



KURIAKOSE ELIAS COLLEGE MANNANAM

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Criterion - V

Student Support and Progression

5.1- Student Support

5.1.4.

Grievance Redressal Cell Policy and Minutes



GRIEVANCE REDRESSAL POLICY

A Grievance Redressal Policy is designed (in conformity with the UGC regulations 2023 on Redressal of Grievances of Students) to provide a structured and fair process for addressing and resolving complaints or concerns raised by students and staff within the college. This policy aims to ensure that grievances are handled promptly and effectively, promoting a positive and supportive environment.

Objectives

- To provide a clear and accessible process for raising and resolving grievances.
- To ensure that all complaints are handled fairly, transparently and in a timely manner.
- To maintain a positive institutional environment by addressing issues and concerns effectively.

Policy Statements

- The Grievance Redressal Policy is accessible to all, ensuring that information on how to make and resolve complaints is readily available. This policy is posted on the website and available at the college office.
- Grievances can be submitted in writing or through an online portal and should include relevant details, such as the nature of the complaint, dates, names of individuals involved and any supporting evidence.
- An initial review will be conducted to determine if the grievance falls within the scope of the policy and if it requires further investigation.
- An investigation will be carried out by the Grievance Redressal Committee, ensuring impartiality and confidentiality. Both the complainant and the respondent will be given an opportunity to present their sides of the issue.
- Based on the findings of the investigation, appropriate actions or remedies will be proposed. The outcome of the grievance process will be communicated to the complainant and the respondent.
- Written records of the grievance and its resolution is maintained.

Implementation

Below are the typical components of a Grievance Redressal Committee

1. The complaint letter or email should contain the complainant's name, address, and contact details, along with copies of supporting documents, where applicable. All complaints shall be registered in the Grievance Register of the college and assigned a unique reference number.



2. If the grievance is resolved within three working days, the resolution shall be communicated along with an acknowledgment to the complainant. Complaints shall be addressed as quickly as possible and within a maximum of 30 days of receipt.
3. All complaints pending resolution for more than two weeks from the date of acknowledgment shall be escalated to the next higher level of authority within the college. Escalated cases will be dealt with and monitored by the principal and the convenor of the Grievance Redressal Committee of the college.
4. Complaint details will be kept confidential and shared with other organizations or regulatory authorities only in accordance with relevant laws. The subscriber will be kept informed about such sharing. Information will otherwise be shared only with written consent from the subscriber and only if the input of an external agency or organization is necessary for resolving the complaint.
5. All complaints shall be monitored and marked as closed only after the subscriber's grievance has been resolved.

By implementing a comprehensive Grievance Redressal Policy, the college can develop a supportive environment where concerns are addressed constructively, ensuring fairness and transparency in handling issues that arise within the community.




PRINCIPAL
KURIAKOSE ELIAS COLLEGE
MANNANAM, KERALA-685 561



**GRIEVANCE REDRESSAL
CELL**



2018 - 2019.

NOTICE.

There will be a meeting of the Governance & Ethical Cell and internal complaint cell on 10-07-2018 at 3:00 p.m. in the Chamber of the Principal. Please make it convenient to attend the meeting.

Agenda

1. Request of the student to develop the Canteen facility
2. To enhance the parking facility of the students vehicles
3. To make the campus greener
4. Any other matter

1. Dr. Antony Thomas ✓
2. Rev. Fr. Joby Joseph Mukalil CMI ✓
3. Prof. Jesline Maisa Mannan ✓
4. Prof. Vinu S Greya ✓
5. Dr. Dhanya P. Joseph ✓
6. Dr. Anju Augustine ✓
7. Prof. Deepa Mary Joseph ✓
8. Mrs Anitta P. Manuel ✓

Minutes of the Meeting

The meeting was held on 10-07-2018 at 3:00 p.m. in the Chamber of Principal, Dr. Antony Thomas and he presided over the meeting. The meeting started with silent prayer. Detailed discussions were held on the proposed

Agenda

1. It was decided to enhance the parking facilities to the vehicles of the students.
2. Decided to develop the infrastructures and other facilities in the canteen.
3. Decisions were taken over the to make the campus green and clean.

Prof. Jeslin Maria Mannam

Members Present

1. Dr. Antony Thomas
2. Rev. Fr. Roby Joseph CMI
3. Prof. Vnu J. George
4. Prof. Jeslin Maria Mannam
5. Del. Shanya P. Joseph
6. Dr. Anju Augustine
7. Prof. Rupert Mary Joseph

2018 - 2019

NOTICE:

There will be a meeting of the grievance Redressal cell and Internal Complaints cell on 14-02-2019 at 3:00 pm in the chamber of the principal. Please attend the meeting without fail.

