



## **Avinashilingam Institute for Home Science and Higher Education for Women**

(Deemed to be University under Category A by MHRD, Estd. u/s 3 of UGC Act 1956)

Re-accredited with A+ Grade by NAAC. Recognised by UGC Under Section 12 B

Coimbatore - 641 043, Tamil Nadu, India

### **Grievance Redressal Cell Committee**

1. **Dr. (Mrs.) Premavathy Vijayan**  
Vice Chancellor
2. **Dr.(Mrs.) S.Kowsalya**  
Registrar
3. **Dr. (Mrs.) K.T.Geetha**  
Dean, School of Arts and Social Sciences  
Professor, Dept of Economics

**Avinashilingam Institute for Home Science and Higher Education for Women**  
(Deemed to be University under Category 'A' by MHRD, Estd. u/s of UGC Act 1956)  
Re-accredited with 'A+' Grade by NAAC. Recognised by UGC Under Section 12 B

**GRIEVANCE REDRESSAL**  
Vice Chancellor  
**Dr. Premavathy Vijayan**  
Registrar  
**Dr. S. Kowsalya**

---

Nodal Person  
**DEAN, SCHOOL OF ARTS & SOCIAL SCIENCES**  
**Dr. K.T. Geetha**  
Mob : 94868 05002  
E-Mail : [kallanmarthodigeetha@gmail.com](mailto:kallanmarthodigeetha@gmail.com)

