



**MES ASMABI COLLEGE**

# **ANNUAL REPORTS**

**GRIEVANCE REDRESSAL CELL**



# GRIEVANCE REDRESSAL CELL

## Annual Report 2018-19

The Grievance Redressal Cell was established to address student concerns. Students have the option to submit their grievances in either written form to the principal or electronically through the Grievance Form accessible on the College Website. The cell will convene as necessary and implement suitable actions to resolve the grievances brought to its attention.

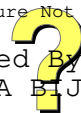
Cell members for 2018-19

1. Dr Ajims P Mohammed
2. Shailaja V
3. Dr Muralikrishnan T R
4. Veenalakshmi U R
5. Mohammed Areej

- An awareness program has been organized to educate individuals on the operation of the grievance redressal system.
- A new online Grievance Redressal section has been established on the college website to facilitate the registration of complaints and suggestions from students, staff, and parents. Complaints can be conveniently submitted online through this platform.
- Suggestion boxes have been strategically placed in communal spaces across departments and near the college office. Students can submit their suggestions and complaints, choosing whether or not to disclose their identity.
- In the course of the year, five grievances were received, and all of them were successfully redressed. The average duration for grievance redressal was 7 days.

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BijuA BIJU



# **GRIEVANCE REDRESSAL CELL**

## **Annual Report 2019-20**

The establishment of the Grievance Redressal Cell aims to tackle student concerns. Students can express their grievances either in written form, directed to the principal, or electronically via the Grievance Form available on the College Website. The cell will assemble as needed and take appropriate measures to address and resolve the grievances brought to its attention.

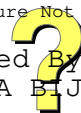
Cell members for 2019-20

1. Dr Ajims P Mohammed
2. Dr Muralikrishnan T R
3. Veenalakshmi U R
4. Mohammed Areej

- An awareness program has been conducted to educate individuals about the functioning of the grievance redressal system.
- The website has been modified to accommodate more pertinent content and features.
- Throughout the year, three grievances were received on girls toilet, green board etc and all of them were successfully addressed. The average time taken for grievance redressal was 3 days.

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# **GRIEVANCE REDRESSAL CELL**

## **Annual Report 2020-21**

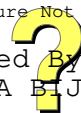
The Student Grievance Redressal Cell, chaired by Principal Dr A Biju, conducts regular meetings to address students' complaints. This cell facilitates students in expressing their concerns and pursues grievance resolutions in accordance with college rules and regulations. Operating with a commitment to procedural fairness, the cell confidentially investigates and analyses the nature and patterns of grievances.

To encourage student participation, suggestion boxes are strategically placed across the college premises for students to submit written complaints. These boxes are routinely opened, and the committee, consisting of the principal, addresses the grievances in their meetings.

During the 2020-21 session, the main complaints were about online classes. Additionally, these issues were discussed by the HoDs, where HoDs provided solutions and suggestions to address student concerns. The committee strives to resolve cases promptly, fostering a responsive and supportive environment for students.

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# GRIEVANCE REDRESSAL CELL

## Annual Report 2021-22

The Grievance Redressal Cell is dedicated to resolving the authentic problems and complaints raised by students, regardless of the nature of the issue. Students are actively encouraged to utilize suggestion boxes strategically positioned across various blocks on the campus to articulate constructive suggestions and grievances. Additionally, students have the flexibility to approach either the members of the cell or any other teachers they feel comfortable with.

To ensure a streamlined process, there is an institutionalized online grievance mechanism available for students. Importantly, this mechanism allows them to maintain confidentiality by not revealing their identity, fostering an environment where students feel empowered to voice their concerns without hesitation.

Cell members for 2021-22

1. Dr A Biju
2. Reena Mohamed P M
3. Dr Kesavan K
4. Saliha P I

- An awareness program was implemented to educate individuals about the operation of the grievance redressal system.
- The website underwent modifications to incorporate more relevant content and features.
- Over the course of the year, three grievances were reported, including concerns about girls' toilets and internal marks and lab facilities. All of these issues were effectively addressed, and the average time taken for grievance redressal was just 4 days.

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## **GRIEVANCE REDRESSAL CELL**

### **Annual Report 2022-23**

The Grievance Redressal Cell is committed to addressing genuine problems and complaints raised by students, regardless of the nature of the issue. To ensure an efficient and organized process, there is an institutionalized online grievance mechanism available for students. This mechanism is designed to facilitate the submission of grievances through an online platform, contributing to a more streamlined and accessible resolution process.

The Student Grievance Redressal Cell, under the leadership of Principal Dr. A. Biju, conducts regular meetings to address student concerns. Functioning as a platform for students to voice grievances, the cell is dedicated to resolving issues in accordance with the college's rules and regulations while upholding procedural fairness. Confidential investigations are carried out to analyze the nature and patterns of reported grievances.

To foster student engagement, strategically placed suggestion boxes across the college premises provide a channel for submitting written complaints. These boxes are routinely opened, and the committee, which includes the principal, addresses the grievances in their meetings.

During the 2022-23 session, prevalent complaints centered around girls' toilets and internal marks. These issues were also deliberated upon by the Heads of Departments (HoDs), who provided solutions and suggestions to address student concerns. The committee is committed to promptly resolving cases, striving to create a responsive and supportive environment for students.

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