Agenda:

1. Request of the students to increase the Adequate no. of Computers in Lab.
2. Request of the students to increase the Adequate no. of fan and tube light in classroom
3. Complaints from common breakage fee in the Lab.
- A. Any other matters.

1. Dr. Antony Thomas
2. Fr. Joby Joseph mukalel
3. Fr. Johnson C.S.T.
4. Dr. Jolliamma Mathew
5. Dr. Brijit Paul
6. Prof. Stacey V. Sebastian
7. Dr. Anju Augustine
8. Dr. Smitha S.
9. Dr. Sindhu E.S.
10. Dr. Dhanya P. Joseph.

Minutes of the meeting.

The meeting was held on 14-02-2019 at 3.00 pm in the chamber of principal, Dr. Antony Thomas and he presided over the meeting. The meeting started with silent prayer. Detailed discussion were held as the above mentioned items in the agenda.

1. It was decided to increase the no. of computers in the lab.
2. It was decided to increase the no. of fans and lights in the class rooms.
3. It was to collect the lab dues individually.

members present.

1. Dr. Antony Thomas
2. Fr. Joby Joseph Makalel
3. Fr. Johnson Joseph C.S.T.
4. Dr. Jolliyamma Mathew
5. Dr. Brijit Paul. BV
6. Prof. Stanley V. Sebastian
7. Dr. Anju Augustine Anju
8. Dr. Smitha S Smitha
9. Dr. Sindhu ES
10. Dr. Dhannya P. Joseph Dhannya

2019-2020

NOTICE:

There will be a meeting of the Grievance Redressal cell and Internal Complaints cell on 20/06/2019 at 3:00 pm in the chamber of the principal. Please attend the meeting without fail.

Agenda:

1. Students requested for the gardening in front

of the store.

2. Request of Beautification of College campus.
3. Any other matters.

1. Dr. Antony Thomas
2. Fr. Joby Joseph mukalel.
3. Fr. Johnson Joseph C.S.T
4. Dr. Jollyamma Mathew
5. Dr. Brijit Paul.
6. Prof. Stacey V. Sebastian.
7. Dr. Smitha S
8. Dr. Sindhu ES.

BJP

Smitha

Minutes of the meeting.

The meeting was held on 20/06/2019 at 3.00pm in the chamber of the principal, Dr. Antony Thomas and he presided over the meeting.

The meeting started with silent prayer. Detailed discussion were held as the above mentioned items in the Agenda.

1. It was decided to develop garden in front of the store.
2. Decision to make Beautification of campus.

members present:

1. Dr. Antony Thomas
2. Fr. Joby Joseph mukalel
3. Fr. Johnson Joseph C.S.T.
4. Dr. Jollyamma Mathew.

5. Dr. Brijit Paul
6. Prof. Stanley V. Sebastian
7. Dr. Smitha S
8. Dr. Sindhu E.S

BD

Smitha

2019 - 2020

NOTICE:

There will be a meeting of the Grievance Redressal cell and Internal Complaints cell on 15/01/2020 at 3:00 pm in the chamber of the principal. Please attend the meeting without fail.

Agenda:

1. Request of the student to conduct a inter college Fest.
2. Request of the student to create sports Hostel, gymnasium.
3. Request of the Beautification of park in front of the canteen.
4. Any other matters.

1. Dr. Antony Thomas
2. Fr. Joby Joseph mukalel
3. Fr. Johnson Joseph C.S.T
4. Dr. Matthews T. Thelley
5. Dr. Brigit Paul
6. Dr. Jollyamma Mathew
7. Dr. Jincy Thomas.

8. Ms. Jesline Maria Mamen
9. Dr. Smitha S.
10. Dr. Sindhu E.S
11. Dr. Dhanya P. Joseph
12. Dr. Anju Augustine

minutes of the meeting

The meeting was held on 15/11/2020 at 3:00pm in the chamber of the principal, Dr. Antony Thomas and he presided over the meeting. The meeting was started with silent prayer. Detailed discussions were held on all the above mentioned items in the agenda.

1. It was decided to conduct a cultural activity fest.
2. Decided to develop a new sports hostel and gymnasium.
3. Decided to develop a beautiful garden and park in front of the canteen.

members present

1. Dr. Antony Thomas
2. Fr. Joby Joseph mukalel
3. Fr. Johnson Joseph C.S.T
4. Dr. Matthews T. Thelley
5. Dr. Brijit Paul
6. Dr. Jollyamma Mathew
7. Dr. Jincy Thomas
8. Dr. Smitha S
9. Dr. Sindhu E.S
10. Dr. Dhanya P. Joseph
11. Dr. Anju Augustine
12. Ms. Jesline Maria Mamen

2020-2021

Notice:

There will be a meeting of the Grievance Redressal cell on 24-6-2020 at 3-pm in the chamber of the principal. please attend the meeting without fail.

