



**AGURCHAND MANMULL JAIN COLLEGE**

(A Unit of Sri. S. S. Jain Educational Society)

Affiliated to the University of Madras | A Jain Minority Institution

Re-Accredited by NAAC

Meenambakkam, Chennai – 600061

# ANNUAL REPORTS OF THE STATUTORY COMMITTEES



## **AGURCHAND MANMULL JAIN COLLEGE**

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# **ANTI-RAGGING COMMITTEE**



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## Annual Report of Anti-Ragging Committee for the academic year 2023-2024

The Anti-Ragging Committee of the institution plays a crucial role in cultivating a conducive atmosphere for students on campus, prioritizing their security and welfare as they pursue their academic endeavors.

- 1) By conducting frequent inspections of key areas such as the canteen, parking lots, and restrooms, both committee members and the student council diligently oversee campus activities, contributing to **zero ragging complaints** throughout the academic year.
- 2) The details of the anti-ragging committee members and the UGC guidelines are given in the college calendar.
- 3) The helpline numbers are displayed on the notice board on all the floors.



Anti-ragging poster at Main Block



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### 4) ANTI-RAGGING AWARENESS WEEK "SAY NO TO RAGGING" - CAMPAIGN & COMPETITION (12.08.2023 - 18.08.2023):

The Anti-Ragging Awareness Week, themed "Say No to Ragging," featured a week-long anti-ragging campaign and competitions from August 12th to 18th, 2023. Students showcased their creativity in poster making, slogan writing, logo designing, and short film making. A captivating flashmob, using UGC prescribed posters, was performed, garnering attention from both students and media outlets. Their synchronized performance not only grabbed attention but also effectively conveyed the message of zero tolerance towards ragging. The dynamic display further emphasized the importance of collective action in fostering a safe and inclusive campus culture. The event culminated in a valedictory ceremony on August 18th, where winners of the competitions were felicitated, reinforcing the collective resolve to combat ragging and promote a safe and respectful campus environment.



Students in the flashmob for Anti-ragging - 12.08.2023 Principal, Committee members and students - 12.08.2023

The chief guest, Dr. P. Sakthivel, Director of The Tamil Nadu Dr. Ambedkar Law University, Chennai, delivers a compelling address during the anti-ragging orientation (18.08.2023), illuminating the extensive scope and detrimental effects of ragging. His insights underscore the imperative for proactive measures in combating this issue, emphasizing the university's commitment to fostering a safe and inclusive environment for all students.





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*Dr. P. Sakthivel delivering the orientation speech during the Anti-ragging Awareness Week - 12.08.2023*



*Principal, Dean, Anti-ragging committee members and students - 12.08.2023*

5) The Anti-Ragging Orientation Program held on July 31, 2023, featured esteemed speakers including Mr. A. Murali, Assistant Commissioner of Police, St Thomas Mount, Chennai, who delivered the chief guest's address. Mrs. K. Fagumitha Kadhar from Greater Chennai Police, Kaaval Karangal, and Mr. R. K. Parthasarathy, Inspector of Police, S-3 Meenambakkam, Chennai, provided valuable insights on





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ensuring campus safety. Additionally, Mr. Ankit Agarwal from Clean to Green (Reverse Logistics Group) shared strategies for promoting a sustainable and clean environment. The event served as a platform for collaboration between law enforcement agencies and educational institutions in fostering a secure and conducive learning environment free from ragging.



Dr.P.Rajendra Prasad felicitating the Chief Guest with a shawl and memento- 31.07.2023



Dr.P.Rajendra Prasad addressing the gathering-31.07.2023



Mr. A. Murali addressing the gathering-31.07.2023



Students attending the orientation program at Gyan Bhavan

-31.07.2023



Dean, Dr.M.M.Ramya, felicitating a Chief Guest with a

memento-31.07.2023

*M. V. S. Ramya*  
PRINCIPAL  
A.M. JAIN COLLEGE  
CHENNAI-600 061.



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## Annual Report of Anti-Ragging Committee for the academic year 2022-2023

The Anti-Ragging Committee of the institution plays a crucial role in cultivating a conducive atmosphere for students on campus, prioritizing their security and welfare as they pursue their academic endeavors.

- 1) By conducting frequent inspections of key areas such as the canteen, parking lots, and restrooms, both committee members and the student council diligently oversee campus activities, with **no single complaint** regarding ragging being received throughout the academic year.
- 2) The details of the anti-ragging committee members and the UGC guidelines are given in the college calendar.
- 3) The helpline numbers are displayed on the notice board on all the floors.



