



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

2019 - 2020



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Grievance Redressal Cell (GRC) 2019 - 2020

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 2019 – 2020

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 2019 - 2020

SEMINAR ON GRIEVANCE REDRESSAL MECHANISM

The Grievance Redressal Cell (GRC) conducted a seminar on the grievance redressal mechanism for students and the faculty of the college on August 8, 2019. The seminar aimed to provide participants with an in-depth understanding of the grievance redressal mechanism and equip them with the skills required to handle grievances effectively.





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The seminar was conducted in the Seminar Hall of the college and was attended by GRC members and teachers. The seminar was conducted by a panel of experts, including members of the GRC and external speakers with expertise in grievance redressal mechanisms. The seminar covered the following topics:

- Overview of the grievance redressal mechanism
- Types of grievances and their resolution mechanisms
- Skills required for effective grievance handling.
- Role of GRC members and teachers in grievance redressal mechanism

The seminar included interactive sessions, group discussions, and Q&A sessions to provide participants with practical experience in handling grievance. The seminar was highly informative and interactive, and the participants found it useful in enhancing their understanding of the grievance redressal mechanism. The seminar helped to clarify any doubts or misconceptions that participants may have had regarding the grievance redressal mechanism and equipped them with the skills required to handle grievances effectively. The participants appreciated the opportunity to interact with external speakers and learn from their expertise.

SEMINAR ON GRIEVANCE REDRESSAL MECHANISM

The Grievance Redressal Cell (GRC) conducted a Seminar for GRC members for grievance redressal in the college on January 15, 2020. The meeting aimed to review the functioning of the grievance redressal mechanism and take appropriate actions to ensure that grievances are addressed in a timely and effective manner. The meeting was held in the conference hall of the college and was attended by all GRC members. The meeting was chaired by the Principal, and the following agenda items were discussed:

- Review of the grievance redressal mechanism and its effectiveness
- Discussion of grievances received and actions taken
- Review of pending grievances and actions required



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The meeting included a detailed discussion on each agenda item, and all GRC members were given an opportunity to provide their inputs and suggestions.



The meeting was highly productive, and several important decisions were taken to improve the functioning of the grievance redressal mechanism. The meeting provided an opportunity for GRC members to review the functioning of the grievance redressal mechanism and take appropriate actions to address grievances effectively.