

KURIAKOSE ELIAS COLLEGE MANNANAM

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Criterion - V Student Support and Progression 5.1- Student Support



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

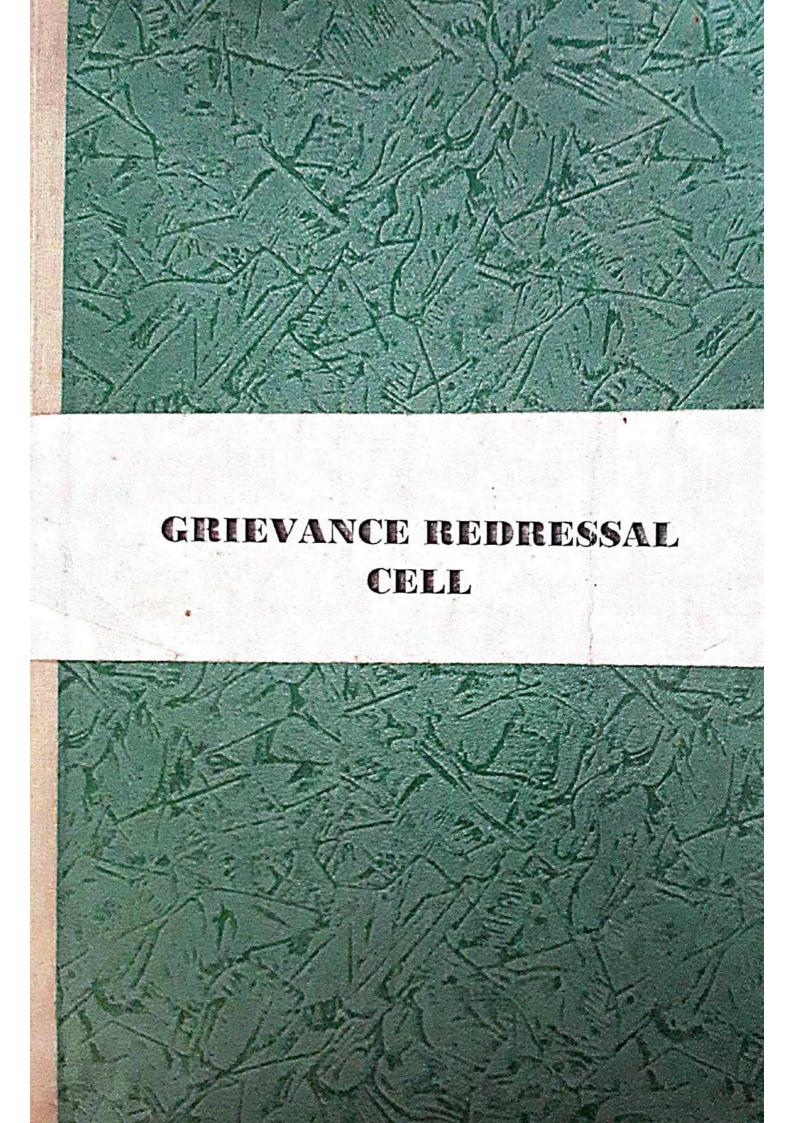
1. The complaint letter or email should contain the complainant's name, address, and contact details, along with copies of supporting documents, where applicable. All complaints shall be registered in the Grievance Register of the college and assigned a unique reference number.

- 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 COL MANNANAM KERALA-686 56



2018 - 2019. NOTIE. There will be a meeting of the growner Redkul Cell and internal comptant cell on 10-07-2018 at 3.0 pm in the chamber of the pesnipal. Please make it conscribed to attend the needer Agnde 1. Request of the Student of develop the Carsken perting 2. To enhance the preky faithy of the Students Websich 3 To make the Campus Greendy 4 Any other matter Dr. Andony Thomas 1. Au. Fr. Joby Joseph Mukalel CMI DP Jay. Jeslike Maesa Mannon John pry. Vinu J Grenye Dr. Dhasya D. Joseph Joy Dr. Anju Augushie Joseph Doug Mr. Diepa Maey Joseph Deg Mr. Aniffa P. Maruel Aut 2. 3 4 S 7 Minutes & the Merety The needing was held on 10-07-2018 at 3.00 pm in the Shamber of pisnipal, Dr. Andory Thomas and he presided over the necessing. She nearly started with Solend pergeri. Detailed discussions are held on this plustoit

Agenda It was decided to enhance the packing facilities to the vectility of the students. Becided as develop the inprostweets and Other facthis in the Casters. Decistos are daken owa the do make the 3 campus green and cleas. pry. Jestin Massa Many Membrus Present 1. Dr. Andry Thomas My The 2 Rev . Fr. Obly Bleph CMI The 3 Dry. May J. Crewye 4 Dry. Jestine Maria Manung Julio 5 Dr. Jestine Maria Manung Julio 6 Dr. Anju Augartine 6 Dr. Anju Augartine 7 Pry. Dupped Mary Joseph Dage

2018 - 2019 .

