

Report 2016-2018

The Grievance Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and grievance/suggestion box. The institution aims at solving the grievances of the students within stipulated time.

Objectives: GRC has been developed to settle the grievances of the students and other stakeholders within a reasonable time period. For further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

Mechanism of the GRC

- * GRC shall consider only individual grievances of specific nature of students and staff.
- * The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.

- * Post receipt of the complaint/appliation the committee will decide on the merits of case regarding scope of further discussion investigation and act promptly.
- * The GRC may mediate between complainant and defendant against who the complaint has been made, if required.
- * GRC shall consider redressing of grievances within a reasonable time.
- * The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Scope: The students may lodge may grievance about any academic and non-academic matters related to

- * Timely issue of duplicate mark-sheet.
- * T.C., Conduct Certificates or other examination and scholarship related matters.

- * To dues and payments for various items from the library, hostels and other financial matters.
- * Certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

Procedure for Lodging Complaint

- * The students may feel free to drop the writing (can be anonymous if required)

in the grievance/suggestion box.

* The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

* The cell has been constituted in accordance with the USC guidelines for student grievance redressal mechanism at the college. It comprises of the Head of the Institution / The Principal, two members of the staff and one student representative.

a. * The Committee attends to the grievances of the students and offers redressal of the same in a time bound and effective manner. It provides a platform for the students to lodge a grievance online.

* It is meant to help in enhancing students' experience at the college and is committed to providing student support in a transparent and student centric mode.

* The Committee deals with complaints in strictest confidentiality.

Every committee consists of chair person, staff and student members. They together plan for the activities. The functions of every committee in the institution is well defined. All chairpersons report to Principal and Principal monitors the effective functioning of these bodies.

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Report: The G.R.C. intends to find solutions for, problems like any kind of physical or mental harassment, complaints regarding classroom teaching, classroom management, completion of syllabus, teaching methods, etc. The G.R.C. holds periodical meetings and takes steps to redress the grievances. The Committee is constituted by the principal, who is the Chairman of the Cell, the Staff Secretary and other two staff members as joint convener and counsellor, and two members of the student council - general secretary & joint secretary. The feedback form, complaints from the student council as well as e-mails are other means to identify the complaints of the students.

[Signature]

Teacher incharge

[Signature]



[Signature]

Rev. Dr. Chacko Chiramel

MAHAJUBILEE TRAINING COLLEGE
MULOORKATTUR, THRISUR

2017-19



Students' Grievance Redressal Cell is a statutory committee to facilitate the redressal of grievances and complaints lodged by the students and to examine the issue in a fair manner and arrive at inferences for recommending remedial measures.

The objective of the Grievance Redressal Committee is to listen to the grievances of the students and giving a timely solution to those. Grievance can be discussed in person, can be dropped in the suggestion box or can be sent online on the link given below on his document.

This committee is responsible to avoid any delay in resolving the issues and to meet the following objectives:

- To listen to student grievances and providing with solutions
- To promote cordial relationships among students and teachers also.
- To encourage students to convey about any issue freely to the concerned.

- To make students clear that ragging and any type of harassment is strictly prohibited.
- To encourage the students to lodge their grievances freely and frankly without any fear of being victimized while ensuring confidentiality.

Scope

Academic Matters: The grievances in writing from the students about any of the following matters i.e. @ Academic matters

— completion of regular class work, teaching methodology, approach and accessibility of the teacher, availability of the learning materials, lab hours schedule, timetable or any other academic matter.

(b) Administrative Matters

certificates like Scholarships, Bus Pass, inconvenient schedule of fees collection, functioning of the library etc.

(c) Other Matters: services of recreation, problems of sanitation, water availability, availability of transport, canteen etc.

Mechanism of Redressal

- After receiving a written grievance complaint in drop box or Whatsapp group or emails the meeting of the committee is convened by the Principal to look into the matter.
- If there is any merit in the complaint, the cell will recommend appropriate measures for the redressal of the grievances.
- Suggestions/remedial measures of Academic grievances will be suggested to respective Faculty / Departments.
- Administration related matters are forwarded to the officer in-charge and other matters to the respective support service in-charge.

Actions of the Committee

The recommendations made by the Cell will be discussed by the Staff Council and appropriate measures will be initiated to redress the grievance. It will be implemented by the Principal of the college under the monitoring of the cell.

Procedure

1. A complaint box is provided in all academic block for students.
2. All grievances referred to the G.R.C. shall be documented in a file in Principal's office.
3. All complaints should be resolved within a time frame by looking into its seriousness.
4. The result of the grievances will be informed to the complainant within the period defined.
5. Any staff/student may appeal directly to the Principal/Director for resolving their grievance if they/she is dissatisfied by the G.R.C.

G.R. in charge

COMMITTEE MEMBERS

Chacko Chiramel

Anny George

Deepa . M.T

Binu . J.V

[Signature]

[Signature]



[Signature]
 Rev. Dr. Chacko Chiramel
 PRINCIPAL
 MAHAJURJEL TRAINING COLLEGE
 MULLOORKARA - TRISSUR

2018-20



Grievance Redressal Cell Report 2018-2020

GRC aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/suggestion box.

