

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore) Approved by Government of Tamil Nadu and Accredited by NAAC with 'A' Grade (2<sup>nd</sup> Cycle) Dr. N.G.P. - Kalapatti Road, Coimbatore-641048, Tamil Nadu, India Web: www.drngpasc.ac.in | Email: info@drngpasc.ac.in | Phone: +91-422-2369100

**NAAC** 3<sup>rd</sup> Cycle

**Criterion V Metric 5.1.5** 

# AY 2020-21: Action Taken Report



#### Dr. N.G.P. ARTS AND SCIENCE COLLEGE

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore) proved by Government of Tamil Nadu and Re-accredited by NAAC with 'A' Grade (2<sup>rd</sup> Cycle) DST - FIST | DBT - Star College Scheme

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Ref No: DRNGPASC/SGC/GRR/2020-21/01

#### STUDENTS GRIEVANCE CELL GRIEVANCE REDRESSAL REPORT

Academic Year 2020-21

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	01.09.2020	II M.Com.	1. Virtual Internship in	
2	& 02.09.2020	International Business	lieu of Summer Internship.	The Principal discussed with every department and directed to provide virtual internship or completing
3	02.09.2020	III B.Com. International Business	Virtual Internship in lieu of Summer Internship.	NPTEL course in lieu of summer internship for both UG and PG students. Resolved on 19.10.2020

Coordinator-SGC

Dean - Student Affairs



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Ref No: DRNGPASC/SGC/GRR/2020-21/02

### STUDENTS GRIEVANCE CELL GRIEVANCE REDRESSAL REPORT

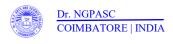
Academic Year 2020-21

S.No	Date	Class	Grievance Received	Action Taken and
		& Department		Status of Grievance
1	08.09.2020	III B.Com, with Computer Applications	Virtual Internship in lieu of Summer Internship.	The Principal discussed with every department and directed to provide virtual internship or completing NPTEL course in lieu of
2	08.09.2020	III B.Com. with Computer Applications	Virtual Internship in lieu of Summer Internship.	summer internship for both UG and PG students. Resolved on 19.10.2020
3	10.09.2020	III B.Sc. Computer Science	Extra online classes needed due to network problem.	The Principal discussed with every department regarding online classes and directed to take extra / revision classes for the students.  Resolved on 19.10.2020

(Dr.S.N.Selvaraj) Coordinator-SGC

(Dr.S.Saravanan) Dean - Student Affairs

C 191101XA (Prof. Dr.V.Rajendran) Principal





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#### STUDENTS GRIEVANCE CELL GRIEVANCE REDRESSAL REPORT

Academic Year 2019-20

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	07.08.2019	III B.B.A.(CA)	Family Issues –     Non-concentration in Class.	The Principal discussed with concerned department and directed to give suggestions to come over the problem.
				Resolved on 26.08.2019
2	07.08.2019		2.Family Problem – Request for Extra Time for Paying Fees.	The Principal discussed with AO and instructed to gratify the grievance.
- K)/O				Resolved on 28.08.2019
3	12.08.2019	III B.Sc. Clinical Lab Technology	Homesick – Feeling Stressed.	The Principal discussed with department staff and directed to take extra care to bring him normal.
			13 3 Sec. 1.	Resolved on 30.08.2019

(Dr.S.N.Selvaraj) Coordinator-SGC

Dean - Student Affairs



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Academic Year 2019-20

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	05.09.2019	I B.Com. Corporate Secretaryship	Sports Activities – Request to use Playground after class hour	The Principal discussed with physical director and directed to allow the students to use the
				playground after the class hours. Resolved on 23.09.2019
2	13.09.2019	III B.Com. Finance	Taking class for full hours – No free time	The Principal discussed with concerned department and directed to gratify the grievance accordingly.
3. 13.09.	13.09.2019	II B.B.A.(CA)	Not treating well in the classroom.	Resolved on 25.09.2019  The Principal discussed with class advisor and instructed

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Ref No: DRNGPASC/SGC/GRR/2019-20/03