Anti-ragging poster at Main Block





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- 4) An orientation session was conducted for the students on 01.09.2022, where Dr. Rajendra Prasad, a distinguished member of the faculty, delivered a poignant address to first-year students on the grave consequences of ragging. His speech emphasized the importance of fostering a culture of respect, empathy, and zero tolerance towards ragging within the academic community.



*Students attending the Anti-ragging awareness program  
at Gyan Bhavan - 01.09.2022*



*Dr. Rajendra Prasad addressing the gathering  
- 01.09.2022*

- 5) A role-play was organized on 18.10.2022 by the students' council to create awareness about the ragging menace among the students.



*Students attending the role-play program - 18.10.2022*



*Role-play participants - 18.10.2022*

*V. Vaidyanathan*

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# **GRIEVANCE REDRESSAL CELL**



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## STUDENTS GRIEVANCE REDRESSAL COMMITTEE

### ANNUAL REPORT 2023-2024

The Grievance Redressal Cell (Students) of the institution maintains a congenial educational environment for the students. It encourages the students to express their grievances candidly, without the fear of being victimized. It advises all to refrain from inciting students against other students, teachers, and college administration. The students could post complaints regarding any issues. Suggestions for any improvements are also encouraged. It is a measure to develop responsive and accountable attitudes among college officials to ensure that, there is no leniency in terms of partiality with the students.

Dr. S. Paneerselvam, Former Head and Professor, Department of Philosophy, University of Madras, the Ombudsman of the Cell, attended a meeting in the month of February 2024, to monitor the efficiency of the Cell's operations within the student community. The meeting emphasized the need to ensure that all students are aware of the purpose of the Cell and that they are free to address their concerns or grievances of any nature and get them resolved. In the closing meeting for the year, the Convenor expressed his happiness that all grievances were redressed within the institution and no grievance was brought forward to the Ombudsman.

Below is the report of the Student Grievance Redressal Cell for the academic year 2023-2024:

No. of grievances received	No. of grievances redressed	No. of grievances escalated to Ombudsman in the academic year	No. of grievances redressed by Ombudsman in the academic year	Average time for grievance redressal in number of days
40	40	0	0	10





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## Sample of Grievance History in ERP:

Grievance History							
Grievance Type *		All Type		New Grievance			
Grievance Category *		All Category					
From Date		00 January	2024	To Date		30 April	2024
Generate Report							
Sl. No.	Subject	Grievance Detail	Student Name & Reg No.	Employee Name & Date	Resolved Date	Reply Detail	Handled By
08-Jan-2024	Train concession		BOHAT YASHRAJ RANJIT R 021281437		16-Feb-2024	hope it got resolved now	R. SURESHA, Deputy DEAN
08-Jan-2024	THERE IS NO MAINTENANCE AT ALL FOR THE HOST ROOMS.	THERE IS NO MAINTENANCE AT ALL FOR THE HOST ROOMS... ALSO PARKING AREA NEEDS MAINTENANCE AND THE CAMERA IS FOCUSING SOMEWHERE... NO SECURITY FOR THE RELAXED (IF ONLY IF IT IS LOCKED)	TORISH RAMPRASAD 201187772		29-Jan-2024	Mr. Torish, We will definitely take necessary steps in the maintenance of the host room and parking area. New CCTV has been installed in parking areas FYI.	Sangeetha Rajappa-Chief Manager
10-Jan-2024	We are all stuck in a loop	We are from S.P.A department in our department there is no any Departmental event and also there is a long gap between the students and staffs. We feel stuck in a loop. We need more wide range of scope among the subjects and need an attention for student career and self development. There are lack of coordination with the staffs. We need to conduct a more small event. I hope we will get the solution.	LOGANATHAN S 401281772		17-Feb-2024	Hopefully your dept had initiated and if yes are still working now	R. SURESHA, Deputy DEAN
11-Jan-2024	Revelation of season train ticket		PRADYEN KANAR M 501187728		16-Feb-2024	hope it got resolved now	R. SURESHA, Deputy DEAN
11-Jan-2024	Revelation of season train ticket		HARI KARAN G 501187427		16-Feb-2024	hope it got resolved now	R. SURESHA, Deputy DEAN
24-Jan-2024	To exit college a 15 min early as travelling from THOIVANMAI train timings are such a wip	On Ahead of travelling to THOIVANMAI everyday I would like to seek permission to leave the college campus in 20 minutes prior. Perhaps would be able to catch the train at Sarabani by 6:10pm (Pradham express) (I am by my own initiative goes early. I kindly Request you to allow me at the gate by 5:45pm and leave me	ABDUL RAMACHANDRA 021289408		28-Jan-2024	Please get a permission letter from your department to leave early. You can leave early after handing over the letter once.	G. RAMACHANDRAN-Manager
28-Jan-2024	REGARDING OOI ATTENDANCE	MYSELF DOING CMA INTERMEDIATE. MOST OF THE TIME I HAVE CMA CLASSES AT COLLEGE TIME, WHICH AFFECTS MY COLLEGE ATTENDANCE... MANAGEMENT CAN PROVIDE ATTENDANCE OR GIVE CONCESSION FOR ATTENDANCE IF GETTING PROOFS FROM THE STUDENTS WHO ARE DOING PROFESSIONAL COURSE... ALL THIS WAS PROMISED AT THE TIME OF ADMISSION.	TORISH RAMPRASAD 201187772		16-Feb-2024	Kindly understand that we are already giving you OOI for exams and study holiday before your CMA exams. Pls maintain your attendance of 75 percent irrespective of your OOI. Remaining days you could take leave for your CMA classes	R. SURESHA, Deputy DEAN
28-Jan-2024	Fan is not working @12 classroom in main block.		ADARSH S 301187947		29-Jan-2024	It will be rectified tomorrow 28 January 24	G. RAMACHANDRAN-Manager
30-Jan-2024	Fixing of Fan replacing projector	As in SET, a fan is required. Kindly remove the projector and place a fan in the same area.		KUNALCHANDRAN R 01-5801	01-Feb-2024	Fan has been fixed as per the requirement	G. RAMACHANDRAN-Manager
We need more Chapes							

