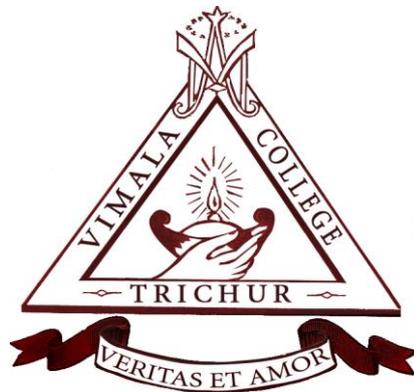


Vimala College (Autonomous)

Thrissur



Grievance Redressal Policy for

Students-SGRC



VIMALA COLLEGE (AUTONOMOUS), THRISSUR
KERALA 680009

Policy No.	VC/ Policy/08				
Policy Name:	Grievance Redressal Policy for Students				
Drafted by	Students Grievance Redressal Cell	Adopted:	2018-19	Revised:	2020-21
Approved by	Governing Council	Date:	08 April 2021		
Next Revision	2022-23				




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In compliance with the UGC norms with regard to Institutional Student Grievance Redressal Mechanism, the SGRC has been constituted in the College. The functions of the Committee include timely resolution of issues brought to its notice. The Student's Grievance Cell aims to promote and maintain a conducive and unprejudiced educational environment where students have the freedom to complete their academic life in peace.

The main aims of SGRC are to help student's solve their academic, personal, interpersonal and administrative problems, co-ordinate between students and Departments in the redressal of the grievances and guide them to find ways and means to redress their problems.

The College envisages that the redressal mechanism would act as a platform where a student can lodge complaints against any grievances inside the campus and can also lodge complaints of harassment and victimisation outside the campus. SGRC functions with the following specific objectives

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



Procedure followed in SGRC.

Several accessible channels have been facilitated and publicized in this regard. These include suggestion cum complaint box situated inside the campus as well as in the hostel premises which are opened every fortnight. The written grievances are filed and kept with the Dean of Student Welfare the college.

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 Department for further action if it is within their purview. Members of the committee hear the problems patiently and take remedial steps. It also functions as a counseling 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 expelling 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

Nature of problems received

- Emotional Problems
- Family problems
- Interpersonal problems like groupism, senior junior fights etc.
- Eve teasing and sexual harassment
- Problems with private bus staff who refuse permission to travel under student concession travel
- Student travel concession issues etc.
- Cyber bullying faced by students

Annual review of the functioning of the committee is done before the summer vacations.

The members of SGRC

Members of SGRC consists of Principal, Vice Principal, Dean of Students' Welfare & Dean of Residence, Consultant who is a senior teacher in College, four teaching faculty, Senior Superintendent and the Student Union Chairperson.




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