NOTICE:

There will be a meeting of the contevance 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.

Hgenda: 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 fare and tube light in class on 3. Complaints from common breaklage 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. Jolliyamma Mathew 5. Dr. Brijit Paul 6. Prof. Stancy V. sebastian 7. Dr. Anju Augustine 8. Dr. Smitha S. Dr. Sindhu E.S. 9-Dr. Dhanya. p. Joseph. 10. Minutes of the meeting. 1. N. A The meeting was held on 14-02-2019 at 3.00 pm is the chamber of principal, Dr. Antony Thomas and the presided over the meeting. The meeting started with Silent Prayer. Detailed Discussion were held as the above mentioned itens In the Agenda.

1. It was decided to increase the ho. of computers in the lab. 2. It was decided to increase the ho. of fans and lights in the class rooms. 3. It was to collect the lab dues individually. members present. Br. Leley 24 In Schoren Scoren 65. 7 1. Dr. Antony Thomas 2. Fr. Joby Joseph Makalel 3. Fr. Johnson Joseph C.S.T. 4. Dr. Jolliyamma Mathew 5. Dr. Brijit paul. 6. Brijit paul. 6. prof. Stanie V. Sebastian 7. Dr. Anju Augustine dry 8. Dr. Smitha 3 9. Dr. Sindhu Estin Ist all som 10 - Dr. Dhannya P. Joseph & The matrice stated and a state and an and 2019-2020 NOTICE:

There will be a meeting of the interance. Redressal cell and T. Internal complaints cell on 20/06/2019 at 3.00 pm in the chamber of the principal. please attend the meeting without fail. Bgerde:

1. Students requested for the gordening to front

of the store. 2. Request of Beautification of College Campus. 3. Any other matters. Dr. Antony Thomas ŀ Fr. Joby Joseph mukalel. 2. 1 Lanna Fr. Johnson Joseph C.S.T 3 -4. Dr. Jolliyanna Mathew Dr. Brijit Paul. Prof. Stancy V. Sebastian. Dr. Smitha S Dr. Sindhu ES. 5. 6. 7. 8. Minutes of the meeting. The meeting was held on 20/06/2019 at 3.00 pm Thomas and the presided over the meeting. The meeting started with silent prayer. Detailed Discassion were held as the above metinoned items in the Agenda. 1. It was decided to develop garden is front of the store. 2. Decision to make Beautification of campus. this pro white members present: 1. Dr. Antony Thomas 9. Fr. Joby Joseph mutalel Earnala S. Fr. Johnson Joseph C.S.T. 4. Dre Folligamma mathew

Dr. Brijit paul Prot. Starry V. Schastian Dr. Smitha s 5. 6. 7. Dr. Sindhu E.S 8. parties of the nicetury in the chronol of the price 33170M the Across and the presided over the marting There will be a meeting of the consevance Redressal cell and internal complaints cell on 15/01/2020 at 3:00 pm is the chamber of the principal please attend the meeting without fail. Agenda: 0002 insa a galando à babarda 1. Request of the student to conduct a inter college Fest. 2. Request at the Student to create sports Hostel, ciymnasium. 3. Request of the Beautification of part infort of the anter. 4. Any other matters. An taken Briefsh analatic R. Anders Proper 6 Des en artes est Dr. Antony Thomas 1. Fr. Joby Joseph mukalel and N. Sign & Mar. 2. Fr. Johnson Joseph C.S.T 3. Dr. Brigit paul MARY NOVE THE 7. A consistence 5. Dr. Jollyanne mathew Sector States and 6. Dr. Jincy Thomas. 7.

8. Ms Leshne Mana Marin Luc Smith 1118 - 10 9. Dr. Smitha S. San Prest - Strendy all 10. Dr. Sindhus. E.S at Savita Vs 1. Dr. Dhanya P. Joseph. 3. Dr. Sichler 6 3 12. Dr. Anjes Augustine Dyminutes of the meeting-The meeting was held on 15/01/2020 at 3.00pm in the champer of the principal, Dr. Antony Thomas and the presided over the meeting. The neeting was started with silent prayer Detailed Discussion were held on as the above mentioned items in the Agenda. 1. It was decided to conduct a cultural activity dest . 2. Decided to develop a new sports hostel and cryranasium. S. Decided to develop a Beautiful garden and park is front of the canteen. 2 Request of the Student to create spectra there a a un william tradicimenters present tuned and to temper of the anteen 1. Dr. Antony Thomas motion will will it Fr. Joby Joseph mutalel 2 Fr. Johnson' Joseph C.S.T Dr. Brijit Paul 3, 5. Dr. Jollyanna matheir and hours of the 6. Dr. Fincy Thomas plant with and in 7. S. Dr. Break of 8 . Dr. Sindhu E.S 9-Dr. Obanya p. Jeseph. 10. Dr. Anjos Augustine Dig. 11. Ms. Lestine Manin Momen Los 12.

