

**GRIEVANCE & REDRESSAL CELL  
REPORT  
2019-2020**

The College has constituted a Grievance and Redressal Committee in the beginning of the academic Year 2019-20. The meeting of the Committee was held in Visitor's room with available members in the month of July and took the following decisions.

1. To develop a page on the website for lodging complaints
2. To maintain a Complaint Register for entering the complaints
3. To intimate the students about the Committee through class teachers to report any such cases
4. To display the details of the committee members with mobile phone number on notice board
5. The Committee also decided to follow the existing three tier system for solving the problems.
  - Class level- In the Weekly Tutorial system the class teachers
  - Department level- The Department Heads or the senior teachers deal the problems of students
  - College level- The Committee

### **The Committee**

Dr. Sr. Philomina C.F (Principal)

Dr. Thanuja A Mathew (Assistant Professor, Dept of Zoology)

Dr. Laly Thomas (Associate Professor & Head , Dept of Chemistry)

Dr. Sinimol Joseph (Asst .Professor on Contract, Dept of Malayalam)

Mrs.Remya M (Asst .Professor on Contract, Dept. of Botany)

Mrs. Seethu Baby (Asst .Professor on Contract, Dept. of English)

Ms. Aswathy Jose (Asst .Professor on Contract, Dept. of B.VocTourism & Hospitality Management)

Ms. Nimisha M P (Asst .Professor on Contract, Dept. of Chemistry)

In the follow up meetings on the subsequent months the Committee has found that no complaints have been reported to the Committee directly. Although some grievances were reported to the Class teachers and at the Department level The Committee made sure that the redressal of such grievances were taken care by the class teachers and the Heads of the Departments effectively.

Nature of Grievance obtained at the Departments	No.of Reported Cases	Action Taken by the respective Departments
Introduce Certificate course on Theatre and Film studies	1	Department decided to introduce it as Open Course
Break in Semester due to Marriage and Pregnancy during the Studies	7	HODs t forwarded the request through proper channel in right time so students could rejoin and complete the course after maternity period
Explanation of tough topics in vernacular language also	3	Teachers explained the portions in vernacular language also
Difficulty to wear Saree as Uniform on instructed days	5	.Teachers gave awareness that students are expected to stick onto College rules until a revised rule is implemented
More smart class rooms	5	HODs forwarded the request to the Principal for development of Infrastructure in lab and library
To enhance lab facilities		
. Provide a Direction board or Map of examination halls		
. More copies of reference books in Library		
UPS Damage in the Lab. Computer Systems are not in working condition.	2	Repaired the UPS and the systems were updated by replacing new monitors
To extend the duration of keeping library books	5	The students were recommended to cooperate with the government rules regarding the issue and return of library books
Delay in the conduct of B.Voc university exams.	1	The Coordinator forwarded the request to the University through Proper channel