

GRIEVANCE REDRESSAL CELL

GOVT. COLLEGE, KARIAVATTOM

This is an age of human rights. Protection of human rights is essential for the modification of behaviour of youth, which leads to the development of the society as a whole. A Grievance Redressal Cell is constituted in the Government College, Kariavattom on 17-09-2015 for protecting the rights and liberties of students and staff.

The Grievance Redressal Cell addresses the grievances of students and staff and suggests proper solutions. Grievances usually related to the nature of curriculum, quality of teaching, completion of syllabus in a time frame, infrastructure facilities, basic needs of the campus, interpersonal relationships, participation in co-curricular activities, conveyance facility, examinations, relationship with the public etc. The Cell periodically convenes meetings and take appropriate steps to redress the grievances.

Objectives

The general objective of Grievance Redressal Cell is to ensure a democratic environment by developing the quality of responsibility and awareness about rights among the students which is essential for nation building. The specific objectives are the following:

1. To create a peaceful campus environment based on mutual respect and co-operation.

2. To make the authorities responsible, accountable and transparent in their duties.
3. To solve various personal and institutional problems.
4. To make the institution student friendly.
5. To ensure qualitative improvement in higher education.
6. To develop an organizational framework to redress the grievances of students and other stakeholders.
7. To study a problem and suggest necessary recommendations to the Principal.

Guidelines for the Effective Working of the Cell

The cell addresses problems and complaints of students after considering its genuinity and seriousness. Students can lodge their complaints orally, by submitting letters directly to the Principal or Convener of Grievance Redressal Cell or submit grievance in writing or by mail to grievanceredressalcellgck@gmail.com. or by putting complaints in the complaint box placed in front of the Principal's office. The students can also pointout their suggestions and solutions. The cell is only an advisory body. Considering the nature and depth of the grievances necessary enquiry will be conducted by the cell and report the matter to the Principal. Certain matters can be solved through personal discussions. Principal discusses serious issues in the

council meeting and take suitable actions. The cell has to follow some important guidelines for its smooth functioning.

1. Ensure confidentiality of the complaint and complainant.
2. Decisions should be taken on the basis of merit and justice.
3. Impartiality should be maintained.
4. Decisions and suggestions should be positive and viable.
5. The cell has to discourage bogus complaints.
6. The whole process should not affect the dignity of any individual.
7. It should deal all cases in accordance with the general plan and policy of the institution.
8. Complaints regarding harassment, ragging etc. should be transferred to the concerned cells with the permission of the Principal.
9. The grievances related to the examination should be submitted to the University.
10. The ultimate aim is the allround development of the personality of students by inculcating the importance of rights, duties and responsibilities among them.



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21/02/24
PRINCIPAL
Government College
Variavattom-Tvm.