Objective: The GRC has been developed to settle the grievances of the students and other stakeholders within a reasonable time period or further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a congenial ambience of academic teaching and learning.

Mechanism of the GRC

1. GRC shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance not covered applicability or of collective nature or raised collectively by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion/investigation, and must promptly.
4. The GRC may mediate between complainant and respondent against who the complaint has been made, if required.
5. GRC shall consider redressing of grievances within a reasonable time.

The cell will give report to the authority about the cases attempted to and seeks guidance from the higher authorities if required.

Drops: The students may lodge grievance about any academic and non-academic matters related to final issue of duplicate Mark-Lists, Transfer Certificates, Conduct Certificates, or other examination and scholarship related matters. To dues and payments for various items from the library, hostel, and other financial matters.

Certain grievances about conditions of sanitation, preparatory of food, availability of transport, victimization by teachers and any other ostensive activity.

Procedure for lodging complaint

- The students may feel free to drop the writing (can be anonymous if required) in the Grievance / suggestion box.
- Cell will act upon those cases which have been forwarded along with necessary documents.
- The Cell has been constituted in accordance with the UHL guidelines for student grievance redressal mechanism at the college.
- The committee attends to the grievances of the students and offers redressal of the same in a time bound and effective manner.
- It is meant to help in enhancing students' experience at the College and is committed to providing student support and is committed and students' critic work in a transparent

Every committee consists of chairperson, staff and student members. They together plan for the activities. The function of every committee in the institution is well defined. All Chairperson report to Principal the effective functioning of these bodies.

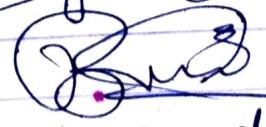
GRL intends to find solutions for problems like any kind of physical or mental harassment. Complaints regarding classroom teaching, classroom management, completion of syllabus, teaching methods etc.

GRL holds periodical meetings and takes steps to redress the grievances. The committee is constituted by the principal; who is the Chairman of the cell; the staff secretary as convener and other two staff members as joint convener and counsellor and two members of the student council general secretary and joint secretary. The feedback from complaints can be the student council as well as e-mails are other mean to identify the complaints of the students.

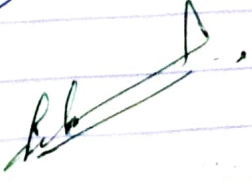
Members

1. Dr. Chacko Chiramel
2. Anny George
3. Deepa M J
4. Bini T V
5. Prem Chandran

Anny George (in charge)



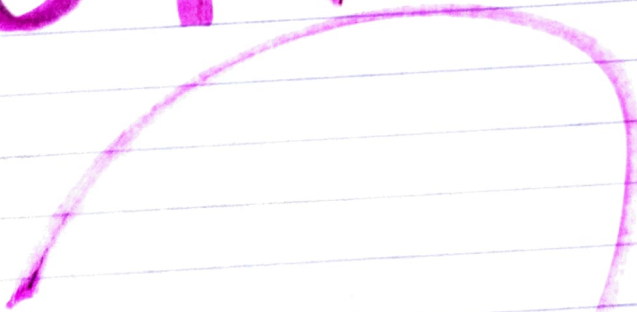
Prem Chandran





Rev. Dr. Chacko Chiramel
PRINCIPAL
MAHAJUBILEE TRAINING COLLEGE
MULLOORKARA - THRISSUR

2019-21



GRIEVANCE REDRESSAL CELL REPORT 2019-2021

The Student's GRC is a statutory committee to facilitate the redressal of grievances and complaints lodged by the students and to examine the issue in a fair manner and arrive at inferences for recommending remedial measures. The Chairman of the Cell is the Principal and Senior faculty members from each stream are the members, with a provision of being reconstituted every year.

The objective of the GRC is to listen to the grievances of the students and giving a timely solution to those. This committee also look into the matters of harassment

Objectives

- To listen to student grievances and providing with solutions.
- To promote cordial relationships among students and teachers too
- To encourage students to convey about any issue freely to the concerned
- To make them clear any type of harassment is strictly prohibited

Scope of the Committee

Academic Matters i.e. completion of regular class work, teaching methodology approach and the accessibility of the teacher, availability of the learning materials, lab hour schedule.

Administrative Matters i.e.

Bus Pass, Scholarships from the office, inconvenient schedule of fees collection, functioning of the Library and related matters.

Other Matters: Support services for recreation, problems of sanitation, water availability, availability of transport, canteen and all other matters.

Mechanism of GRC

- After receiving a written grievance in drop box or WhatsApp group or emails the meeting of the committee is convened by the Principal to look into the matter.
- If the names of the students are mentioned in the complaint and depending on the severity of the issue they will be called for an explanation.
- If there is any merit in the complaint, the cell will recommend

appropriate measures for the GR.

