

STUDENT GRIEVANCE REDRESSAL CELL

Following the guidelines issued by UGC, the University of Calicut and the Department of Collegiate Education, Kerala, the college has constituted a Student Grievance Redressal Cell before which the students can present their grievances. Students may approach the cell to voice their grievances regarding academic matters, health services, library and other services. Any form of discontent or dissatisfaction on the part of the students can be informed to the cell.

Structure

Students may communicate their grievances first to the teacher concerned. If they are not satisfied with the resolution they can refer it to the class tutor. If the issue is not resolved satisfactorily, they may bring the matter before the Department Grievance Cell. The issue if still not resolved may be communicated to the Grievance Cell of the college. If the student is not satisfied with the decision taken by the grievance cell of the institution, they can approach the University with the report alongwith recommendation from the Head of the institution or from the Convener of the grievance cell. The verdict of the University level Redressal Cell Shall be the final.

Department Grievance Cell

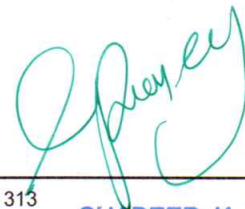
Department Grievance Cell shall consist of the Head of the Department, tutor and senior teachers.

College Grievance Cell

- The Grievance Cell of the college shall consist of
- Principal,
- Vice Principal,
- Discipline committee Chairperson,
- Controller of Examinations and Senior teachers.

Objectives

- To promote and maintain a conducive and harmonious educational environment among the students.
- To redress the problems reported by the students of the College.
- To keep the healthy working atmosphere amongst staff, students and parents.
- To help students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.



- To keep the dignity of the college high by ensuring conflict free atmosphere in the College by promoting good Student-Student relationship and Student-teacher
- To advise students of the College to respect each other and be patient, whenever any occasion of conflict.
- To advise all the students to refrain from stirring up students against other students, teachers and College.

The cell will deal with Grievances any of the following matters:

- **Academic Matters:** Internal examination related matters.
- **Financial matters:** Dues and payments related to the academic and non - academic activities.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, food, availability of transport, victimization by teachers etc.
- Any grievances regarding internal evaluation should be informed within two days after the marks have been awarded.

Exclusions

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals
- Decisions made by the university with regard to disciplinary matters and
- Decisions of the university about admissions in any courses offered by the
- Decisions by competent authority on assessment and examination

Functions

- Complaint Boxes have been installed in the College campus in which the Students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College.
- The person concerned can personally approach to any member of the Cell or write an application and submit to Cell Convener for grievances of any
- The cases will be attended promptly on receipt of grievances from the students.
- The cell will review all cases and will act formally accordingly as per
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