# STUDENTS GRIEVANCE CELL GRIEVANCE REDRESSAL REPORT

Academic Year 2019-20

S.No	Date	Class &	Grievance Received	Action Taken and Status of Grievance
1	15.10.2019	Department I B.Sc. Chemistry	Sports Activities – Request to use Playground after class hour	The Principal discussed with physical director and directed to allow the students to use the playground for sports activities after the class hours.  Resolved on 24.10.2019

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Ref No: DRNGPASC/SGC/GRR/2019-20/04

### STUDENTS GRIEVANCE CELL GRIEVANCE REDRESSAL REPORT

Academic Year 2019-20

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	04.02.2020	I B.Sc. Biochemistry	Request for Multi-Cultural Events	The Principal discussed with
2	06.02.2020	I B.Sc. Physics	Request for Multi-Cultural Events	every department and directed to organizeMulti- Cultural Events for allthe
3.	10.02.2020	I B.Com. Banking & Insurance	Request for Multi-Cultural Events	students.  Resolved on 29.02.2020
4	12.02.2020	B.Sc. Chemistry	Request for Multi-Cultural Events	
5	14.02.2020 & 14.02.2020	I B.A. English	Request for Multi-Cultural Events	

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# AY 2018-19: Action Taken Report



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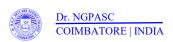
#### STUDENTS GRIEVANCE CELL GRIEVANCE REDRESSAL REPORT

Academic Year 2018-19

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	18.02.2019	I B.B.A.(CA)	Difficult to Understand Subjects in English Medium	The Principal discussed with concerned staff and directed to provide required guidance regarding the grievance.
				Resolved on 11.03.2019
2	19.02.2019	II B.B.A.(CA)	Other Students are not Friendly in the Classroom.	The Principal discussed with concerned class advisor and directed to resolve the problem.
				Resolved on 14.03.2019
3	20.02.2019	I B.B.A.(CA)	Difficulty in Sitting in the Classroom Continuously.	The Principal discussed with concerned staff and directed to find reason to solve the grievance,
			1 114	Resolved on 20.03.2019

(S.N.Selvaraj) Coordinator-SGC

(Dr.V.Shanmugaraju) Dean – Student Affairs





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Academic Year 2018-19

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	10.12.2018 &	II B.B.A.(CA)	Request for Interaction with	The Principal discussed with
2	12.12.2018		Industry People.	every department and directed to organize industry interaction for all the
3	15.12.2018 &	III B.B.A.(CA)	1. Request for Interaction with	students.
4	15.12.2018		Industry People.	Resolved on 03.01.2019

Coordinator-SGC

(Dr.V.Shanmugaraju) Dean - Student Affairs (Prof. Dr.V.Rajendran)
Principal Principal



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Academic Year 2018-19

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	05.10.2018	II B.Sc. Biotechnology	Request for Training in the Laboratory.	The Principal discussed with concerned department and instructed to arrange necessary training for the
2	09.10.2018	II B.Sc. Microbiology	Request for Training in the Laboratory.	students. Resolved on 24.10.2018

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Dean - Student Affairs



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Academic Year 2018-19

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	21.08.2018	II B.B.A.(CA)	Misunderstanding with Friends in the Classroom	The Principal discussed with class advisor and directed to provide guidance in this regard.
				Resolved on 24.09.2018
2	07.09.2018	I B.A. English	Family Problem – Not able to Score More Marks	The Principal discussed with concerned department and directed to provide required advice to score more marks.  Resolved on 26.09.2018
3	07.09.2018	II B.Sc. Biochemistry	Request for Training in the Laboratory.	The Principal discussed with concerned department and instructed to arrange necessary training for the students.  Resolved on 28.09.2018

(S.N.Selvaraj) Coordinator-SGC

(Dr.V.Shanmugaraju) Dean – Student Affairs (Prof. Dr.V.Rajendran)
Principal

Dr. NGPASC
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Academic Year 2018-19

