



**GOVERNMENT COLLEGE KARIAVATTOM**  
**THIRUVANANTHAPURAM - 695581**

**Grievance Redressal Mechanism at the Institution Level**

1. In accordance with the provisions of UCG, a Student Grievance Redressal Cell is constituted at the commencement of every academic year.
2. A complaint/ suggestion box has been kept outside the college office where students can deposit their complaint or grievance letters offline. The Cell Convenor checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible.
3. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Cell Convenor periodically checks if any grievances are submitted.
4. As soon as grievances are received through online or offline channels, a meeting of the Cell is convened, grievances discussed and remedial actions taken in a time bound manner.

**Process for Addressing the Grievance**

- Any complaint may directly be addressed to the grievance committee or may reach through student representatives / department.
- Upon receiving a complaint, the grievance committee will promptly send a response to the complainant, acknowledging the receipt of the grievance
- During this stage, the committee will document the grievance, conduct an inquiry, and investigate the issue. Based on the nature of the grievance,

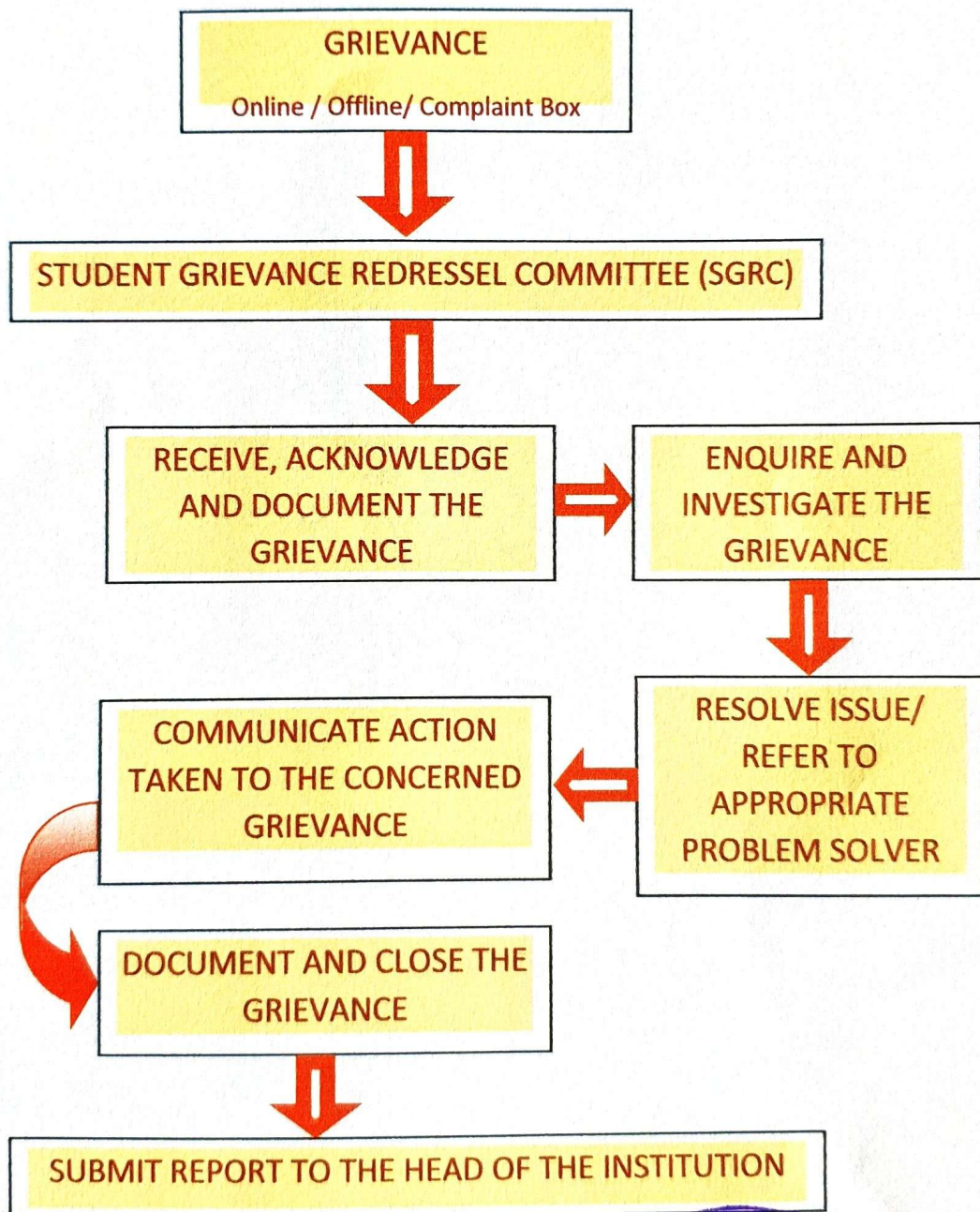
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the committee may directly resolve the issue with the assistance of the relevant department or redirect it to the appropriate problem solver.

- The committee will communicate the actions taken or the work-in-progress in a timely manner. Once the issue has been resolved, the committee will inform the complainant about the decision taken.
- The committee will maintain an updated record of all documents and submit them to the head of the institution.



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