



EMMANUEL COLLEGE

VAZHICHAL, THIRUVANANTHAPURAM

A Latin Catholic Institution | Affiliated to the University of Kerala

GRIEVANCE CELL

ANNUAL REPORT

2022-2023

The Grievance Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the Principal or orally. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it. All students in our college have access to the Grievance Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

Our college has a three-tier system in place to resolve student grievances both on and off campus.

Class Level- In the weekly Mentoring system the class teachers deal with the personal problems of our students.

Department Level: The Department Heads and senior teachers solve the students' problems.

College Level- The Grievance Redressal Cell, which reports to the principal, resolves our students' problems.

Policies

The vision and mission of the institution is inextricably linked to strong principles and ethics. The management and the college guarantee a strong redressal mechanism for student grievances. As mandated by the government, a three-tier grievance mechanism is in place to resolve any academic or administrative complaints. The college's code of conduct applies to all students. Our institution has a zero tolerance policy for any form of ragging or sexual harassment. Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments. Abuse on social networking sites will be severely punished. Any offence discovered through CCTV surveillance is punishable. Any student found in an incriminating situation, both on and off campus, will be reprimanded and counselled. Students who violate the code of conduct will be given a fair hearing at the Departmental level. The institution does not tolerate ragging or sexual harassment.

Objectives

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationships with stakeholders.
- To encourage the stakeholders to express their grievances/problems freely and frankly, without any fear of being victimized.

Different methods for registering of Grievances

- Digital feedback is taken from all the students through the computer lab towards the end of each academic year.
- Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- Open Your Hearts -an interactive session of the representatives of each class for UG, PG and Self-Financing stream with the principal are held separately as an initiative aimed to bring the voices of the students directly in a stress-free situation.

Constitution of Grievance Cell

This Cell is functional with the principal as the head and three faculty members as coordinators. It addresses the sensitive areas that need patient listening, understanding, care, and of course redressal in the form of needy action. The pulse of all stakeholders is accessed through open, uninhibited written suggestions.

It is functioning according to the following UGC norms.

1. All complaints are first addressed by Grievance Committee whose composition is as follows:
 - a. The principal of the college- Chairperson
 - b. Three senior faculty members nominated by the Principal of the College.
 - c. One Student representative nominated by the Principal of the College.
2. The tenure of the members shall be two years.
3. The quorum for the meeting shall be two.
4. The committee shall send the report and recommendations to the Vice-Chancellor of the affiliating University within a period of 15 days of receipt of the complaint.

The Grievance Redressal Cell Activities 2022- 2023

Online feedback from all the students and other stakeholders like parents, alumnae, employers and resource persons about teaching and infrastructure facilities was collected. The feedback was

analyzed and the authority decided to take suitable actions. A suggestion box has been placed in each Department. The institution tries to take corrective measures according to the suggestions shared in the box. The cell organized a student's interactive program with the Principal 'Open Your Hearts', a platform for students to express their suggestions and grievances. A representative each from both UG and PG classes participated in the program. After considering the grievances the Principal assured the students to take necessary measures to address the same.



Inauguration of Grievance cell

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2021-22

The College has constituted a Grievance Cell in the beginning of the academic Year 2021-2022. The meeting of the Committee was held in a class room with available members in the month of July and took the following decisions.

