

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.