- Suggestions will be done to respective faculty
- Administration related are forwarded to the office in-charge

Actions of the Committee

The recommendations made by the cell will be discussed by the Staff Council and appropriate measures will be initiated to redress the grievance. It will be implemented by the Principal of the college under the monitoring of the Cell.

Teacher in Charge
Deepa Varghese

Deepa Varghese,

Dr. Chacko Chiramel
 Deepa Varghese
 Anny George
 Rincy A.O
 Teena Johnson
 Akhila Varghese
 Merin Augustine

Deepa Varghese
Anny George
Rincy A.O
Teena Johnson
Akhila Varghese
Merin Augustine



2020-22

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## Grievance Redressal Cell Report 2020-2022

GRC aims to look into the complaint lodged by any student and redress it as per requirement. The student can state their grievance regarding any academic and non-academic matter within the campus through the online and physical/suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and physical box. The institution aims at solving the grievances of the students within stipulated time.

### Objectives

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

### Mechanism of GRC

1. GRC shall consider only individual grievances of specific nature of Faculty and staff.
2. GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.

post review of the complaint/appeal the committee will decide on the merit of the complaint scope of further investigation and act promptly.

4. GRC may mediate between complainant and defendant if it is required. If the complaint has been made, it is required.
5. GRC shall consider reversing of decisions within a reasonable time.
6. GRC will give report to the authority about the case attended to and seek guidance from the higher authorities if required.

### Scope

The students may lodge grievance about any academic and non-academic matters related to timely issue of duplicate Mark sheets, Transfer certificates, Conduct certificates or other examination and scholarship related matters.

To issue and payments for various items from the library, hostels and other financial matters.

Continue misperceptions about conditions of sanitation, preparation of food availability of transport, restriction by teachers and by other offensive activity.

### Procedure

- The students may feel free to drop the writing in the grievance/suggestion box
- The Grievance Cell will act upon these cases which have been forwarded along

with the necessary documents.

→ The cell has been constituted in accordance with the UAC guidelines for student grievance redressal mechanism at the college.

→ The committee attends to the grievances of the students and effects redressal of the same in the board of officers' name.

→ It tries to help in enhancing student's experience at the college and is committed to providing student support in a transparent and student centric mode.

→ The Committee deals with complaints in strictest confidentiality.

Every committee has its own chairperson, staff and student members. They together plan for the activities.

All chairperson report to Principal and Principal monitors the effective functioning of these bodies.

### Report

The Grievance Redressal Cell intends to find solutions for problems like any kind of physical or mental harassment, complaints regarding classroom teaching, classroom management, completion of syllabus, teaching method etc.

The Grievance Redressal Cell holds periodical meetings and takes steps to redress the grievances. The committee is constituted by the Principal; who

is the Chairman of the staff secretary as convenor and other two staff members as joint convenor and counsellor and two members of the student council general secretary and joint secretary. The feedback form, complaints from the student council as well as e-mail are other means to identify the complaints of the students.

Teacher-In-Charge  
Rosewin C Peter

COMMITTEE MEMBERS

1. Dr. Chacko Chiramel
2. Rosewin C Peter
3. Anny George
4. Niketha Raju
5. Sreejith - K R
6. Sreejith - K M
7. Shameer Hassan - P. M



Rev. Dr. Chacko Chiramel  
PRINCIPAL  
MAHAJULEE TRAINING COLLEGE  
MULLOOK, KANNUR

2021-23

2021-23

# Report 2021-2023

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance / suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and grievance / suggestion box. The institution aims at solving the grievances of the students within stipulated time.

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The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

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- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

### Scope

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  - Timely issue of duplicate Mark sheets, Transfer certificates, Conduet certificates or other examination and Scholarship related matters.
  - To dues and payments for various items from the library, hostels, and other financial matters.
  - Certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

### Procedure

- The student can lodge their grievance through online.
- The student may feel free to drop the writing in the grievance / suggestion box.
- The grievance cell will act upon those cases which have been forwarded along with the necessary documents.



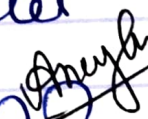


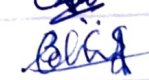
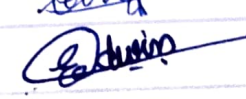
## Actions of the committee

The recommendations made by the cell will be discussed by the staff council and appropriate measures will be initiated to redress the grievance. It will be implemented by the principal of the college under the monitoring of the cell.

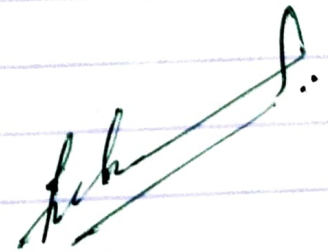
Teacher in Charge

  
Rosewis. C. Peter

## COMMITTEE MEMBERS

Dr. Chacko Chiramel   
Ms. Rosewis. C. Peter   
Ms. Anny George   
Mr. Johnson. P. P.   
Ms. Radhika Pradeep   
Ms. Bhavys. K. S.   
Ms. Edwin. George 



  
Rev. Dr. Chacko Chiramel  
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