



GRIEVANCE REDRESSAL CELL

Objectives of the cell

- To enable the students to air their grievances.
- To clarify the nature of the grievances.
- To investigate the reasons for dissatisfaction.
- To obtain, where possible, a speedy resolution to the problem.
- To take appropriate actions and ensure that promises are kept.
- To inform the student of their right to take the grievance to the next stage of the procedure, in the event of an unsuccessful resolution.

Purpose of GRC

- To ensure a transparent, fair, and effective mechanism for resolving grievances of students, faculty, and other stakeholders
- To comply with AICTE regulations and maintain institutional harmony

Constitution of Grievance Redressal Cell

- Institution has established a **Grievance Redressal Cell** chaired by the Principal of the college: Dr Asha N
- The committee comprises of:
 - Coordinator- Ms Nandini
 - Faculty members: Mr Subramanya

Dr Uma Maheswari

Ms Poornima

Scope of Grievances

- **Student-related issues:**
 - Admission irregularities
 - Fees and refund policies
 - Examination and evaluation grievances
 - Discipline concerns
- **Faculty and staff grievances:**
 - So far no issue has been registered

Functions and Responsibilities:

- Receive and address complaints in a time-bound manner.
- Maintain **confidentiality** of grievances.
- Provide an appropriate and fair resolution within the stipulated time of receiving the complaint.
- Submit annual report of grievances and their resolutions to AICTE.

Online Grievance Redressal System:

- Institution maintains an online grievance redressal portal.
- It is :
 - Accessible to students, faculty, and other stakeholders.
 - Transparent in recording grievances and their status.

- Grievance details and resolutions of the same are notified periodically

Awareness and Visibility

- Institution displays grievance redressal policies, contact details, and committee members:
 - Prominently on the institution’s website.
 - On campus notice boards.
- **All the stakeholders are educated about grievance mechanisms during orientation or regular interactions.**

EVENTS & BUDGET FOR 2024-25

(ODD & EVEN SEM)

SL. NO.	EVENT	DATE	BUDGET (in Rs)
1.	One Day Student Awareness Programme on Road Safety	15/10/2024	5,000
2.	Guest Lecture on Yoga & Wellness	21/2/2025	5,000
	TOTAL		10,000

Nandini S

Co-ordinator

Compliance and Reporting:

- Periodically reviewing the functioning of the GRC to ensure effectiveness.
- Submit compliance reports to AICTE and ensure adherence to its guidelines.

- **ISO Audits:**

- Regular reviews by the institution and external agency to assess the efficiency of grievance handling.

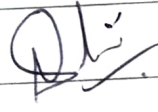
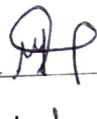

By adhering to these guidelines, institution establishes a **transparent and effective grievance redressal mechanism**, promoting a harmonious and inclusive academic environment. Proactive grievance monitoring ensures a safe and respectful campus, free from harassment, ragging, and discrimination, while fostering a culture of accountability and mutual respect.

ENCL: 1. Circular

2. Sample issue & resolved

2024-25

Date	Name & Class	Problem	measures taken	Sign
13/9/24	III Sem BBAM Soni Saju Varghese	Irregular to the classes & very serious in academics	Counselled the student personally and advised him to take care of his health and attend classes regularly	

CoordinatorMs. Nandini S. MembersMr. N. R. Subramanya Dr. Uma Maheshwari Ms. Poornima 

2024-25

Grievance Redressal cell meeting will be held today
ie, 20th August 2024 at 1PM in room no. 305.

Agenda for the meeting

- Calendar & budget for the academic year 2024-25
- Change in the committee members
- Any issue concerning the grievance redressal cell

Co-ordinator

Nandini S.

Members

Ms. N.R. Subramanya NS

Dr. Uma Maheshwari

Ms. Poornima

Minutes of the meeting

- The coordinator introduced and welcomed the new members of the committee.
- The purpose & the overview of the cell activities were briefed.
- The calendar of events & budget for the academic year 2024-25

Nandini S.

Co-ordinator NS

Members present

Ms. N.R. Subramanya NSDr. Uma Maheshwari UMMs. Poornima PO