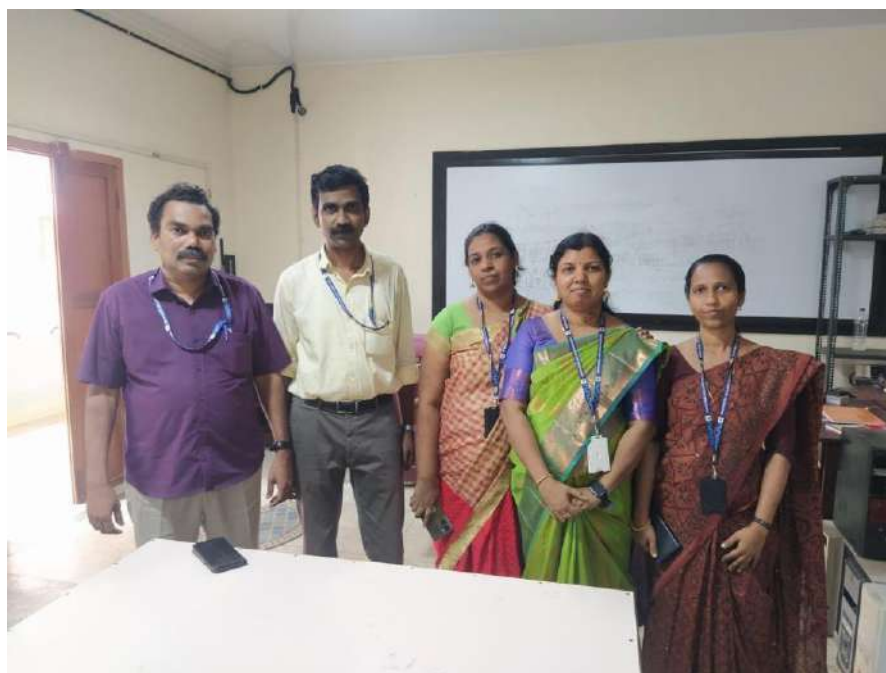
1. To maintain a Complaint Register for entering the complaints.
2. To intimate the students about the Committee through class teachers to report any such cases
3. To display the details of the committee members with mobile phone number on notice board
4. The Committee also decided to follow the existing three tier system for solving the problems.
 - Class level- In the Weekly Tutorial system the class teachers
 - Department level- The Department Heads or the senior teachers deal the problems of students
 - College level- The Committee

Nature of Grievance obtained at the Departments	Action Taken by the respective Departments
Break in Semester due to Marriage and Pregnancy during the Studies	HODs forwarded the request through proper channel in right time so students could rejoin and complete the course after maternity period
Explanation of tough topics in vernacular language also	Teachers explained the portions in vernacular language also
	Teachers gave awareness that students are expected to stick onto College rules until a revised rule is implemented

More smart class rooms	HODs forwarded the request to the Principal for development of Infrastructure in lab and library
To enhance lab facilities	HODs forwarded the request to the Principal for development of Infrastructure in lab and library
. Provide a Direction board or Map of examination halls	
. More copies of reference books in Library	
UPS Damage in the Lab. Computer Systems are not in working condition.	Repaired the UPS and the systems were updated by replacing new monitors
To extend the duration of keeping library books	The students were recommended to cooperate with the government rules regarding the issue and return of library books



Interaction with student about general complaints



Grievance Cell Members

GRIEVANCE CELL

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2020-21

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Nature of Grievance obtained at the Departments	Action Taken by the respective Departments
Break in Semester due to Marriage and Pregnancy during the Studies	HODs forwarded the request through proper channel in right time so students could rejoin and complete the course after maternity period
Explanation of tough topics in vernacular language also	Teachers explained the portions in vernacular language also
Difficulty to wear Saree as Uniform on instructed days	Teachers gave awareness that students are expected to stick onto College rules until a revised rule is implemented

More smart class rooms	HODs forwarded the request to the Principal for development of Infrastructure in lab and library
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To enhance lab facilities	
. Provide a Direction board or Map of examination halls	
. More copies of reference books in Library	
UPS Damage in the Lab. Computer Systems are not in working condition.	Repaired the UPS and the systems were updated by replacing new monitors
To extend the duration of keeping library books	The students were recommended to cooperate with the government rules regarding the issue and return of library books

