



NIRMALAGIRI COLLEGE

AFFILIATED TO KANNUR UNIVERSITY, RE-ACCREDITED BY NAAC WITH A GRADE

Nirmalagiri, Kuthuparamba, Kannur, Kerala, India 670701

GRIEVANCE REDRESSAL – POLICY STRUCTURE AND PROCEDURES

QUALITY POLICY

AREA: STUDENT SUPPORT

GRIEVANCE REDRESSAL – POLICY STRUCTURE AND PROCEDURES

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POLICY

Area: Student Support
Title: Grievance Redressal

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POLICY STATEMENT

1. College shall take adequate measures to collect the grievances from students regarding
 - i. Admission to programmes, certificate courses and open courses
 - ii. Attendance in curricular and co-curricular activities
 - iii. General student life in campus
 - iv. Fee payment
 - v. Certificates and scholarships
 - vi. Examination and related affairs
 - vii. Access to facilities including library, computer labs, internet centre, playgrounds, canteen, gymnasium, cultural facilities and hostel.
2. The College shall establish a Grievance Redressal Cell to address the grievances from students.
3. There shall be separate committees such as a) Anti Ragging Committee b) Internal Assessment Grievances Redressal Cell c) Committee for Monitoring Safety of Women in the Campus d) Internal Complaints Committee e) Committee for SC/ST Students f) Minority Cell g) OBC Cell which should work under the Grievance Redressal Cell.
4. Grievance handling should be conducted by maintaining secrecy on the identity of the complainant as much as possible.
5. The committees shall provide a suitable atmosphere in the campus to encourage students to raise their grievances and should settle the grievance with minimum time.
- 6.

OBJECTIVES

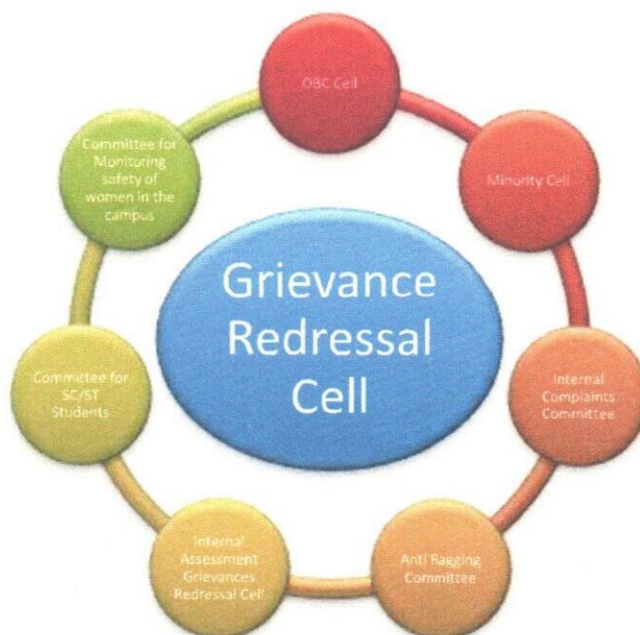
The objectives of this policy are

1. To maintain an inclusive educational atmosphere throughout the campus including Learning resources and Student support.
2. To develop a responsible and cordial Student-Teacher and Student-Student relationship.
3. To encourage students to express their concerns and grievances with self-respect and without any fear of being victimized.

STRUCTURE OF GRIEVENCE REDRESSAL CELL

The grievance redressal cell shall be the umbrella under which six separate committees will be working. There should be members from each committee in the Grievance Redressal Cell.

College council shall be the appellate authority for Grievance Redressal. All committee reports should be handed over to the Principal who presents the report in college council for further actions.



FUNCTIONS OF COMMITTEES

ANTI RAGGING COMMITTEE

Ragging in all its forms is prohibited in the College Campus, including the departments, all its premises (academic, residential, sports, canteen, restrooms etc.), within the campus or outside it and all means of transportation whether public or private. The provisions of the Act of the Central Government and the State Governments if enacted will consider ragging as a cognizable offence under the law on a par with rape and other atrocities against women and ill-treatment of persons belonging to SC/ ST.

INTERNAL ASSESSMENT GRIEVANCES REDRESSAL CELL

All examination related grievances including exam marks, revaluation, special exams etc. should be handled by the Internal Assessment Grievances Redressal Cell.

COMMITTEE FOR MONITORING SAFETY OF WOMEN IN THE CAMPUS

Committee for Monitoring safety of women in the campus should address the gender related disturbances against women. All sexual harassment cases should be handled with utmost care without disclosing the identity of the victim.

INTERNAL COMPLAINTS COMMITTEE (ICC)

The internal complaints committee headed by a senior Staff will be responsible in handling the general complaints which may include disciplinary issues, student-student and student-teacher frictions etc.

COMMITTEE FOR SC/ST STUDENTS

Academic and non-academic grievances of SC/ST students should be addressed by this Grievance redressal cell. Any serious incidents should be handled as per the guidelines from State and Central Government.

OBC CELL

This committee is constituted to look after the grievances of OBC students.

MINORITY CELL

This committee is to ensure that the issues of minority students are solved in time.

REGISTERING GRIEVANCES

1. Students can register their grievances either in writing or by using online redressal portal in the College website. Students may drop their grievance/concern in the Grievance box kept in college portico, Student's corner or in the library.
2. Also, they can the complaint online through Student portal (login).
3. Students who want to remain anonymous can use the separate form in the grievance portal.
4. Students can directly contact any of the committee directly.

FEED BACK

Nirmalagiri College staff and students may provide feedback about this document by emailing iqac@nirmalagiricollege.ac.in.

APPROVAL AND REVIEW DETAILS

Approval authority	Governing Body
Administrator	Principal
Approved On	18 th January 2020
Next Review Date	18 th January 2024




Principal
Nirmalagiri College