31-Jan-2024	4 nos (Exhibiting 3-4 are in old not adjustable, one broken)		S. Vijaya SH1008		01-Feb-2024	Please get approval from Chief Manager	G. RAMACHANDRAN-Manager
31-Jan-2024	Main block second floor room No 52 one of the fan is not working		MAANISHA A 301187783		01-Feb-2024	Fan required	G. RAMACHANDRAN-Manager
08-Feb-2024	Improper food in all quarters, and then insects are brought in food		WILLATHAN R 221188401		16-Mar-2024	Will be enquired and suitable action will be taken	Sangeetha Rajappa-Chief Manager
08-Feb-2024	One Light not working	Respected Madam, In final year B section class room second main block one tube light not working. Kindly do the needful sir/ madam	JAGADEESHAN M 47084		16-Mar-2024	Noted and necessary steps will be done by the Estate team	Sangeetha Rajappa-Chief Manager
09-Feb-2024	Worms in food in canteen		SURESH S 221184638		16-Mar-2024	Noted and necessary steps will be taken.	Sangeetha Rajappa-Chief Manager
12-Feb-2024	Book Donation Self Rack in Library	Dear Mam, I suggested setting up a Book Donation Self Rack in the Library, so that students can donate the used book for their studies.	RENIJOURAL P. E5807		16-Feb-2024	Kindly understand that we are already giving you OOI for exams and study holiday before your CMA exams. Pls maintain your attendance of 75 percent irrespective of your OOI. Remaining days you could take leave for your CMA classes	R. SURESHA, Deputy DEAN
13-Feb-2024	1 Fan and light not working, Sitting and Writing Benches are not even	Room No: 511 (South) Fan and light is not working. Sitting and Writing Benches are not even. Students are not able to sit comfortably.	INDRAJIT T 47018		22-Feb-2024	ISSUE RECTIFIED FOR FAN AND LIGHT. BENCHES WILL BE REPLACED FROM NEARBY CLASSES	G. RAMACHANDRAN-Manager
15-Feb-2024	Regarding Salary:	Respected Madam, Myself Sarita Devi U MCA, M.PHIL, NET, Assistant professor, Department Of Software Application. I have joined our College in March T-3822. During this period I learned lot and I am very much satisfied with my work and our organization's working culture. I see my bright future with this esteemed institution. I have been doing all my duties and responsibilities to the best of my abilities and accomplish all the given task with desired result and that too within the time period. I am having 15 years of experience in teaching but there is huge variation between the experienced staffs pay scale. I have been punctual and also maintain good discipline and character during all these years. Kindly Concerning my pay scale, A reasonable salary/ increment always serves as a booster in employee's performance. It will be a great gesture from your side acknowledging my wholehearted efforts towards our esteemed institution if you accept this and hike my pay accordingly.	SARITA DEVILU S 5005		01-Mar-2024	Dear Ms Saradevi, We have been following a pay structure as per our institution norms. The pay revision is based on the same. The incentives are based on your performance. The difference in pay scale between you and experienced staff is not considered. This will be communicated to management to see how we can address your grievance	M.M. Ramesh-Dean
15-Feb-2024	Salary Regarding	I am Jothipriya G, Asst. Professor in Software Application Department having overall 16+ years teaching experience from Various food tutors and completed MYTEL, SET also. Having staff approval from Madras university since 2018 and working in our institution from April 2022. When compare with the current market value my remuneration is very low. Kindly do the needful.	JOTHIPRIYA G S 5018		01-Mar-2024	Dear Ms Jothipriya, We have been following a pay structure as per our institution norms. The pay revision is based on the same. The incentives are based on your performance. The past experience is still not considered. This will be communicated to management to see how we can address your grievance	M.M. Ramesh-Dean
15-Feb-2024	Unhygienic food		RITHESHARAN R 112183048		16-Mar-2024	Noted and necessary steps will be taken.	Sangeetha Rajappa-Chief Manager
15-Feb-2024	Food is not proper in canteen and		CAJITHANIL S		16-Mar-2024		Sangeetha



