



KURIAKOSE ELIAS COLLEGE MANNANAM

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Criterion - V

Student Support and Progression

5.1.: Student Support

5.1.4.

Proof Related to Mechanism of Submission of Online/Offline Students' Grievances



CRITERION-V 5.1.4: Proof related to Mechanisms for submission of online/offline students' grievances

➤ PROCEDURE FOR REDRESSAL OF GRIEVANCES

Kuriakose Elias College has established a Grievance Redressal Mechanism to address student concerns efficiently. This system is structured into three tiers:

Tier 1 - Class Teacher : Students should first present their complaints or disciplinary issues in writing to their class teacher within 24 hours of the incident. If the matter is not resolved satisfactorily at this level, the student may escalate the issue to the Head of the Department (HOD).

Tier 2 - Head of the Department: If the grievance remains unresolved after addressing the HOD, it can be further escalated to the Principal.

Tier 3 - Principal/College Council: The Principal, or the Principal in consultation with the College Council, will handle unresolved issues from the HOD level. For inter-departmental complaints, the Principal will directly oversee the resolution.

Additional Cells for Specialized Grievances:

1. Grievance Redressal Cell: Handles general grievances.
2. Internal Evaluation Grievance Redressal Cell: Manages complaints related to internal evaluations at multiple levels:

Primary Level: Teacher Concerned

Department Level: HOD, Class Teacher, and Teacher Concerned

College Level: Principal and HOD



University Level: Pro-Vice Chancellor, Affiliation Committee Convenor, Controller of Examinations

Internal Complaints Committee (ICC): Addresses issues related to sexual harassment of women in the workplace.

Anti-Ragging Cell: For ragging-related complaints, which are immediately forwarded to the police.

Exclusions and Record-Keeping:

Complaints related to incidents outside the campus are not entertained, except for issues concerning transportation and security during travel to and from the college. Complaints from female students are given serious consideration and are directed to the relevant committees in compliance with government and university regulations.

Submission and Resolution:

Students can submit their complaints in person, drop them in a complaint box, or submit them online via the college website.

Resolution Timeline:

Mild Complaints: Addressed by the class tutor on the same day of submission.

Complaints to HOD: Resolved within two days.

Serious Complaints to the Principal: Resolved within a week.

This structured approach ensures timely and effective resolution of student grievances.



➤ **COMPLAINT AND GRIEVANCES BOXES ARE KEPT IN COLLEGE CORRIDOR**



GPS Map Camera
Mannanam, Kerala, India
Mannanam P.O, Kottayam, JGV9+JHG, Mannanam, Kerala 686561, India
Lat 9.644009°
Long 76.518931°
03/09/24 01:32 PM GMT +05:30



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Lat 9.644023°
Long 76.518932°
03/09/24 01:33 PM GMT +05:30



➤ OFFLINE GRIEVANCE SUBMISSION FORM

KURIAKOSE ELIAS COLLEGE MANNANAM
Mannanam Kottayam 686 561
A college under the CMI Management Affiliated to M.G. University

GRIEVANCE SUBMISSION FORM

Name of Student:	Register Number:
Class:	Date:
Date, time and place of event leading to grievance:	
Detailed description of grievance including names of other persons involved, if any (attached copies ,if necessary)	
Signature and Name of Applicant	
Proposed solution to grievance:	
Signature and Name of Convenor	
Action Taken:	
Signature and Name of principal	

REGISTERING ONLINE COMPLAINTS BY USING COLLEGE WEBSITE