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Notre: There will be a meeting of the Grievance Redressal call on 24-6-2020 at 3-pm is the chamber of the poincipal. please abtend the meeting without fait. Ageoda (1) Grievanues regarding online classic (2) Grievanues related to timetable scheduling (3) Any other matters 1 D.R. Bonget Paul (Principal) hastling 2 Fr. Dr. Xavier C.S (Viceprincipal) for 8 Mors. Stancy. V. Schaslian (Mathe) (4) Dr. Jollyamma Matter Cchemistry) 5 Ms. Sona Santy (II B.A. English) Sona Minules of the meeting " The meeting was held on QA-6-20 et 3 pm 10 the chamber of the principal Meeting presided over by Dr. Bright Paul The meeting started with a silent prayer Detailed discussions were held on the following boub Doroh 1-It was decided to reduce that time duction and to a convenient toping. & Scheduled to a timing between 9.30 to 3.30pm 3 Regular feed backs to be taken from the A By It was devoted to take by weakly assignments

Members present 1 DA: Bright paul (principa) balled 2 Pr- DA: Kavier CS (Vice principal & 3 Mrs: Stancy V. Schastian M 4 DA: Jollyamma Mathen M 5 Ms: Sona Santy (UBA English home and the second and a second and the second and the second stand and a second the present that he present a strange of the present of the second s and the second and the second of the second o in the state of the second state the second office and find and the second and the second

2020-2021 Notice: There will be a meeting of the Grievance Rednessal Cell on 14-9-2020 at 3 oopm is the chamber of the principal' please altend the meeting without fail. Agenda: ① Request foor the students for the use af there college library on regular day hours. (2) Complaints regarding on line examination. (3) Any other Matters 2 Pr. Dr. Klavier C.8 (Vicopoinscopal) 3 Mors. Blancy V. Schootcan (Matters) J A Dr. Jolyanoma Matter (Chemistry) 5 Ms. Bona Banty (IBA. English) how Minules of the meeting The meeting was held on 12-9-2020 at 8 pm and the meeting 12-9-2020 and over by Dr. Bright Paul. New presided over by Dr. Bright Paul. The meeting started with a silent prayer. Discussions Vivere Beld on the above pocntioned items Library to be opened and books to be provided on freqular days. Due to the pandamic time for the return of books to be entended.

2. Many students complaints regarding the online examination is addressed and it is deceded to conduct the retest on offline mode. Members Present 1 Dr. Bright Paul (principal) by bur (2) Rev. Dr. Xavier CS (Viceprincipal) (3) Mrs. Stancy. V. Schastian A Dr. Jollycamma Mathem 5 Ms. Sona Banty (IPBA English) boo A Participant of the state of a second state of a second state of the second state of the second sec el and all all all and a second provide a second provide a second and a second and a second and a second and a Le seguir i sette les à la braille de la second and the second second from the second second second a har an a star a s and the first the second of and the second he have been been been and the second s

Grievance Ledensal all 35 July 2021 - 2022 -> Notice Redressal cell on 11th July 2021, at 3.00 PM in The chamber of the principal. Please attend the meeting without fail. meeting without fail. -> Agerda : Request from the students for a sports gymnasium.
Request from the students to repair the Walie cooler 3 Request from this students to start a chreer and placement cell. (2) Any other matters Fr. Dr. Xavier C.S. (Principal) 00, Dr. Joyskutty Joseph (2). Ms. stancy V. Sebastian 3 Dr. Jolkyamma Mathew (4) Ms_ Nimskha Salin (IIBA. English), (5) Minutes of the Meeting The meeting of the grievance Redressal cell was held on 1112 July 2022 at 3.00 PM at this principal's chamber. The meeting was presided are by the college Principal. All the members were present is the meeting. Following decisions were taken by 11) Sparts gymnasum will begin able the lock down restrictions in the campus.