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## Sample of Grievance History in ERP:

17- Feb-2024	Un hygienic food and unqualified food	AUGURCHAND M 11230346	16- Mar-2024	Noted and necessary steps will be taken.	Sangeetha Rajappa Chief Manager
01- Mar-2024	Hostel mess foods are not good and it is being distributed with insects and and plastics.	AL KABIL 222104718	16- Mar-2024	Noted and necessary steps will be taken.	Sangeetha Rajappa Chief Manager
02- Mar-2024	WORST REST ROOMS I HAVE ALREADY RAISED A COMPLAINT REGARDING THIS REST ROOMS,BUT THERE IS NO PROPER RESPONSE..This is raising very serious sanitary concerns.The rest rooms are in a worse shape than most public toilets.And the stretch extends to multiple classrooms in its vicinity..NEED PROPER RESPONSE..If this sorry state of the washrooms continue and affects our hygiene, We will send you the bill for medical treatment..	TOYESH RAMPRASAD 31210772	09- Mar-2024	Instead of giving general complaint , mention the building name and floor number so that necessary action can be taken,please raise the complaint again with specific details.	G. RAMACHANDRAN-Manager
06- Mar-2024	Switch board not working properly and broken	BHARATH S 312306767	09- Mar-2024	Instead of giving general complaint , mention the room number so that necessary action can be taken,please raise the complaint again with specific details.	G. RAMACHANDRAN-Manager
08- Mar-2024	Regarding the non-operation of fans	E.S. SHAMAN 112302341	09- Mar-2024	All fans are repaired on 05 March 24	G. RAMACHANDRAN-Manager
08- Mar-2024	FANS NOT WORKING - 59 - MAIN BLOCK / SECOND FLOOR FANS ARE NOT WORKING IN ROOM NO: 59 - MAIN BLOCK / SECOND FLOOR 8 B CON A8F - C OUT OF 5 CEILING FAN NONE IS WORKING ALREADY STUDENTS RAISED THIS GRIEVANCE IN ERP PORTAL.	RAJENDRA PRASAD, P AF001	09- Mar-2024	All 5 fans are repaired on 09 March 24	G. RAMACHANDRAN-Manager
10- Mar-2024	LONG PENDING/ OVER DUE MAINTNANCE OF RESTROOMS (2ND FLOOR MAIN BLOCK) I HAVE ALREADY RAISED A COMPLAINT REGARDING THIS REST ROOMS,BUT THERE IS NO PROPER RESPONSE..This is raising very serious sanitary concerns.The rest rooms are in a worse shape than most public toilets.And the stretch extends to multiple classrooms in its vicinity..NEED PROPER RESPONSE..If this sorry state of the washrooms continue and affects our hygiene, We will send you the bill for medical treatment..KINDLY REFER TO THE ABOVE ATTACHED IMAGES.)	TOYESH RAMPRASAD 31210772	13- Mar-2024	The rest rooms are regularly cleaned and inspected by college supervisors. After receiving your grievance it was again checked and found satisfactory. In case if you still find anything wrong, come to Estate office and I will personally accompany you to the wash rooms and address your issue.	G. RAMACHANDRAN-Manager
11- Mar-2024	Inconvenience in the classroom due to poor management of fans and lights	KONDIT 112101275	13- Mar-2024	Mention the room number so that necessary repair works can be carried out. Raise the complaint again with room Number.	G. RAMACHANDRAN-Manager
11- Mar-2024	1 BCON CA Room No 51 Fan Facility and water facility repaired for 1 BCON CA ROOM NO 51		16- Mar-2024	Noted and necessary steps will be done by the Estate team	Sangeetha Rajappa Chief Manager
13- Mar-2024	1 BCON CA ROOM NO 512 FAN facility & Restroom facility to be improved. 11 BCON CA ROOM NO 523		13- Mar-2024	All fans are working in 5 21.	G. RAMACHANDRAN-Manager
13- Mar-2024	11 BCON CA ROOM NO 514 FAN & WATER FACILITY TO BE IMPROVED. WINDOWS ARE NOT CLOSING PROPERLY. SPORTS EQUIPMENTS TO BE PROVIDED. 11 BCON CA ROOM NO 524		16- Mar-2024	Repairs and replacement will be done by Estate Office. With regard to sports equipments please contact Sports Department.	Sangeetha Rajappa Chief Manager
13- Mar-2024	1 BCON ISM A ROOM NO 516 1 BCON ISM A ROOM NO 516 - BENCHES WERE DAMAGED. KINDLY REPLACE.		16- Mar-2024	Repairs and replacement will be done by Estate Office	Sangeetha Rajappa Chief Manager
13- Mar-2024	1 BCON ISM B ROOM NO 5 28 1 BCON ISM B ROOM NO 5 28 - FAN & SWITCH BOARD DAMAGED. KINDLY REPLACE.		13- Mar-2024	Fan repaired on 13 March 24, switch Board required. It will be replaced soon.	G. RAMACHANDRAN-Manager





