



KRISTU JYOTI COLLEGE OF MANAGEMENT AND TECHNOLOGY

An ISO : 9001 - 2015 Certified Educational Institution
Affiliated to M.G. University, Kottayam
Approved by AICTE, New Delhi

POLICY OF GRIEVANCE REDRESSAL CELL (GRC)

The Grievance Redressal Cell (GRC) addresses grievances and complaints received from students, faculty and other stakeholders. Any grievance related to the institution can be brought to the notice of Principal, Vice Principal or any member of the Cell, either in person, in writing or through e-mail, through website, any form of message or drop-in writing in the grievance box installed in the Main Block of the college with identity. Any such grievance should be enquired by the Cell or an assigned member of the Cell. Grievance to be solved at the college/management level should be placed before the Principal/Manager, Kristu Jyoti Group of institutions. Grievances to be redressed by authorities outside the college (such as police, panchayath/municipality, government offices) will be brought to their notice. Those to be redressed at the university level will be forwarded to the Vice - Chancellor, Registrar, Controller of Examinations as the case may be. Particulars of grievances involving personal matters are kept confidential. GRC ensures that genuine grievances of the stakeholders are addressed promptly and judiciously which in turn creates a more student-sensitive environment, better stakeholder relationship and a congenial teaching-learning atmosphere.

1. OBJECTIVES

- To provide the stakeholders access to immediate, hassle-free mechanism to redress their grievances.
- To uphold the dignity of the college by promoting cordial relationship among college, management and stakeholders (students, parents, teaching and non-teaching staff).
- To ensure that the views of grievant and respondent are properly heard and that no one is discriminated or victimized.
- To ensure a fair, impartial and consistent way of redressal of various complaints lodged by the stakeholders.



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2. GUIDELINES

- At the primary level, class tutors, subject teachers and Heads of various Departments can take initiatives to redress, once it is brought to their notice.
- Matters that cannot be resolved within the primary framework shall be referred to the Grievance Redressal Cell of the institution.
- The committee shall comprise of Principal as Chairperson, Vice Principal and five teachers as members.
- The Principal of the college shall be the Chairperson. Vice – Principal will act as Co-Chairperson in the absence of Principal.
- The Principal will nominate one member as Convenor.
- The grievance box can be used for grievances relating to any college-related matters.
- Grievances that require immediate and urgent intervention can be brought directly to the notice of the Principal or the Manager as the case may be, by any stakeholder.
- The Cell before initiating an action should hear all parties related to the grievance before initiating an action.
- An action towards redressing the grievance should be initiated within ten clear working days of receipt of grievance.
- All documents including minutes related to grievances and redressal should be maintained by the Convenor.
