

OMBUDSPERSON & SGRC

An ombudsperson is an independent, neutral authority who handles and resolves student grievances after other internal processes have failed. Their role is to act as a mediator, investigate complaints of unfair treatment, harassment, or administrative issues, and ensure the college follows fair and due process in a confidential manner. They are appointed based on specific criteria, often retired judges or professors, and serve for a set term.

Role and responsibilities

- **Mediator:** Acts as a neutral third party to help resolve disputes between students and the institution.
- **Investigator:** Looks into various complaints, including academic issues (like unfair evaluation), fee-related concerns, and harassment.
- **Fairness Advocate:** Ensures the college adheres to its regulations and procedures in handling student matters.
- **Grievance Redressal:** Handles appeals that could not be resolved by the internal grievance committee (SGRC).
- **Confidentiality:** Manages all complaints with a high degree of confidentiality.

Qualifications and appointment

- Typically a retired District Judge or a retired Vice Chancellor or Professor with significant experience.
- Must not have a conflict of interest with the institution.
- Appointed for a specific term, often three years or until they reach a certain age, such as 70.

How they work

- A student must first seek resolution through the college's internal grievance mechanisms, such as the Student Grievance Redressal Committee (**SGRC**).

- If the issue is not resolved internally, the student can then appeal to the ombudsperson.
- The ombudsperson investigates the complaint and provides recommendations for resolution, ensuring a fair and impartial process.

Powers and functions of Ombudsman

The Ombudsman shall exercise his powers to hear the grievance of any student against the College after the student has availed of remedies available in such institution for redressal of grievance.

No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.

Composition of Grievance and Redressal Committee:

Sl. No.	Name of Member	Designation	Position in Committee	Phone Number
1.	Dr.T.Rajendran	Director	Convenor	75985 19957
2.	Dr.F.L.Antony Gracious	Principal	Member	94861 35032
3.	Mrs.T. Soloman Raj	Assistant Professor	Member	70100 20509
4.	Mrs. R. Krishnaveni	Assistant Professor	Member	8508403910
5.	Mrs. G. LakshmanaPerumal	Assistant Professor	Member	99657 94043
6.	Dr.M.Uma Maheswari	Assistant Professor	Member	89037 92119
7	Mrs. V. Indira	Assistant Professor	Member	99524 23095
8	Mrs. N. Vijila	Student	Member	90250 10842