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## Sample of Grievance History in ERP:

13- Mar-2024	I BCOM CA Room No 51	Fan Facility and water facility required for I BCOM CA ROOM NO 51	KURALOVYAN, R 16- 5001	16- Mar-2024	Noted and necessary steps will be done by the Estate team	Sangeetha Rajappa-Chief Manager
13- Mar-2024	II BCOM CA ROOM NO 523	FAN facility & Restroom facility to be improved. II BCOM CA ROOM NO 523	KURALOVYAN, R 13- 5001	13- Mar-2024	All fans are working in S 23.	G. RAMACHANDRAN-Manager
13- Mar-2024	III BCOM CA ROOM NO 524	FAN & WATER FACILITY TO BE IMPROVED. WINDOWS ARE NOT CLOSING PROPERLY. SPORTS EQUIPMENTS TO BE PROVIDED. III BCOM CA ROOM NO 524	KURALOVYAN, R 16- 5001	16- Mar-2024	Repairs and replacement will be done by Estate Office. With regard to sports equipments please contact Sports Department	Sangeetha Rajappa-Chief Manager
13- Mar-2024	I BCOM ISM A ROOM NO 526	I BCOM ISM A ROOM NO 526 - BENCHES WERE DAMAGED. KINDLY REPLACE.	KURALOVYAN, R 16- 5001	16- Mar-2024	Repairs and replacement will be done by Estate Office	Sangeetha Rajappa-Chief Manager
13- Mar-2024	I BCOM ISM B ROOM NO 528	I BCOM ISM B ROOM NO 528 - FAN & SWITCH BOARD DAMAGED. KINDLY REPLACE.	KURALOVYAN, R 13- 5001	13- Mar-2024	fan repaired on 12 March 24, switch Board required. It will be replaced soon.	G. RAMACHANDRAN-Manager
13- Mar-2024	II BCOM ISM B ROOM NO 531	II BCOM ISM B ROOM NO 531 - FAN & WATER FACILITY TO BE IMPROVED	KURALOVYAN, R 13- 5001	13- Mar-2024	fan repaired on 13 March 24	G. RAMACHANDRAN-Manager
18- Mar-2024	Draw filing in S25	Sic, in S25 Staff Room one drawer is not closing properly. Kindly do the needful.	KURALOVYAN, R 19- 5001	19- Mar-2024	It will be repaired on 19 March 24.	G. RAMACHANDRAN-Manager
23- Mar-2024	Ground floor ladies restroom - There is no hand spray in one room		SHERRY JOSE EV001	23- Mar-2024	Dear Madam, Please mention the building name.	G. RAMACHANDRAN-Manager
26- Mar-2024	S11 Classroom fan not working properly in main block.	the Classroom No. 511 in the main block the fans in this classroom is not working properly kindly check and repair it	NAVEENJN CP002	04- Apr-2024	Fan repaired	G. RAMACHANDRAN-Manager
01- Apr-2024	Water supply in main block and new block	Respected sir /madam I would like to bring to your attention towards the water supply in the main block and in the new block it's my kind request to look after cleaning to water in main block their taste it not good for drinking and they water it not clean , because of this reason we approach to the main blockBut there is water is sufficient some time no water , I kindly request you to look after time has this summer is too hot and dehydration is fast compared to previous year.	ROHIT KUMAR RANNT R 122281417	04- Apr-2024	We have taken steps to curb the water shortage and new tank is being installed. The water shortage will be solved within another two days.	G. RAMACHANDRAN-Manager
01- Apr-2024	Water supply and maintenance in main and new block	Respected sir /madam I would like to bring to your attention towards the water supply in the main block and in the new block it's my kind request to look after cleaning to water in main block their taste it not good for drinking and they water it not clean , because of this reason we approach to the main blockBut there is water is sufficient some time no water , I kindly request you to look after time has this summer is too hot and dehydration is fast compared to previous year.	AVOHANA RAMNA KRISHNAN T P 122281436	04- Apr-2024	Dear Madam, We have taken steps to curb the water shortage and new tank is being installed. The water shortage will be solved within another two days.	G. RAMACHANDRAN-Manager
02- Apr-2024	Drinking water not available in the Ground floor main block(new block side)		KANISHQ PANWAR 122281435	04- Apr-2024	Due to high consumption of water in summer, the tank gets emptied fast. We have taken adequate steps to refill the tank frequently and water supply is restored maximum by 15 to 20 minutes.	G. RAMACHANDRAN-Manager