12) It was found that due to long lock down period due to corona it complete Repairing and Renewal is needed, especially in the cornering wales supply system. Wale cooler will be repaired. (3) It was also decided to request this collegemenhøement to establish å Carea guislance cell in this college For This a furnished room has 6 be prepared. (It was also observed that their where complaints from the students segriding online clanes and online evaluations; It was decided to convene a staff meeting to discus the matter. The meeting got such by \$.30 Pm. Membres present i 1. Fs. Ds. XGURER C.S. (Perneipal) 2. Ds. Joyskutty Joseph Esperies 3. Ms. stancy V. sebastign St 4. Dr. Jollyamma Mathents E 5. Ms. Nimisha Salin (student) Nm

November 2022 Grievance Redussed Cell NOTICE : There will be a meeting of thi Grievance Redressal cell on 22Rd November 2021. Please attend the meeting without fait. fait. -> Agerda. 1 - Complaints regarding thi electricity power failure is the lab. 2. Need of badminton comet for the students 3. complaints from blidents regarding the Internet supply in the library. A. Need for a better examination hall. 5. Isshes regarding students uniform. (6). Hony other matters (1) Fr. Dr. Xavier C.S. (Principal) 6). Dr. Joyskutty Joseph 3. Ms. stancy V. sebastian (4). Dr. Jollgomma Mathews. (5). Ms. Nimbisha Salin (Student) Minutes of the meeting The meeting of the Grievana Redressal cell was held on 23rd November 2021 at The Risnedpal's chamber used the presidentify OF F8. D8. Corver C.S. The meeting began at 3.00 P.M. R.II this members will present. Following discussors and decisions ale takin

38 10 11: Parken 18021 1. It was decided to request this college management to take this necessary steps to make suce this continuous pource supply. supply 2. It was decided to do the needful to build a badmontos court 3. It was also decided to enhance this Wifi system is the campus. It was noted that many departments have detailing to accord the computer Diff. More rooters are to be installed. 4. Perrispal que assuran regarding the implementations of uniform in the next academic years. For this. a committe will be formed. Theelony ended at 4:30 pm Members Present. F& D& Xaver C.S. (Brincipal) D& Jorkulty Deph Constrant Ms. Stancy V. Sebastian Sta Dr. Jollyamma Mathews Ms Normshy Salim (Shalent)

39 Judy 22 nd 2022 NOTICE : These will be a meeting of the grievance Redsussal Cell on 22nd July 2022: Please attend the meeting without gail. Algenda 1 Flot water supply during monsoon season 2 Alteration gacility with regard to 3 Pry other relevant matters. 1 . Dr. Ason, V. Vanchipwrakal . 2 Dr. Jolyamma Mathews 4 3 Dr. Jolyamma Mathews 4 3 Dr. Jorgsky kuthy Joseph Jul Minutes of the Meeting Grievance Redressal Cell was held on 22rd June 2022 at the Principal's chamber. The meeting began at 2:30 pm. All the members were present. Jollowing decisions fore Haken. With regard to hot water supply daring monsoon season pourision of bob water through 1

40 13 purigions to be annanged mall 2 Alteration gaesliky to be privided with regard to argoms in the gollowing week The meeting ended at 4:00 pm Members Present 1 Dr. Ison V. Varchi purchal . 2 Dr. Jolyanna Mathews b 3 Dr. Jayskuthy Joseph Ht and the first adapter and the first second s a second s and and a second top with a second top and a second to a second and a second and the state of the second state of the secon and a second property and a second property of the second property with the second property of the second property of the intervence principal is it is

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October 28, 2022 NOTICE There will be a meeting of the grievance Redressed (el) or. October 28 2022. Please attend the meeting posith out gasl. f)gudg machine & sanitary incinerates. Wending naphs relevant matters a Other 1 Dr. Ison V. Varchipwrahal m. 2 Dr. Jollyanme mathews & 3 Dr. Jollyanme Joseph Jun Minutes of the meeting Grievance Redressal Cell was held on 28 October 2022, at the Principal's chamber. The meeting began at 2:00 pm. All the members were possent. Following decisions were triber. faken. I Wending machine & incinerator to be thet up in the woman's hall with the help of women' cell. & The meeting ended at 3:00 p.m

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Members Poresent

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1 Or Ison V. Varchipwaka/ 1/2 2 Dr. Jollyanma Mathears 1/2 3 Dr. Jogskuthy Joseph M

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43 🎄 February 2, 2022 There will be a meeting of the prievance Rednessal Call on February 2, 2022. Please alterd the meeting without gail. Agenda - Unigum dwing Feb & March 2 Cold water supply during February & March 3 Ragging 1. Dr. Ison V Vanchipunakal . 2 Dr. Jollyamma Mathews K 3 Dr. Joyskutty Joseph (M. Minutes 1. The meeting of the linewance Redrienal Cell was held on Fibrian 2,2023 at the Principal's Chamber. The meeting began at 2:00 pm All the members were present. Following decisions were taken " Students need not wear iergons during the months of Ferniary & March.

44 6 (charai, St. Scale 2. Arrangement to be made to prode - end water dueing the months of February & March 3 Discussion, dischas conducted with Sandhya Miss & action had been taken. h cu find -The meeting ended at 3 pm. Members Prosent 1. Dr. Ison V Vonchspurchal 2 Dr. Johyamma Mathews 3 Dr. Jorgskuthy Joseph. July Us dellacome Mathen Dr. degleriteg Jaught for , and the first and a second and the second sec as the barrier and the second second