Agenda:

- (1) Grievances regarding online classes
- (2) Grievances related to timetable scheduling
- (3) Any other matters

- 1 Dr. Briget Paul (Principal) Briget Paul
- 2 Fr. Dr. Xavier C.S (Viceprincipal) Xavier
- 3 Mrs. Stacey V. Sebastian (Maths) Stacey
- 4 Dr. Jollyamma Mathew (Chemistry) Jollyamma
- 5 Ms. Sona Santy (II B.A. English) Sona

Minutes of the meeting.

The meeting was held on 24-6-20 at 3-pm in the chamber of the principal. Meeting presided over by Dr. Briget Paul. The meeting started with a silent prayer. Detailed discussions were held on the following points-

1. It was decided to reduce the time duration and to a convenient timing.
2. Scheduled to a timing between 9.30 to 3.30pm
3. Regular feed backs to be taken from the students including suggestions for improvement
4. It was decided to take by weekly assignments.

Members present

1. Dr. Brigit Paul (Principal) Brigit Paul
2. Pr. Dr. Xavier CS (Vice Principal) Xavier CS
3. Mrs. Stacey V. Sebastian Stacey V. Sebastian
4. Dr. Jollyamma Mathew Jollyamma Mathew
5. Ms. Sona Sany (U BA English) Sona

2020-2021

Notice:

There will be a meeting of the Grievance Redressal Cell on 14-9-2020 at 3:00pm in the chamber of the principal. Please attend the meeting without fail.

Agenda:

- ① Request from the students for the use of ~~library~~ College library on regular day hours.
- (2) Complaints regarding on line examination.
- (3) Any other matters

1. Dr. Brigit Paul (Principal) *Brigit Paul*
2. Fr. Dr. Xavier C.S (Viceprincipal) *Xavier*
3. Mrs. Stacey V. Sebastian (Maths)
4. Dr. Jollyamma Mathew (Chemistry) *Jollyamma*
5. Ms. Sona Senty (II BA - English) *Sona*

Minutes of the meeting

The meeting was held on 14-9-2020 at 3pm and the meeting was presided over by Dr. Brigit Paul. The meeting started with a silent prayer. Discussions were held on the above mentioned items.

1. Library to be opened and books to be provided on regular days. Due to the pandemic time for the return of books to be extended.

2. Many students' complaints regarding the online examination is addressed and it is decided to conduct the retest on offline mode.

Members Present

1. Dr. Brigit Paul (Principal) Brigit Paul
- (2) Rev. Dr. Xavier CS (Viceprincipal) Xavier
- (3) Mrs. Stacey V. Sebastian Stacey
4. Dr. Jollyamma Mathew Jollyamma
5. Ms. Sona Senty (IPBA English) Sona

July 2021 - 2022

→ Notice

There will be a meeting of the grievance Redressal cell on 11th July 2021 at 3.00 PM in the chamber of the principal. Please attend the meeting without fail.

→ Agenda :

- ① Request from the students for a sports gymnasium.
- ② Request from the students to repair the water cooler
- ③ Request from the students to start a career and placement cell.
- ④ Any other matters

(1). Fr. Dr. Xavier C.S. (Principal)

(2). Dr. Joykutty Joseph

(3). Ms. Stanley V. Sebastian

(4). Dr. Jollyamma Mathew

(5). Ms. Nimisha Salin (II BA. English).

Minutes of the Meeting

The meeting of the grievance Redressal cell was held on 11th July 2022 at 3.00 PM at the principal's chamber. The meeting was presided over by the college Principal. All the members were present in the meeting. Following decisions were taken by the committee.

- 1) Sports gymnasium will begin after the lock down restrictions in the campus.



(2) It was found that due to long lock down period due to corona a complete repairing and renewal is needed, especially in the drinking water supply system. Water cooler will be repaired.

(3) It was also decided to request the college management to establish a career guidance cell in the college. For this a furnished room has to be prepared.

(4) It was also observed that there were complaints from the students regarding online classes and online evaluations. It was decided to convene a staff meeting to discuss the matter.

The meeting got over by 4.30 P.M.