OMBUDSMAN

CONVENOR  
(PRINCIPAL)





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## GRIEVANCE REDRESSAL CELL

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The Grievance Redressal Cell (Students) of the institution maintains a congenial educational environment for the students. It encourages the students to express their grievances candidly, without the fear of being victimized. It advises all to refrain from inciting students against other students, teachers, and college administration. The students could post complaints regarding any issues. Suggestions for any improvements are also encouraged. It is a measure to develop responsive and accountable attitudes among college officials to ensure that, there is no leniency in terms of partiality with the students.

The Cell is established as per the UGC norms with a balanced representation of faculty members, student representatives and administrative staff. An external member, referred to as the Ombudsman, is appointed to bring an impartial perspective to the grievance redressal process. As per the UGC norms, this external member can be:

- a retired Vice-Chancellor, or
- a retired Professor who has worked as the Dean/Head of the Department and has 10 years' experience as a Professor at State/ Central Universities/ Institutions of National Importance/ Deemed to be Universities, or
- a former District Judge.

Dr. S. Paneerselvam, Former Head and Professor, Department of Philosophy, University of Madras, was appointed as the Ombudsman of the Cell at the beginning of the academic year, and will serve his tenure for a period of three years (till 2024-2025). He attended the first meeting of the Cell to explain the purpose of having a Student Grievance Redressal Cell, and the roles and responsibilities of all its members, besides his own responsibilities. In the closing meeting for the year, the Convenor expressed his happiness that all grievances were redressed within the institution and no grievance was brought forward to the Ombudsman. Below is the report of the Student Grievance Redressal Cell for the academic year 2022-2023:

No. of grievances received	No. of grievances redressed	No. of grievances escalated to Ombudsman in the academic year	No. of grievances redressed by Ombudsman in the academic year	Average time for grievance redressal in number of days
23	23	0	0	10

  
OMBUDSMAN

  
CONVENOR  
(PRINCIPAL)



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08-01-2024

Circular No: 23-24/ 120/ All Students

## **CIRCULAR**

### GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is pleased to inform that the “Grievance” option is now available on the ERP Portal. Students can enter the grievances in ERP under the Grievance option. The following options are now available in ERP.

- i) Academics
- ii) Administration
- iii) Scholarship
- iv) Travel Concession
- v) Hostel
- vi) Infrastructure
- vii) Canteen
- viii) Library
- ix) Sports
- x) Clubs and Association
- xi) Maintenance
- xii) Examination
- xiii) Placement

The Grievance will be addressed with ten working days.

