



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

2020 - 2021



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Grievance Redressal Cell (GRC) 2020 - 2021

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 2020 – 2021

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 2020 - 2021

ONLINE GRIEVANCE REDRESSAL MEETING

The Grievance Redressal Cell (GRC) held a meeting on October 10, 2020 to address grievances related to online classes in the college. The meeting was attended by GRC members and representatives from the teaching staff and student body. The purpose of the meeting was to identify and address the challenges faced by students and teachers in the transition to online classes.





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The meeting was held online through Google Meet. The meeting began with a brief overview of the challenges faced by students and teachers during online classes. This was followed by an open discussion, during which participants shared their experiences and raised their concerns.

The key issues raised by the participants included:

- Technical issues with the online platform, including connectivity and accessibility
- Lack of interaction and engagement in online classes
- Difficulties in adapting to online teaching and learning methodologies

The GRC members and representatives from the teaching staff and student body discussed these issues and identified possible solutions. The meeting of the GRC members for grievance redressal in college regarding online classes was a significant step towards addressing the challenges faced by students and teachers in the transition to online classes. The grievances related to online classes were addressed in a timely and effective manner.