



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

2021 - 2022



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 (GRC) 2021 - 2022

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.



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

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 2021 – 2022

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 2021 - 2022

INSTALLATION OF SUGGESTION BOX

The Grievance Redressal Cell (GRC) of our college had recently installed a suggestion box for grievance redressal. The suggestion box aims to provide a platform for students and staff to share their grievances and suggestions for improving the functioning of the college. The suggestion box was installed in the Chavara Block of the college on November 11, 2021 by the Principal Rev Fr.Joshy Cheeramkuzhy CMI. The suggestion box has instructions for submitting suggestions and grievances.





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

The installation of the suggestion box was well-received by the college community, and several students and staff submitted their suggestions and grievances through the suggestion box. The suggestions and grievances received through the suggestion box are reviewed by the GRC members and appropriate actions are taken to address them. The suggestion box has also helped to promote transparency and accountability in the college and has provided a platform for students and staff to voice their concerns and suggestions.

ETHICAL CAMPUS TRAINING

The Grievance Redressal Cell (GRC) of our college organized a teacher orientation programme “Ethical Campus Training” on the mechanism of grievance redressal on January 11, 2022. The purpose of the programme was to educate the teaching staff on the grievance redressal mechanism and their roles and responsibilities in addressing grievances.

The teacher orientation programme was conducted by the GRC chairperson and was attended by all teaching staff members of the college. The programme began with a brief introduction to the GRC and its functions, followed by a discussion on the grievance redressal mechanism.



The discussion covered the following topics:

- The types of grievances that can be addressed by the GRC, including academic, administrative, and disciplinary grievances



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

- The procedure for submitting grievances to the GRC, including the use of the suggestion box and online grievance submission
- The roles and responsibilities of the teaching staff in addressing grievances, including maintaining confidentiality and providing support to students who have submitted grievances
- The process for redressing grievances, including investigation, documentation, and resolution

The programme also included case studies and scenarios to illustrate the grievance redressal mechanism and encourage active participation and discussion among the teaching staff. The teacher orientation programme was successful in educating the teaching staff on the grievance redressal mechanism and their roles and responsibilities in addressing grievances. The programme also helped to promote awareness of the GRC and its functions among the teaching staff. The teacher orientation programme on the mechanism of grievance redressal was a significant step towards promoting transparency, accountability, and fairness in the college.