**Dean**



ESTD 1952

# AGURCHAND MANMULL JAIN COLLEGE

(A Unit of Shri. S. S. Jain Educational Society)  
Government Aided / Co-Educational / Re-Accredited by NAAC  
Meenambakkam, Chennai – 600061

**Phone : 044 – 22248603**

**Fax: 044-22245637**

**Email : dean@amjaincollege.edu.in**

08-01-2024

Circular No: 23-24/ 121 All Teaching & Non-Teaching Staffs

## **CIRCULAR**

### GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is pleased to inform you that “Grievance” option is now available on the ERP Portal. Teaching and Non-Teaching Staffs can enter the grievance in ERP under Grievance option. The following Grievances option are now available in ERP.

- i) Infrastructure
- ii) Leave Related Grievances
- iii) Salary Related Grievances
- iv) University Qualification Approval
- v) Certificates
- vi) Promotion

The Grievance will be addressed within ten working days.

**Dean**



## Samples of Grievances filed by students

SG

From,

1) Durai Murugan . V , 22K017  
II BA Tourism & Travel Management,  
A.M. Jain College,  
Meenambakkam, Chennai.

To  
mgmt office  
Pls. do the needful  
2  
16/8

To,

The Dean,  
A.M. Jain College,  
Meenambakkam, Chennai

I got my Bag on

16.08.23

Durai Murugan . V  
Forwarded to Dean  
Subject. & copy  
J. Sent  
11/8/23

Date - 11th August, 2023.

Subject - Letter regarding loss of my college bag.

Respected sir/mam,

I am Durai Murugan . V of II<sup>nd</sup> BA(TTM),  
Today I came to the college by 10:30 am for the  
Seminar Session which is conducted on Gyan Bhawan,  
I kept my bag (black colour, govt. laptop bag) in  
the classroom at annex block room no. MC108.

After the programme, I came back to the class  
I saw the bag is not in the place where I kept.

So, I kindly request you to give me the  
permission to see check the CCTV camera to find  
my bag. So kindly check & recover my bag  
please. NOTE - including English & Tamil book, 1 Notebook, Pen.

M. J.  
Class in charge

Thank You

Yours Obediently,  
Durai Murugan . V

Received 16.08.23  
MANAGEMENT OFFICE  
AGURCHAND MANMULL JAIN COLLEGE  
MEENAMBAKKAM, CHENNAI-600 061.



## 6) AGURCHAND MANMULL JAIN COLLEGE SHIFT – II

### STUDENT WELFARE COMMITTEE

#### MINUTES OF MEETING

**Venue:** Dean's Office

**Date:** 19.08.2023

**Time:** 1.25 pm to 2.45 pm

Meeting convened by: Dean. Dr. M.M. Ramya

Number of faculty and students attended the meeting: 10

#### Topics discussed:

##### **1. Canteen Food:**

- \* The Student Welfare Chairperson Ms.Guna Sundari requested for extension of advance amount of mess for Hostel students.
- \* Quality of food in the hostel was discussed. Dean madam came up with a conclusion that the students should not create unnecessary issues.
- \* Ms. Sangeetha Rajappa, Chief Manager suggested that a Committee has to be formed for Canteen (2 staff from batch-1 & 2 staff from batch-2).
- \* The students also complained about the supply of quantity of food in the canteen was less.
- \* Dean explained to students that a fixed quantity has been fixed by the Management Committee.

##### **2. Near by Tea:**

- \* The students requested for increase in the time for Break. They also suggested that samosa, tea can be supplied in different counters in each block in order to avoid the crowd near the food counter.
- \* Deputy Dean said that batch-2 students come earlier and occupy the canteen surrounding

Chennai

26/07/23

5) From

The Students of Girls and Boys Hostel,  
Neni kavur Bai Girls Hostel,  
Mens Hostel (A.M. Jain College),  
A.M. Jain College,  
Chennai - 600114.

To

The Management,  
A.M. Jain College,  
Chennai - 600114.

Respected Mam/Sir,

Sub.: Requesting to solve the issues  
we face in hostel.

We are writing this letter to  
put forward the issues existing in our hostel.

The issues are:-

i) Rs. 5000/- as a deposit for mess.  
(we find it difficult and as a heavy burden for our  
parents to pay 5000 deposit, Mess Fees for the  
month of July, Semester fees without time within  
this month. We kindly request you for  
extention of time. We are requesting 2  
two months time.



