



PAVANATMA COLLEGE

MURICKASSERY , IDUKKI 685604

**GRIEVANCE
REDRESSAL POLICY**

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Grievance Redressal Policy

The Grievance Redressal policy of Pavanatma College is an extension of its Complaints Policy, included in the "Pavanatma Quality Manual, PQM". It has been appended to PQM as Appendix II. The Grievance Redressal policy was drafted by a committee consisting of the IQAC coordinator, the Grievance Redressal cell coordinator and the student member of the IQAC in 2016, which was later approved by the Administrative Council. The prime objectives of the Grievance Redressal policy are

1. to minimize instances of stakeholder complaints and grievances through proper and satisfactory stakeholder service delivery
2. to implement proper review mechanism for complaints redressal practices of the institution.
3. to ensure prompt redressal of customer complaints and grievances.

The institutional policy for grievances redressal stems from the following fundamental principles:

1. All students, staff and other stakeholders are treated fairly at all times.
2. Complaint raised by any student or staff is addressed promptly.
3. Students and Staff are fully informed of the institutional GR mechanisms to resort to, as well as the possibilities for appeals to Government, Police and University authorities, if they are not fully satisfied with the response of the college to their complaints.

The GR policy of the institution identifies and expects two types of complaints from its stakeholders:

1. Academic Grievances
2. Non-academic Grievances

The GR policy aims at the optimum use of various institutional resources for creating awareness among the stakeholders about the institutional GR practices, and to frame appropriate procedures and guidelines for the efficient and prompt implementation of the GR practices.




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GR Policy Statement

Pavanatma is committed to allow students and other stakeholders to raise issues that concern them with the College authorities, and for the satisfactory resolution of those issues. All complaints will be dealt with promptly and efficiently in a positive and constructive manner. If a complaint is upheld, the College shall provide a reasonable and appropriate response; if a complaint is not upheld, the reasons for this will be given. The College will respect the need for a high degree of confidentiality, whilst at the same time ensuring anyone who has a complaint against them is informed of this. The time limits set out in the procedures will normally be followed, but if there any delays, the complainant will be kept informed of the progress.

GR Practices and Procedures

Grievance Redressal Committee

To ensure a fair, transparent, and efficient mechanism for addressing academic and non-academic concerns raised by students and other stakeholders, the college has constituted a Grievance Redressal Committee, with the following members:

1. Principal (Chairperson)
2. Vice Principal(s)
3. Heads of Departments
4. Two Senior faculty members (GR Cell members)
5. Senior Administrative staff member
6. Student Representative

The responsibilities of the GR Committee include

1. the monitoring of all GR procedures of the institution
2. considering the recommendations of the GR cell, and modify GR practices accordingly
3. taking appropriate decisions on complaints and grievances

Grievance Redressal Cell



To coordinate the institutional efforts for prompt GR, the college has constituted a two-member Grievance Redressal Cell, with senior faculty member as its coordinator. The members of the GR cell are also the members of the GR committee. The responsibilities of the GR Cell include

4. the coordination of all GR activities of the institution
5. Suggest timely modification of the GR practices to the GR Redressal Committee, based on stakeholder feedback
6. Ensure adequate publicity among stakeholders about the GR practices of the college

GR Procedures

1. The College considers any written communication that expresses dissatisfaction with the College or its function as a complaint.
2. If a group of students wish to complain, they should identify an individual who will act as spokesperson for the group. This may or may not be the Class Representative.
3. The College will not necessarily act upon anonymous complaints.
4. Records of all complaints made to the college level grievance redressal cell and all formal hearings on them shall be kept by the GR Cell Coordinator for at least five years after the student has left the College.

Non-Academic Grievances:

1. The complaints of the students regarding the general functioning of the departments and other facilities such as library, the complaints regarding the misbehavior of any person connected with or not connected with the college etc. are to be brought to the notice of the class mentor.
2. If the mentor is not able to solve or stop the cause of the complaint, the mentor must bring it to the notice of the HOD. Similarly, if the student is not satisfied with the decision of the mentor, he/she is free to raise the matter before the HOD.
3. The HOD refers the complaint to the department level grievance redressal cell (non-academic matters), which consists of
 - i. The HOD
 - ii. one senior faculty of the department.



4. If the student is not satisfied with the decision, or if the department level grievance redressal cell is not in a position to find a solution, it is brought before the college level grievance redressal committee. The decision of the college level redressal cell shall be final.
5. Complaints can also be put in the boxes kept at several locations in the campus. Stakeholders can also submit their grievances and suggestions through the online portal provided in the college website. Such complaints will be directly considered by the college level grievances redressal cell.

Academic Grievances:

Students can report any of their academic grievances, including those related to internal marks, directly to their respective departments. The process involves:

1. Students should submit academic grievances through the application form available on the college website.
2. Complaints regarding the evaluation are to be brought to the notice of the faculty-in-charge of the course in the first instance. The FIC should take a decision on the complaint within two working days from the date of lodging the grievance.
3. If the student is not satisfied with the decision of the teacher concerned, he/she may appeal to the Departmental Grievance Redressal Cell which has the following members
 - i. the Head of the Department,
 - ii. the class mentor and
 - iii. the faculty-in-charge of the course
4. The student has the freedom to make further appeal to the College Level Grievance Redressal Committee.
5. If the student is not satisfied with the decisions of college grievances redressal cell, he/she may appeal to the University Level Grievance Redressal Cell. The verdict of the University Level Redressal Cell shall be final.

