awareness among students to register the grievances.



He also highlighted that any delay in redressal will create confusion and further increase in grievances.

Vice Principal briefed the significance of the feedback he also expressed the confidentiality of the session.

The Convener responded that the students are informed about the use of suggestion boxes placed on different sections of the campus and also instructed to use the online portal for registering grievances.

No grievance reported in the past months. and he proposed the Vote of thanks.

The Principal adjourned the meeting as there was no other matter.



**Dr. M. Davamani Christoher, M.Sc., M.Phil., Ph.D.,**  
**Principal & Secretary**



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19/05/2017

Dear friends,

Annual review meeting of Grievance Committee is scheduled on 23 May 2017 at 11.00 am. at Principal's Office. Kindly make it convenient to attend the meeting.


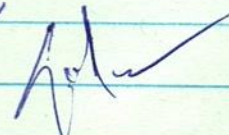
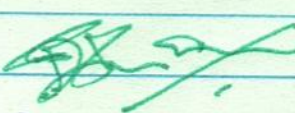

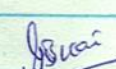
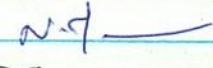

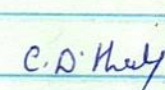

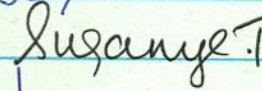

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell  
+ grievance redressal committee (SGRC) held on  
23 May 2017 in the principal's office

The following members were present in the  
meeting

Dr. M. Davamani Christopher   
Principal & Secretary  
Dr. G. C. Abraham   
Vice Principal  
Dr. J. Johnsekar   
Dean, Policies & Administration  
Dr. M. Balakrishnan   
Dean, Self financed Programme  
Dr. G. Kannabiran (Convener - Grievance Boys)   
Er. N. Thirupathi rajan   
Mr. A. David Christopher   
Dr. C. Dorothy Sheela (Convener - Grievance Girls)   
Mrs. A. Ann Ramola Jayanthi   
Mrs. Suganya T   
Dr. A. Martin David   
(Co-Ordinator, Satellite Campus)

The meeting began with a prayer by Dr. Dorothy Sheela

The chairperson welcomed all the members.

Minutes of the previous meeting of SGRC was  
Confirmed.

The Principal asked the conveners to  
brief about the grievances, he also ensures  
that the administration would positively  
respond to their constructive suggestions and  
genuine grievances.



The Convener listed the grievances received from students.

### Infrastructure & Amenities:

- ① Students co-operative store with all ~~enro~~ stationeries
- ② No Dustbins at humanities hall
- ③ More furniture is needed
- ④ Grill in the window of humanities hall need to be serviced.

### Academic:

- ① UG Economics syllabus need to be reconstructed on basis of students need.
- ② Fee Payment is difficult.

Principal assured that all the short term demands will be addressed very soon and the academic matters need to be discussed with the respective departments.

With these detailed discussions, the following resolution was unanimously passed.

Res 3/2017 As and When a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the principal for further action.

Dr. G. Kannabiran proposed the vote of thanks.

Principal adjourned the meeting as there was no other matter.



# 2015-2016



Dr. M. Davamani Christoher, M.Sc., M.Phil., Ph.D.,  
Principal & Secretary



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14/08/2015

Dear friends,

Grievance Committee planning meeting is scheduled on 19 August 2015 at 11.30 am.  
at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell & Students grievances redressal Committee held on 19<sup>th</sup> August 2015 11.30 am in the Principal's office.

The following members were present in the meeting.

Dr. M. Davamani Christopher  
(Principal & Secretary)

Dr. A. C. Abraham  
(Vice-Principal)

Dr. J. John Sekar  
Dean, Policies & Administration.

Dr. M. Balakrishnan.  
Dean, Self financed Programme.

Dr. G. Kannabiran (Convenor)

Er. N. Thirupathi rajan.

Mr. A. David christopher

Dr. C. Dorothy Sheela (Convenor - Girls Grievance) c. D. Sheela.

Mrs. A. Ann Ramola Jeyathi

Mrs. T. Suganya. Suganya?

The meeting began with a prayer by Dr. Dorothy Sheela.

The Chairperson welcomed all the members of Students grievance committee and Grievance redressal Committee.



The Compliance report on Action Taken on the decision taken in the previous meeting was approved. There wasn't any grievance which was not addressed.

The Principal elaborated the rules and regulations of UAC. The principal asked the members that any grievance should be dealt immediately. He also suggested that any grievance either by boys or girls should be registered in the proper e-portal or by the other mechanism adopted by the college.

He also briefed the members about the functioning of the Committee.

The scope, guidelines and mechanism of the grievance cell was discussed and explained to new members. The grievance Redressal Cell always attempts to address problems and complaints of students whatever be the nature of the problem.

Principal asked the members to create awareness about the mechanism followed for registering the grievances.

He also instructed the members to encourage the students to express their grievances freely and frankly without any fear of being victimized.

Students also informed to report their



portal or offline using the grievance boxes kept in their buildings.

Queries related to exams, finance, hostels will be discussed with the corresponding authority for redressal.

