



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

2022 - 2023



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Grievance Redressal Cell (GRC) 2022 - 2023

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 2022 – 2023

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)
7. Ms. Jerin Ann Johny (Assistant Professor, Department of English)

Report of Grievance Redressal Cell Activities 2022 - 2023

ORIENTATION ON LODGING GRIEVANCES

The Grievance Redressal Cell (GRC) of our college recently organized an orientation session on lodging grievances on April 19, 2023 in college. The purpose of the orientation was to educate the students on the grievance redressal mechanism and how to lodge grievances effectively.





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The orientation session was conducted by the GRC members and was attended by a large number of students. The session began with an introduction to the GRC and its functions, followed by a discussion on the types of grievances that can be lodged, including academic, administrative, and disciplinary grievances.

The discussion also covered the following topics:

- The procedure for lodging grievances, including the use of the suggestion box, online grievance submission, and direct communication with the GRC members
- The importance of providing relevant information and evidence when lodging grievances
- The role of the GRC in investigating and resolving grievances
- The rights and responsibilities of students when lodging grievances, including maintaining confidentiality and following the college rules and regulations

The orientation session also included interactive activities and case studies to help students understand the grievance redressal mechanism and the importance of lodging grievances effectively. The orientation session was successful in educating the students on the grievance redressal mechanism and how to lodge grievances effectively. The session helped to promote awareness of the GRC and its functions among the students and encouraged them to use the grievance redressal mechanism when necessary.

STAFF ORIENTATION AND GRIEVANCE REDRESSAL

The Grievance Redressal Cell (GRC) of our college organized a staff orientation programme on the grievance redressal mechanism on May 05, 2023. The purpose of the programme was to educate the staff members on the grievance redressal mechanism and their roles and responsibilities in addressing grievances.

The staff orientation programme was conducted by the GRC chairperson and was attended by all 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.



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The discussion covered the following topics:

- The types of grievances that can be addressed by the GRC, including academic, administrative, and disciplinary grievances
- The procedure for submitting grievances to the GRC, including the use of the suggestion box, online grievance submission, and direct communication with the GRC members
- The roles and responsibilities of the staff members in addressing grievances, including maintaining confidentiality, providing support to students who have submitted grievances, and cooperating with the GRC in investigating and resolving grievances
- The process for redressing grievances, including investigation, documentation, and resolution

The programme also included the grievance redressal of the complaints received and it also helped to find probable solutions to them. The staff orientation programme was successful in educating the staff members 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 staff members.

The staff orientation programme helped to educate the staff members on the grievance redressal mechanism and their roles and responsibilities in addressing grievances in an effective manner.