Members present:

1. Fr. Dr. Xavier C.S. (Principal)
2. Dr. Joykutty Joseph
3. Ms. Stacey V. Sebastian
4. Dr. Jollyamma Mathew
5. Ms. Nimisha Salin (Student)



NOTICE :

There will be a meeting of the Grievance Redressal Cell on 23rd November 2021. Please attend the meeting without fail.

→ Agenda.

- 1 - complaints regarding the electricity power failure in the lab.
2. Need of badminton court for the students
3. complaints from students regarding the internet supply in the library.
4. Need for a better examination hall.
5. Issues regarding students uniform.
- (6). Any other matters

- (1) Fr. Dr. Xavier C.S. (Principal)
- (2) Dr. Joykutty Joseph
- (3) Ms. Stancy V. Sebastian
- (4) Dr. Jollyamma Mathews
- (5) Ms. Nimisha Salim (Student).

Minutes of the meeting

The meeting of the Grievance Redressal Cell was held on 23rd November 2021 at the Principal's chamber under the presidency of Fr. Dr. Xavier C.S. The meeting began at 3.00 P.M. All the members were present. Following discussions and decisions are taken.



1. It was decided to request the college management to take the necessary steps to make sure the continuous power supply.
2. It was decided to do the needful to build a badminton court.
3. It was also decided to enhance the Wifi system in the campus. It was noted that many departments have difficulty to access the campus Wifi. More routers are to be installed.
4. Principal gave assurance regarding the implementation of uniforms in the next academic year. For this, a committee will be formed.

Meeting ended at 4:30 PM

Members Present:

Fr. Dr. Xavier C.S. (Principal)
 Dr. Josephkutty Joseph
 Ms. Stacey V. Sebastian
 Dr. Jolyamma Mathew
 Mr. Nimish Salim (Student)



July 22nd 2022

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NOTICE :

There will be a meeting of the Grievance Redressal Cell on 22nd July 2022. Please attend the meeting without fail.

Agenda

1. Hot water supply during monsoon season
2. Alteration facility with regard to uniform
3. Any other relevant matters.

1. Dr. P. S. V. Vanchipurakal ✓
2. Dr. Jolyamma Mathews ✓
3. Dr. Joyestykutty Joseph ✓

Minutes of the Meeting

The meeting of the Grievance Redressal Cell was held on 22nd June 2022 at the Principal's chamber. The meeting began at 2:30 p.m. All the members were present. Following decisions were taken.

1. With regard to hot water supply during monsoon season provision of hot water through

prisoners to be arranged in all floors.

- 2 Alteration facility to be provided with regard to uniforms in the following week

The meeting ended at 2:00 pm

Members Present

- 1 Dr Ison V. Vanchipurathal ✓
- 2 Dr. Jolyamma Mathews ✓
- 3 Dr. Jayskutty Joseph ✓

October 28, 2022

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NOTICE

There will be a meeting of the Grievance Redressal Cell on October 28 2022. Please attend the meeting without fail.

Agenda

- 1 Wending machine & sanitary napkins incinerator.
- 2 Other relevant matters

- 1 Dr. Ison V. Vanchipurakal ✓
- 2 Dr. Jollyamma Mathews ✓
- 3 Dr. Jagskethy Joseph ✓

Minutes of the meeting

1. The meeting of the Grievance Redressal Cell was held on 28 October 2022, at the Principal's chamber. The meeting began at 2:00 p.m. All the members were present. Following decisions were taken.
 - 1 Wending machine & incinerator to be set up in the woman's hall with the help of women's cell.
 - 2 The meeting ended at 3:00 p.m.

Members Present

- 1 Dr Ison V. Vanchipurakal
- 2 Dr. Jollyamma Mathews
- 3 Dr. Joykutty Joseph

February 2, 2023

There will be a meeting of the Grievance Redressal Cell on February 2, 2023. Please attend the meeting without fail.

Agenda

- 1 Uniform during Feb & March
- 2 Cold water supply during February & March
- 3 Ragging

1. Dr. Ison V Varshipurakal ✓
2. Dr. Jollyamma Mathews ✓
3. Dr. Jayskutty Joseph ✓

Minutes

1. The meeting of the Grievance Redressal Cell was held on February 2, 2023 at the Principal's Chamber. The meeting began at 2:00 p.m. All the members were present. Following decisions were taken:

1. Students need not wear uniforms during the months of February & March.

2. Arrangements to be made to provide cold water during the months of February & March
3. Discussion, if any, was conducted with Sandhya Miss & action had been taken.

The meeting ended at 3 p.m.

Members Present

1. Dr. Ison V Vanchipurakal
2. Dr. Jollyamma Mathews
3. Dr. Joykutty Joseph