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	10.08.2018	I B.A. English	Hostel – Homesick – GettingWorried.	The Principal discussed with hostel warden and directed to take extra care to bring him normal.  Resolved on 30.08.2018
2	13.08.2018	I B.Sc. Clinical Lab Technology	Tamil Medium –     Difficult to Understand     Subjects	The Principal discussed with concerned department and directed to provide necessary revision to overcome the difficulty.  Resolved on 31.08.2018

(S.N.Selvaraj) Coordinator-SGC

(Dr. V.Shanmugaraju) Dean - Student Affairs



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# AY 2017-18: Action Taken Report



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Ref No: DRNGPASC/SGC/GRR/2017-18/01

#### STUDENTS GRIEVANCE CELL

Grievance RedressalReport

Academic Year 2017-18

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	07.07.2017	I B.Sc. Mathematics (CA)	Request for Slow Teaching.	The Principal discussed with concerned staff and directed to gratify the grievance. Resolved on 24.07.2017
2	08.07.2017	II B.Com. Corporate Secretaryship (CA)	Days Extension for Returning Library Books	The Principal discussed with Librarian and directed necessary action.  Resolved on 26.07.2017



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Ref No: DRNGPASC/SGC/GRR/2017-18/02

#### STUDENTS GRIEVANCE CELL

#### Grievance Redressal Report

Academic Year 2017-18

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	05.09.2017	I B.Sc. Computer Science	Problem to have friendship with other students.	The Principal discussed with concerned class advisor and directed to resolve the problem.  Resolved on 20.09.2017
2	08.09.2017	III B.B.A.(CA)	Family Issues –  Mentally Distressed	The Principal discussed with concerned department staff and directed to give suggestions to come over the problem.  Resolved on 27.09.2017







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#### STUDENTS GRIEVANCE CELL

#### Grievance Redressal Report

Academic Year 2017-18

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	22.01.2018	I B.Sc. Mathematics	Request to get the French question paper in printed form.	The Principal discussed with COE and instruction given to the concerned staff to issue the French question paper in the printed form. Resolved on 20.02.2018
2	07.02.2018	I B.Com. with Computer Applications	Request for extending     Library hours.	The Principal discussed with Librarian and directed to provide additional hours for the students.
				Resolved on 22.02.2018









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# AY 2016-17: Action Taken Report



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#### STUDENTS GRIEVANCE CELL

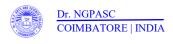
Grievance RedressalReport

Academic Year 2016-17

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	09.08.2016	I B.B.A.(CA)	Homesick – Feeling unhappy	The Principal discussed with concerned department and directed to resolve the
2	09.08.2016	I B.B.A.(CA)	Unable to Listen Class Continuously	grievance. Resolved on 26.08.2016
3	12.08.2016	I B.Com.(CA)	Days Extension for Returning Library Books	The Principal discussed with Librarian and directed necessary action.  Resolved on 29.08.2016









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#### Grievance Redressal Report

Academic Year 2016-17

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	15.09.2016	II B.B.A.(CA)	Family Problem – Late for Class	The Principal discussed with concerned department and directed to resolve the
2	15.09.2016	III B.B.A.(CA)	2. Family Issues – Non-concentration in Class	grievance. Resolved on 27.09.2016







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NAAC 3<sup>rd</sup> Cycle

Criterion V Metric 5.1.5



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Ref No: DRNGPASC/SGC/GRR/2016-17/03

#### STUDENTS GRIEVANCE CELL

#### Grievance Redressal Report

Academic Year 2016-17

S.No	Date	Class & Department	Grievance Received	Action Taken and Status of Grievance
1	21.12.2016	II B.Sc. Computer Technology	Request for     Additional / Diploma     Course.	The Principal discussed with concerned department and directed staff to guide the student to learn additional coursesof his interest.  Resolved on 10.01.2017
2	26.12.2016	I B.Com. Professional Accounting	Problem in     Understanding Subjects.	The Principal discussed with concerned department staff and directed to provide necessary guidance regarding the grievance.  Resolved on 18.01.2017





