



# **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

## **GRIEVANCE REDRESSAL CELL**

### **ANNUAL REPORT**

**2018 - 2019**



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## Grievance Redressal Cell (GRC) 2018 - 2019

The Grievance Redressal Cell (GRC) is an important component of the National Assessment and Accreditation Council (NAAC) accreditation process for colleges in India. The GRC is responsible for addressing complaints and grievances related to academic and non-academic matters from students, faculty, and staff members.

The GRC of the college is an independent and impartial body which is constituted to resolve grievances arising inside the campus. The GRC has a clearly defined structure, functions, and procedures for addressing grievances in a timely and effective manner. The GRC of the college has the authority to receive, investigate, and resolve grievances related to issues such as discrimination, harassment, unfair treatment, and academic matters. The GRC also has the power to make recommendations for policy changes and improvements to prevent future grievances.

### Objectives

The main objective of the Grievance Redressal Cell (GRC) is to ensure that the college provides a fair and transparent environment for all its stakeholders, including students, faculty, and staff members. Some of the specific objectives of the GRC are:

- To provide a platform for addressing and resolving grievances related to academic and non-academic matters.
- To ensure that grievances are resolved in a timely and effective manner, and that the rights of all stakeholders are protected.
- To promote a culture of transparency, accountability, and fairness in the college.
- To create awareness among stakeholders about their rights and responsibilities, and to promote a respectful and inclusive campus environment.
- To make recommendations for policy changes and improvements to prevent future grievances and enhance the quality of the college's governance and administration.



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The GRC of the college plays a vital role in ensuring that the college provides a conducive environment for learning, teaching, and research, and that the rights and interests of all stakeholders are protected.

## Grievance Redressal Cell Members 2018 – 2019

1. Rev Fr Joshy Cheeramkuzhy CMI (Principal & Chairperson)
2. Dr Varghese Antony (Vice- Principal)
3. Prof. Thomas Mathew (HoD, Department of Management)
4. Mr. Cijo Joseph (Convenor & HoD, Department of English)
5. Dr. Benno Joseph (HoD, Department of Geology)
6. Mr Roji Thomas (HoD, Department of Computer Applications)

## Report of Grievance Redressal Cell Activities 2018 - 2019

### GRIEVANCE BOX INSTALLATION

As part of our efforts to promote transparency and accountability in the college, the Grievance Redressal Cell (GRC) had installed a grievance box in the college premises on September 18, 2018 by the Principal, Rev. Fr. Joshy Cheeramkuzhy CMI. It was placed in a visible and accessible location near the administrative block. The grievance box provided a platform for students, faculty, and staff members to raise their concerns and grievances related to academic and non-academic matters.





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To promote the use of the grievance box and create awareness among stakeholders, the GRC conducted an awareness campaign on the same day of installation. Members of the GRC team distributed pamphlets and explained the purpose and functioning of the grievance box to students, faculty, and staff members.

Since the installation of the grievance box, the GRC has received several grievances related to various issues related to academic and non-academic matters. The GRC has been able to address these grievances in a timely and effective manner, and has provided feedback to the stakeholders concerned.

The installation of the grievance box is a significant step towards promoting transparency, accountability, and fairness in the college. It provides a platform for stakeholders to raise their concerns and grievances in a safe and secure environment.

## GRIEVANCE AWARENESS SESSION

As part of the efforts to promote transparency and accountability in the college, the Grievance Redressal Cell (GRC) conducted an orientation session for teachers on November 20, 2018. The orientation session aimed to provide teachers with an understanding of the grievance policies and procedures of the college, and to equip them with the skills required to handle grievances effectively.





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The orientation session was held in the Seminar Hall of the college and was attended by all teaching staff. The session was conducted by the GRC team, and included presentations on the following topics:

- Overview of the grievance policies and procedures of the college.
- Types of grievances and their resolution mechanisms.
- Skills required for effective grievance handling.

The orientation session was well-received by the teachers, who found it informative and useful. The session helped to clarify any doubts or misconceptions that teachers may have had regarding the grievance policies and procedures of the college. It also equipped them with the skills required to handle grievances effectively, which is essential for maintaining a positive and respectful campus environment.