12-10-2023

From

Bharathan R 21DF049  
B.A. DEF. 'A' SEC - III<sup>rd</sup>  
Joint Secretary of Rotract club,

A.M. Jain College,

Meenambakkam, Chennai - 600 114.

To  
Rotract Club.  
for explanation

D  
12/10

To

SWC,

A.M. Jain College,

Meenambakkam, Chennai - 600 114.

Respected faculty member,

Subject: Raising complaint regarding  
Rotract club.

I am Bharathan from Rotract club from 3<sup>rd</sup> year  
B.A. Defence 'A' SEC, It is Important for me. to  
Raise an Issue regarding Rotract club. They  
terminated me without following any proper protocol  
any explanations. I need to address this Issue  
because They don't even give any more warning  
signs to me. straight away they declared me  
that I'm out this club. According to Rotract  
~~By Law~~ <sup>By Law</sup>, They only have the rights to terminate me,  
when I miss behave with someone else. I have  
been misperceived portrayed with there.

From

7/02/2024

3) ARSHAK RAHUMAN  
B.A (Defence) II year  
AM JAIN college  
chennai - 600014

To  
exam cell - chief  
examiner.

Dr. Paulraj.

To  
Dear MAN  
AM JAIN college  
Meenambakkam  
cheennai 114

for return of ceared  
mobile phone. Pls.  
do the needful.

Ar  
10/2/24.

Respected Dean Man

I am ARSHAK Rahuman  
BA Defence final year. I can bring  
a phone in exam hall 22/12/2023  
Exam department cheated my  
mobile phone in exam center after  
few days - Exam Exam department  
Lost my mobile phone in the mobile  
is "MOTO g80" IMEI 1 [356665688516392]  
IMEI 2 [356665688516400] P/N PAN  
B0023IN "Email Rolla2370@gmail.com"  
Mobile Number [8489181979]

your obediently  
Arshak Rahuman



Manager  
07/11/22  
31/10/2022

From

2) Lenora Priyadharshini

(Mother of S.B. Sanjay (20PH4, B.COM Accounting & Finance)

III<sup>rd</sup> year 'B' Section,

A.M. Jain College,  
Meerambakkam,  
Chennai-61

To

The Secretary,  
A.M. Jain College,  
Meerambakkam,  
Chennai-61

Spoke to student's parent.  
Issue sorted out. It was  
due to mis understanding. Mother is  
satisfied with the  
clarification given. *Shilpa*

Respected Sir,

Sub: Misleading Student's Performance and character

This is regarding my son S.B. Sanjay (B.COM  
A&F, III<sup>rd</sup> year 'B' section). He is being targetted for no  
reason inspite of excellent academic and cultural performance  
as irregular and bad character. This is not acceptable as  
a parent we are raising an issue to take care of our  
child as he is participating in every competitions representing  
the college and not for individual interest. He is  
emotionally broken which is affecting the family. As a mother  
I request you to take special care and support as this is  
his last year in the college. Mainly he is facing problem  
from HOD of Accounting & Finance, Dr. Rajendra Prasad. Kindly  
intervene and solve the issue for smooth relation between them.  
Expecting a positive action on your behalf.

Thanking You,

Yours Sincerely,  
Lenora Priyadharshini





To

The Secretary,

University Grants Commission,  
(Ministry of Education, Govt. of India)  
Bahadur Shah Zafar Marg,  
New Delhi – 110002.

E-mail: [secy.ugc@nic.in](mailto:secy.ugc@nic.in)

Respected Sir,

Sub: Explanation/Solution sought – Fee refund policy 2022-2023

Ref: Your letter dated 02.08.2022 (D.O.No.2-71/2022 (CPP-IT))

With reference to the subject above, one student has joined first year B.Com (Corporate Secretaryship) course during the academic year 2022-2023 and attended 40 sessions. On 10.10.2022, he has applied TC on account of his personal reasons and obtained TC on 21.10.2022.

Now his father applying Fee refund on the basis of referring your letter dated 02.08.2022 (D.O.No.2-71/2022 (CPP-IT)). Your Fee refund policy 2022-2023 is vague on account of student admitted to the course, attended the sessions, obtained TC and expecting fee refund.

Kindly advise us whether he is eligible for fee refund since he has attended 40 sessions during the first semester for the academic year 2022-2023.

We have attached their fee request for your kind reference and do the needful.

Thanking You

Yours Sincerely,

M M Ramya

DEAN

vague

*Refund given to student*

*[Signature]*  
22/11/22