GRIEVANCE CELL

ANNUAL REPORT

2019-20

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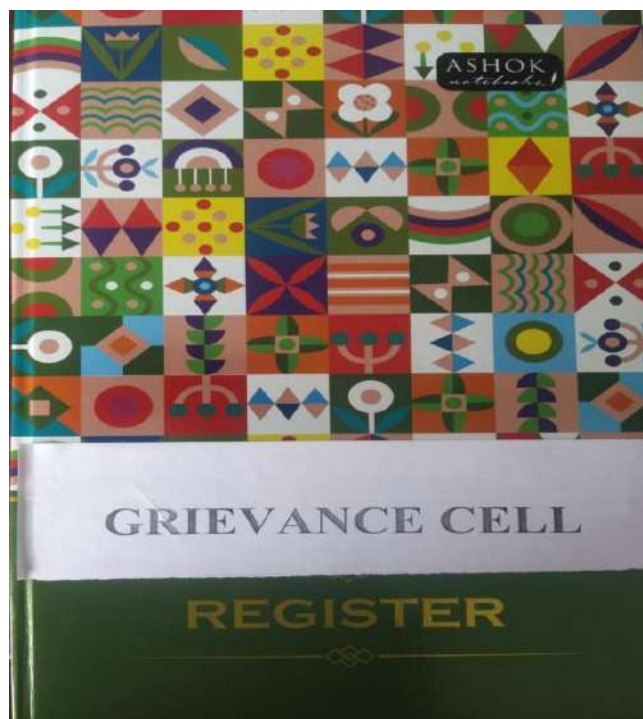
- To maintain a Complaint Register for entering the complaints
- To intimate the students about the Committee through class teachers to report any such cases
- To display the details of the committee members with mobile phone number on notice board

The Committee also decided to follow the existing three tier system for solving the problems.

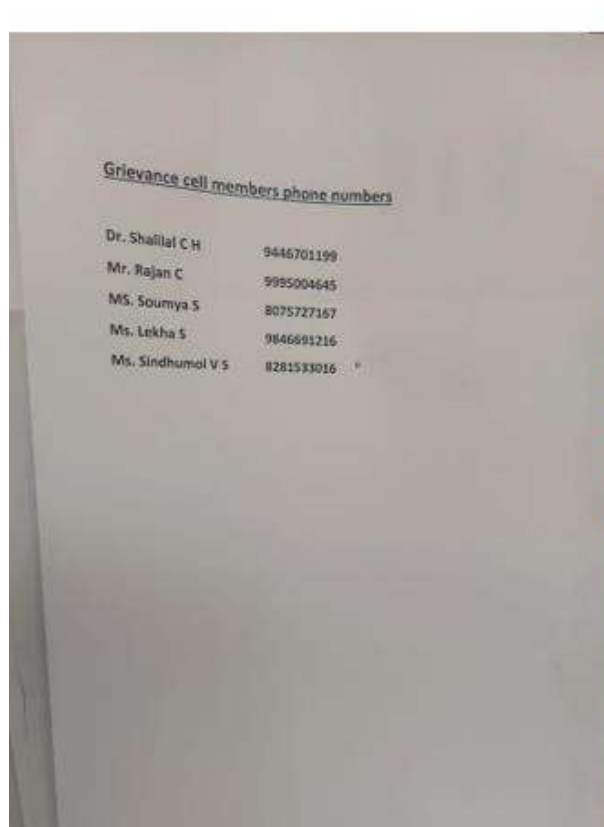
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Grievance cell register book



Grievance cell members number displayed on college notice board

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2018-19

The Grievance cell in our college very efficiently done their work during this academic year. Grievance Cell online feedback from all the students of the college on teachers and infrastructure facilities. Feedbacks were also collected from other stakeholders, like the parents, alumni, employers, resource persons etc. These feedbacks were analyzed and notified to the authority and suitable actions taken up where necessary.

The cell organized a students' interactive programme with the Principal titled 'Open Your Heart'. It provided a platform for the students to freely express their suggestions and complaints directly to the Principal. Three separate sessions of this programme were held for the students of UG regular, UG Self financing Departments and PG departments on January 30th, 31st and February 6th respectively.

A student representative from each class participated in the programme to voice the complaints and suggestions of the whole class. The Principal, Vice Principal and the officials in charge of the Grievance Redressal Cell were present for the meeting. The Principal gave a very patient hearing to all that the students had to say and the clarifications given by the Principal cleared many of their misunderstandings. The Principal explained the measures she has taken to redress their grievances. She assured the students of organizing a follow up programme where the same representatives will be called again and they will be intimated about the course of action taken up according to their suggestions.