Effective measures will be taken immediately to address the problems.

With these detailed discussions, the following resolution was unanimously passed.

Res 1/2015 : As and when a complaint is registered the committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the principal for further action.

Dr. A. Kannabiran proposed the vote of thanks.

The Principal adjourned the meeting as there was no other matter.



Dr. M. Davamani Christoher, M.Sc., M.Phil., Ph.D.,  
Principal & Secretary



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13/11/2015

Dear friends,

The mid-year meeting of Grievance Committee is scheduled on 16 November 2015 at 3.30 pm. at Principal's Office. Kindly make it convenient to attend the meeting.

With regards,

**Principal & Secretary**  
The American College  
Madurai-625 002



Minutes of the planning meeting of the Grievance Cell & Students grievances redressal Committee (SARC) held on - 16<sup>th</sup> November 2015 in the principal's office

The following members were present in the meeting

Dr. M. Davamani Christopher  
(Principal & Secretary)

Dr. G. C. Abraham  
(Vice Principal)

Dr. J. John Sekar

Dean, Policies & Administration.

Dr. G. Kannabiran (Convenor - Grievance Boys)

Ex. N. Thirupathi rajan.

Dr. C. Dorothy Sheela (Convenor - Grievance Girls)

Mrs. A. Anur Ramola jeyanthi.

Mrs. T. Suganya. Suganya T

Dr. M. Balakrishnan

The meeting began with a prayer by Dr. Dorothy Sheela.

The Chairperson welcomed all the members of students grievance committee and Grievance redressal Committee.

With the permission of the chairperson the member read the minutes of the previous meeting of SARC and the current agenda was read.

The Committee is requested to contribute effectively to disclose the grievances at the earliest.

The Convenor is asked to brief about the grievances.

He replied that the cases are attended promptly on the receipt of written grievances from the students.



No such report was received in the past three months.

With these detailed discussions the following resolution was unanimously passed.

2/2015. The SGRC will act upon cases which have been forwarded along with necessary documents.

Dr. A. Kannabiran (Convener) proposed the Vote of Thanks.

The Principal adjourned the meeting as there was no agenda to discuss.



Dr. M. Davamani Christoher, M.Sc., M.Phil., Ph.D.,  
Principal & Secretary



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20/05/2016

Dear friends,

Annual review meeting of Grievance Committee is scheduled on 25 May 2016 at 4.00 pm. at Principal's Office. Kindly make it convenient to attend the meeting.

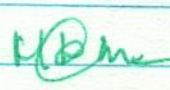
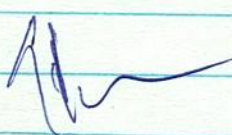
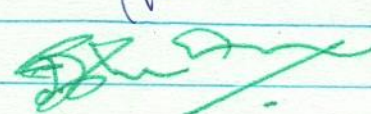
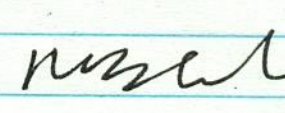

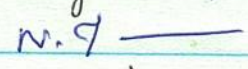

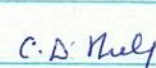

With regards,

**Principal & Secretary**  
**The American College**  
**Madurai-625 002**



Minutes of the planning meeting of the Grievance Cell & Students grievances redressal Committee (SURE) held on - 25<sup>th</sup> May 2016 in the Principal's office.

The following members were present in the meeting.

Dr. M. Daramani Christopher  
(Principal & Secretary)   
Dr. G. C. Abraham  
(Vice - Principal)   
Dr. J. Johnsekar  
Dean, Policies & Administration   
Dr. M. Balakrishnan  
Dean, self financed Programme.   
Dr. G. Kannabiran (Convenor - Grievance Boys)   
Ex. N. Thirupathi rajan.   
Mr. A. David Christopher   
Dr. C. Dorothy Sheela (Convenor - Grievance Girls)   
Mrs. Ann. Ramola Jeyathi   
Mrs. T. Suganya Suganya?

The meeting began with a prayer by Dr. Dorothy Sheela.

The Chairperson welcomed all the members of Students Grievance Committee and Grievance redressal Committee.

With the permission of the chairperson the member read the minutes of the previous meeting of SURE and the current agenda was read.

Grievances Reported.

« Demanded more restroom facilities at Campus.



- \* Though the students access Principal through whatsapp and phone they wanted more grievance boxes to drop down their grievance and suggestions.
- \* More facilities at the laboratory of Physics and Chemistry and Biology
- \* Online attendance maintained by TCS 10N is not accurate.
- \* Students demanded extra add on course.
- \* Wanted more Eisenhower Fellowships.

Principal assured that all the short term demands will be addressed very soon, and the academic matters need to be discussed with the respective departments.

With these detailed discussions, the following resolution was unanimously passed.

Res.3/2016 As and When a Complaint registered the Committee shall meet and discuss on the merits of the complaint and conduct appropriate enquiry and reported to the principal for further action. The Principal deals with the issues of very serious nature the other matters are referred to the respective authorities concerned for follow-up action.

Dr. A. Kannabiran (Convener) proposed the vote of thanks.

The Principal adjourned the meeting as there were no other matters.