



**VIMALA COLLEGE (AUTONOMOUS), THRISSUR**

## **Criterion V**

### **Student Support and Progression**



### **5.1.5 Student Grievance Redressal Cell**

### **Report**

### **2016-2021**

*Assessment Period (2016 - 2021)*



# VIMALA COLLEGE (AUTONOMOUS), THRISSUR

## STUDENT GRIEVANCE REDRESSAL CELL

### Aims and Objectives

The formation of the Student's Grievance Cell is to promote and maintain a conducive and unprejudiced educational environment where students have the freedom to complete their academic life in peace.

The cell functions with an objective to solve the grievances of the students. The main aims of SGRC are:

- To help them solve their academic, personal, interpersonal and administrative problems,
- To coordinate between students and Departments in the redressal of the grievances and
- To guide them to find ways and means to redress their problems.

We envisage that the redressal mechanism would act as a platform where a student can not only lodge complaints against any irregularities in the admission process but can also lodge complaints of harassment and victimisation including sexual harassment. SGRC functions with the following purposes;

- To ensure a democratic environment in the campus,
- To acquaint the entire faculty, Student about their rights and duties,
- To help the students in various personal and educational related grievances
- To make the institution student friendly
- To act as an intervention and support service for the students, and
- To help the students strengthen their critical thinking, decision making and problem solving skills

### Procedure followed in SGRC

Students can either approach their tutors with their grievances or put their grievances in suggestion boxes placed in different locations in the campus. They can also approach the dean of students or the principal, if their grievances are not addressed by the tutors.

As soon as the grievances are received verbally or in writing, meetings are convened, complaints from the students are analyzed by the members of the committee and brought to the notice of the



  
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principal for further action. Members of the committee hear the problems patiently and take remedial steps. It also functions as a counselling cell whenever personal problems are reported. Referral to other service organizations such as police, F.C.C, KELSA, JANANEETHI are also made as and when needed. The committee maintains a record of its activities.

Considering the nature and depth of the grievances due inquiry is made by SGRC and through personal discussion the matter is solved. If anybody is found to be guilty of any kind of nuisance, he or she is referred to the discipline committee. The nature of correctional measures includes verbal as well as written warning, information to the parents, financial punishment, community work, reading assignments, voluntary work in the library, information to the police (if the situation arises for so) and expulsion from the institute as per the rule.



### Regular Activities

- Orientation of new Students regarding SGRC and its Functions
- Terminal meeting of the committee members
- Terminal meeting of the Student Leaders and students
- Awareness Classes
- Student Counselling and Referral Services



  
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### Nature of problems received

- Problems regarding online classes
- Physical and Emotional problems regarding Covid
- Economical and Family problems due to lockdown
- Problems due to network issues
- Problems regarding conduct of offline examinations
- Problems regarding online payment of fees
- Annual review of the functioning of the committee is done before the summer vacations.

### The members of SGRC

1. Principal- Dr. Sr. Beena Jose
2. Dean of Students Welfare - Dr. Sr. Beena T L
3. Consultant - Dr Asha P Rao
4. Ms.Swarna K.L.
5. Dr.Vimala M.
6. Sr.Lissy P.V.
7. Student Chairperson.

### Future Plans

Regular meetings of the team to formulate effective strategies and evaluate the regular activities  
Exploring the possibility of including student and parent representatives in the committee.

## GRIEVANCES REPORTED

2016-2017			
Date	Petitioner	Grievance	Action taken
July-2016	Anonymous	Behavior of private bus staff	Resolved.
2016	Anonymous	cyber bullying and blackmailing	Resolved



  
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2017-2018			
Date	Petitioner	Grievance	Action taken
25-1-2018	Anonymous	Announcements are not clear	Announcements will be repeated
25-1-2018	Anonymous	College buses to be increased	Shall be considered.
25-1-2018	Anonymous	To make proper arrangements in sick room	Resolved .
25-1-2018	Anonymous	Hostel day celebrations just before internal exams to be avoided	Resolved
2017	PG student	To extend exam date	Cannot be extended due to University examinations
2017	PG students-15	Time constraint, Fees, incomplete portions	Resolved
2017	PG (self-financing) student	No experienced teachers for Practicals, partiality in internal marks	Will be considered at the time of interview
2017	A Hosteller	To change breakfast in hostel	Resolved
2017	A first year student	To start distribution of food packets to any orphanage	Good suggestion. Initiated the activity in a school.
18-11-2017	S3 student	To give semester break	Discussed with HODs. Implemented.



  
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2018-2019			
Date	Petitioner	Grievance	Action taken
2018-2019	Anonymous	Internal exams to be conducted as one day one exam	Resolved. One exam per day
2018-2019	Anonymous	Thalore Bypass College Bus	College bus is available upto Kuriachira, nearby place.
2018-2019	1 <sup>st</sup> B A Malayalam	Amphi Theater-Swing	Amphi theatre will be renovated.
2018-2019	Anonymous	Mobile phone to be allowed in the campus	No Permission from Government

2019-2020			
Date	Petitioner	Grievance	Action taken
2019-2020	A group of students	Allow students to choose Malayalam books from the shelves in the Library.	Except Malayalam novels all other books can be selected from the shelf. Novels to be selected from the computer list.
2019-2020	Anonymous	Only specific students to be called to the auditorium if the programme is discipline specific.	Decision made accordingly



  
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### 2020-21

The academic year 2020-21 was very special due a sudden shift in the pedagogy from offline mode to online mode. So the grievances received from students were also of different types. A new option for posting complaints and grievances by students was introduced in Vimala Linways which can be accessed by the Principal and Heads of the departments. In the beginning of the new academic year when online classes were started the main problem faced by the students was non- availability of gadgets for attending the classes.

Date	Petitioner	Grievance	Action taken
2020-21	A group of students	Non availability of Gadgets to attend online class	Distributed mobile phones to the students by donation from the staff of concerned departments and also from Alumnae
2020-21	A group of students	Network issue in attending classes	The concerned tutors and teachers helped the students by uploading course materials and video classes in the google classrooms. Also students with good Net connectivity were entrusted to help them in the form of Peer teaching
2020-21	A group of students	Non availability of Textbooks	The Textbooks in pdf form were uploaded in the groups of students. In some such cases teachers even handed over Textbooks to the students by visiting their houses.



  
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2020-21	A group of students from Lakshadweep	Non availability of Internet	Lecture notes were prepared by the staff and sent to the students by post. Special coaching was given to such students when they were able to physically come to the college.
2020-21	A group of students	Grievance regarding offline end semester examination	All the grievances regarding exam are redressed by the CoE and the exams were rescheduled as and when required.
2020-21	A group of students	Grievance regarding online payment of fees such as paying the same amount twice by mistake, paying the fee of another semester by mistake etc.	All the grievances regarding semester fee and exam fee are redressed by the concerned staff and the amount is refunded as and when required.



  
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