

## Grievance Redressal Cell (GRC)

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### Objectives:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. The main objective of the Grievance Cell is to promote and maintain a conducive and harmonious educational environment among the students. The Students' Grievance Cell is constituted for the redressal of the problems reported by the students of the College. This is with the following objectives in mind

- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and parents.
- This cell helps 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 relationship.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- To advise all the students to refrain from stirring up students against other students, teachers and College administration.
- In order to advising Students of the College to respect each other and be patient whenever any occasion of conflict arises.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal. Ragging Complaints will be handled as per ragging rules
- Woman Harassment complaints will be handled as per government guidelines by respective section.

According to the UGC (Grievance Redressal) Regulations, 2018, composition of the Grievance Redressal Committee for the academic year 2022-2023

Sr.No	Name	Designation
1.	Dr.Joshy Varghese-Principal	Chairman
2.	Fr.Thomas Thoompumkal	Administrator
2.	Mr. Anand Joseph-Vice Principal	Convener
3.	Ms. Bincy Joseph-Assistant Professor	Jt. Convener
4	Ms..Reema James-Assistant Professor	Members
5	Mr.Declark Sebastian- Ward Member	Member
6.	Mr. Steevo Joseph –Student Representative	Member

### 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.
- Students can lodge a complaint.

- The person concerned can personally approach to any member of the Cell and can send email or write an application and submit to Cell Convener for grievances of any sort.
- 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 Management policy.
- 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.