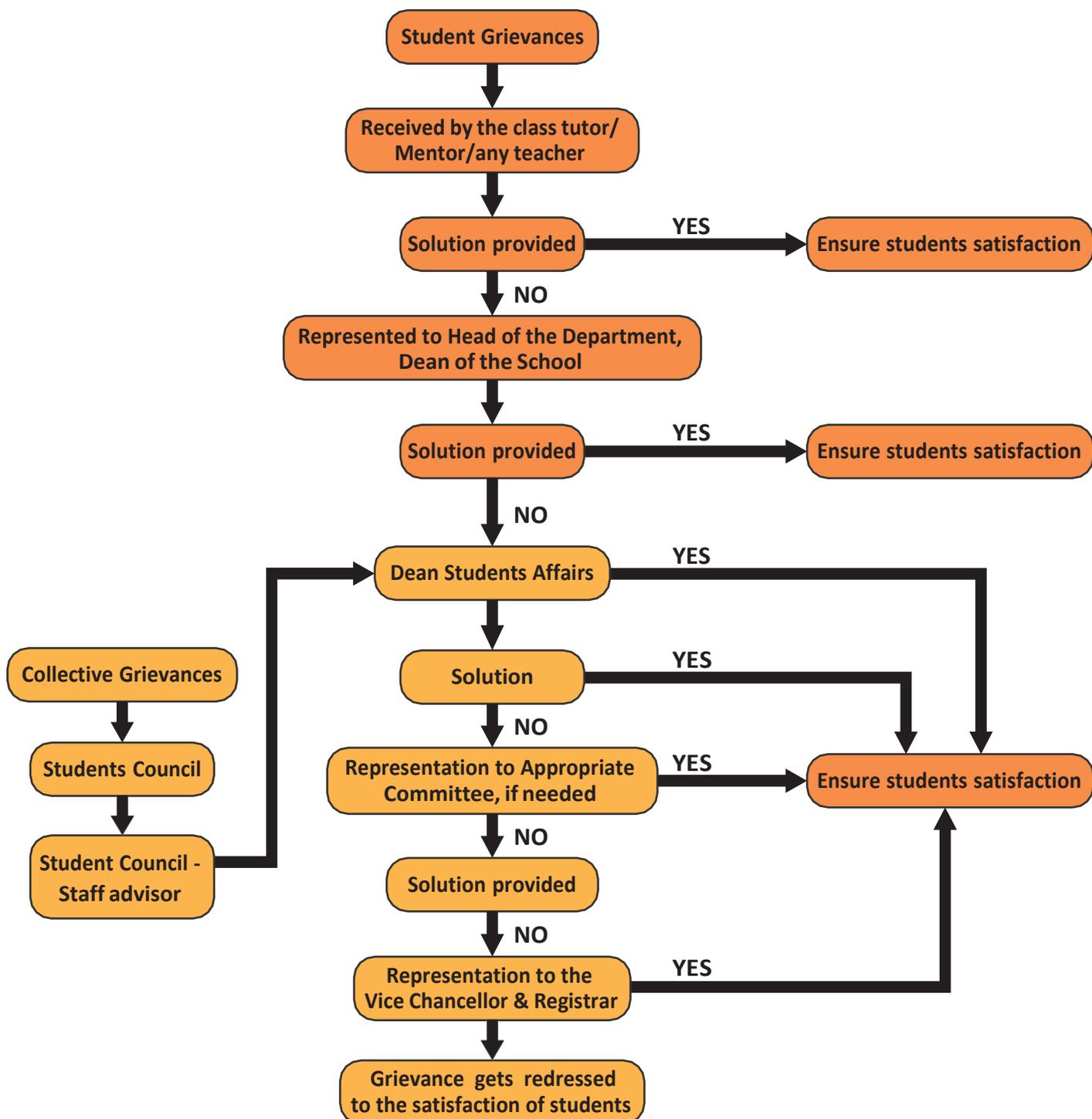


Avinashilingam Institute for Home Science and Higher Education for Women  
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)  
Re-accredited with 'A' Grade by NAAC. Recognized by UGC under Section 12 B  
Coimbatore - 641 043, Tamil Nadu, India

## **MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**

The Avinashilingam Institute for Home Science & Higher Education for Women is well known for its legacy in empowering women through value based education. A salubrious ambience is ensured in the campus, which is considered as a temple of learning for women and referred to as Saradalaya. Message on Human values such as love, truth, non-violence, sympathy, universal brotherhood, compassion, comradeship, loyalty, peace are engraved in each and every activity of the institute thereby proving the commitment of the institution towards nation building. The diversified student community of the institute enjoys the essence of equity at all levels as discrimination in the name of caste, creed, sex, religion and language are totally absent in this temple of learning. Robust mechanisms are in place for addressing the concerns of the students' grievances and to provide instant redressal of the reported incident. Student's grievances related to examination and evaluation procedures are received, analyzed and addressed through the concerned committee constituted for this purpose.

The mechanism adopted by the institute in addressing the student’s grievances is systematically depicted as follows:





**Avinashilingam Institute for Home Science and Higher Education for Women**  
(Deemed to be University under Category A by MHRD, Estd. u/s 3 of UGC Act 1956)  
Re-accredited with A+ Grade by NAAC. Recognised by UGC Under Section 12 B  
Coimbatore - 641 043, Tamil Nadu, India

## **Students Grievance Redressal**

Avinashilingam Institute for Home Science and Higher Education for Women-*Saradalaya*, is a temple of learning for Women aspiring for Higher Education and has been victorious in its mission in empowering women for more than six decades. Being established with a vision of imparting value education, the institute has developed a *value-culture* for the conduct of students, teachers and administrators as well. The members of Saradalaya family undertake the collective responsibility of ensuring peace and harmony in the campus. The voices of all stakeholders are heard promptly and responses are immediately taken care of as necessitated. An innate mechanism of student's grievance redressal is being practiced in the institute via Internal Complaint Committee which is chaired by Dr.Premavathy Vijayan (Vice Chancellor), Dr.Kowsalya (Registrar) and Dr.K.T.Geetha (Dean School of Arts and Social Sciences). A Local Complaint Committee for Campus I and Local Complaint Committee for Campus II has been established. The following are the highlights of the practices of the institute:

**Informal individual counselling is given to the students by the faculty in the departments as and when need arises. Students who feel home sick in the first year of their entry; those who have personal problems or family related issues meet the faculty whom they are comfortable with and share their problems. Advice is given on personal grounds. This is usually encouraged during lunch break or after class hours in the campus.**

**Mentor – Mentee counselling session is held every Friday that provides a platform for students to open up issues that are of concern. Any indifference in the class is sorted out amicably within the class room.**

**The Heads of Departments and Dean of faculties regularly hold meetings with the members/committees concerned for ensuring satisfaction of students.**

**Centre for Ambitious and Resourceful endeavours takes care of the psychological issues of the students. Psychologists and faculty from the Department of Psychology attend to mental, emotional and psychological needs of the students and guidance is given accordingly.**

**Weekly Student Council meeting with the class representatives creates a transparent environment to discuss the issues pertaining to students.**

**The authorities interact with the Student Council members at the end of every month for guidance and suggestions**

**Anti-ragging committee ensures 0% tolerance towards ragging in the campus. This being an institution with 95% of women employees, the learning milieu is free from ragging and sexual harassment**

**The suggestion and grievance boxes are kept at various places in the campus.**

As a fruition of the student friendly initiatives adopted by the institute, there has been no formal grievance is brought out by the students since 2013. The receipt of No- grievance/ any grievance (if received) is recorded in the annual report of the institute. Receipt of no- grievance is recorded in the annual reports of the institute.