

Grievance Redressal Cell

The Grievance Redressal Cell at Pavanatma College, Murickassery, is committed to addressing and resolving the academic and non-academic concerns of our students. The cell consists of the Principal, Vice Principal, Heads of Departments, who work collaboratively to ensure a supportive and conducive learning environment for our students.

Objectives:

The primary objectives of the Grievance Redressal Cell are as follows:

- **Provide a Platform for Student Concerns:** To create a platform where students can express their academic and non-academic grievances and concerns freely.
- **Seek Student Suggestions:** Encourage students to provide constructive suggestions that can contribute to the overall improvement of our institution.
- **Take Necessary Steps for Improvement:** To take prompt and appropriate actions in response to the grievances and suggestions received from students.

Structure of the Cell:

The Grievance Redressal Cell at Pavanatma College comprises key members who play pivotal roles in addressing and resolving academic and non-academic concerns. The structure includes:

- **Principal:** Head of the institution, overseeing the overall functioning of the cell.
- **Vice Principal:** Assisting the Principal in managing and resolving grievances.
- **Heads of Departments (HODs):** Departmental representatives responsible for handling specific academic concerns within their respective domains.
- **GRC Committee:** The committee includes a group of selected members who play a vital role in examining and addressing grievances.

Policy of the cell

The Grievance Redressal Policy at Pavanatma College, Murickassery is designed to create a fair, transparent, and efficient mechanism for addressing academic and non-academic concerns raised by students. The Grievance Redressal Cell, led by the Principal, Vice Principal, and selected members, is committed to treating grievances with impartiality, ensuring confidentiality, and fostering continuous improvement in the institutional environment.

Students can submit grievances through designated channels, and the committee will rigorously examine and assess each concern. The resolution process involves transparent communication with stakeholders, timely implementation of solutions, and continuous monitoring for effectiveness. The policy emphasizes record-keeping and annual reporting to maintain accountability and enhance the overall learning experience at Pavanatma College.

Procedures And functioning

Academic Grievances:

Students can report their academic grievances related to internal marks directly to their respective departments. The process involves:

- **Submitting Academic Grievances:** Students are encouraged to submit academic grievances related to internal marks through the application form available on the college website.
- **Departmental Level Examination:** The Departmental Grievance Redressal Cell, led by the Head of Department, reviews and addresses these grievances, taking necessary actions to resolve them.
- **College Level Resolution:** Any academic grievances that cannot be resolved at the departmental level are escalated to the college level for further resolution. A committee with the Principal as Chairman, College Coordinator, HOD of concerned Department and Department Coordinator as members.

Non-Academic Grievances:

- **Complaint Boxes:** We have placed complaint boxes at various strategic locations within our campus to facilitate the submission of grievances and suggestions by students.
- **Online Portal:** Students can also submit their grievances and suggestions through the online portal provided on our college website.
- **Scrutiny and Action:** All complaints received are diligently scrutinized by the Grievance Redressal Cell. The College Management is then informed, and necessary actions are taken to address the concerns and implement improvements in accordance with the received feedback.