



TAMIL NADU OPEN UNIVERSITY

[A State Open University Established by Government of Tamil Nadu, Recognized by UGC & DEB, Member in Asian Association of Open Universities & Association of Commonwealth Universities]

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SUTHANTRIA THIRUNAL ANUDHA PERUVIYAN
TAMIL NADU



Grievance Redressal Committee

The main aim of the Grievance Redressal Committee is to consider individual grievances of the staff and learners of TNOU. This committee takes up the issues raised by the concerned aggrieved staff/ learners of TNOU. The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of collectively raised by more than one staff/ learners. The Committee after receiving grievance application will decide on the merit of case regarding scope of further discussion and finding remedy.

Procedure, Periodicity and Attendance at Meetings

- The Grievance Committee will meet as and when required and if necessary, it may meet more frequently as per the instructions of the Vice Chancellor.
- At least three members of the Grievance Redressal Committee shall be present in a meeting.
- If a member of the Grievance Redressal Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Redressal Committee, then he/she shall not participate in the deliberations as a member of the Grievance Redressal Committee when his/her representation is being considered.

Terms and Reference

- The Grievance Redressal Committee shall consider all grievances submitted in writing by an individual member of TNOU regarding employment/ association, working conditions and any other alleged injustice done to the employee/ learner/ research scholar while discharging his/her duties at TNOU.
- The Grievance Redressal Committee shall study the petition/ application and after looking into the relevant documents, discuss with those concerned and submit its recommendations and report to the Vice Chancellor of TNOU as expeditiously as possible to offer remedy or justify the event. The committee will close even major case within three months of the date of petition/application.
- The Vice Chancellor, as far as possible, shall be well informed by the Grievance Redressal Committee to act on the issue, unless the recommendations of Committee violate basic rules and norms of TNOU.

- Any unsolvable issues at the end of the committee will be referred to the Vice Chancellor of TNOU for further action.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the Vice Chancellor by the Grievance Redressal Committee.

Procedure of Submitting Grievance

- The aggrieved member shall submit his/her petition to the Chairperson, Grievance Redressal Committee, TNOU in a sealed envelope marked "confidential".
- On receipt of a petition the Grievance Redressal Committee will endeavour to send its recommendation to the Vice Chancellor within one month if possible, but in any case not beyond three months, for further action.
- In case of false and frivolous/ fabricated complaints (if identified), the Grievance Redressal Committee will recommend to the Vice Chancellor to take appropriate action against the complainant.

Composition of Grievance Redressal Committee

S.No	Name	Designation	Contact No
1	Prof.P.Thiyagarajan, TNOU	Chairperson	94456 11231
2	Dr.R.Mahendran, TNOU	Member	94877 00180
3	Dr.C.Karthikeyan, TNOU	Member	88386 81851
4	Dr.R.Pragadheeswari, TNOU	Member	98659 34343
5.	Dr. Ra. Ramesh, DR, TNOU	Member	94451 99566
6.	Ms. J.Renee Arathi, TNOU	Member Secretary	94875 04298
7.	Representative from Learners/ Research Scholars	Member	

As per Tamil Nadu State Government and University Grants Commission (UGC)-Distance Education Bureau(DEB), New Delhi guidelines, TNOU has constituted the committee.