



MAR SLEEVA COLLEGE OF ARTS AND SCIENCE

Murickassery, Rajamudy P O

www.marsleeva.in, marsleevacollege@gmail.com

Ph. 04868263750, 9496302778

Affiliated to MG University Kottayam, U O No.4023/12/AC A VII

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 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

Sl. No	Name	Designation
1.	Prof.Dr.Molly M A	Chairman
2.	Mr. Anand Joseph-Vice Principal	Convenor
3.	Ms. Bincy Joseph- Assistant Professor	Jt. Convenor
4	Reema James- Assistant Professor	Member
5	Jyothirath Anil – Student Representative	Student Representative

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.

Mechanism of the GRC-(Policy Document of GRC)

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
3. Post receipt of the complaint/application, the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
5. GRC shall consider redressing of grievances within a reasonable time.
6. The Cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Scope

The students may lodge grievance about any academic and non- academic matters related to -

- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- Dues and payments for various items from the library, hostels and other financial matters.
- Certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

Procedure for Lodging Complaint:

- The students can lodge their grievance through online mechanism in the link in the Website or suggestion box kept in front of the Administration Block.



A handwritten signature in green ink that reads "Joshy".

Dr. JOSHY VARGHESE MA, B.Ed, Ph.D
PRINCIPAL
Mar Sreeva College of Arts and Science,
Murickassery, Rajamudy P.O.