



ANNUAL REPORT

Grievance Redressal Cell (GRC)

2023-2024

MES KALLADI COLLEGE, MANNARKKAD

Re-Accredited by NAAC with A+ Grade (CGPA 3.32)

Mannarkkad College P.O., Palakkad District-678583

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Grievance Redressal Cell (GRC)

The Grievance Redressal Cell (GRC), MES Kalladi College Mannarkkad is to provide a transparent and accessible platform for students to voice their concerns and ensure these grievances are addressed fairly and promptly. By fostering a supportive and harmonious academic environment, the GRC helps build trust and confidence among students. It also plays a crucial role in enhancing institutional accountability and transparency, using feedback to drive continuous improvement in policies and practices. Additionally, the GRC ensures compliance with legal and ethical standards, promoting open communication between students and the administration, and supporting the personal and academic growth of students.

The GRC constituted by College Council comprises of the following members:

1. Dr. C Rajesh	Principal
2. Dr. Jaleel TK (Vice Principal)	Ex-Officio Member
3. Mr. Shihab AM	Dean
4. Mrs. Shameera MK	Deputy Dean
5. Mrs. Preetha Rajagopalan	Deputy Dean
6. Dr. Yasmin C K (Women cell Coordinator)	Member
7. Mrs. Fathimath Thasleena K (IIC Nodal Officer)	Member
8. Dr. Girish KP (Academic Monitoring Cell)	Member
9. Mr. Fasal Rahman. C (Union Chairman)	Students' Representative

Overview of the Year 2023-24

The Students' Grievances and Redressal Cell at MES Kalladi College Mannarkkad has had an eventful and productive year. Our primary goal is to ensure that students' concerns are heard and addressed in a timely and effective manner, fostering a supportive and conducive learning environment. This year, the cell focused on enhancing the grievance redressal process, increasing awareness among students, and ensuring prompt resolution of issues. We have seen a significant increase in student participation and feedback, which has been instrumental in improving our services.

Objectives

- Provide a transparent and accessible platform for students to voice their grievances.
- Ensure grievances are addressed in a fair and impartial manner.
- Promote a positive and harmonious academic environment.

Meetings and resolutions

Six meetings were convened in report year as needed to address grievances on 09.08.2023, 13.10.2023, 31.10.2023, 28.11.2023, 21.12.2023 and 23.02.2024 respectively. Resolved 129 grievances from students in report year.

The first meeting of the academic year, held on August 9, 2023, addressed critical issues concerning drinking water and sanitation on campus. The grievances included inadequate maintenance of water dispensers, occasional lapses in water quality, and insufficient cleanliness in washrooms. The committee discussed immediate measures such as conducting maintenance drives, launching awareness campaigns, and implementing stricter cleaning protocols. Long-term solutions, including upgrading water filtration systems and enhancing sanitation facilities, were also proposed to ensure sustainable improvements.

On October 13, 2023, the committee convened to address grievances related to attendance shortages. Several students had reported issues with attendance records affecting their eligibility for exams and participation in academic activities. The committee reviewed the attendance policies, identified discrepancies in record-keeping, and recommended the implementation of a digital attendance system to improve accuracy and accessibility. Additionally, guidelines for managing attendance records and addressing genuine cases of absence were established.

The meeting on October 31, 2023, focused on grievances related to the organization and management of a study tour. Students expressed concerns about the planning process, financial transparency, and safety measures. The committee discussed these concerns in detail and decided to establish a dedicated study tour planning committee to oversee future tours. This committee would be responsible for ensuring thorough planning, clear communication, and strict adherence to safety protocols. Guidelines for financial accountability and student feedback were also introduced.

Other three meetings were also addressed grievances related to attendance shortages on even semesters. It's reported that the reason of the shortage of attendance are: Irregularities of academic Calander of University, Participation of Extracurricular activities of students and Changing of Mobile App of College etc. Meetings considered the matter and resolved to grant minimum attendance to attend university examination in judicious manner.

Throughout the academic year 2023-24, MES Kalladi College Mannarkkad's Grievance Redressal Cell actively addressed 129 various student grievances through six dedicated meetings. The primary focus areas included improving drinking water and sanitation facilities and tackling persistent attendance shortages. The committee's efforts resulted in several immediate and long-term solutions aimed at enhancing the overall student experience and maintaining a supportive academic environment.

The Grievance Redressal Cell plays a critical role in ensuring a fair, supportive, and responsive educational environment. By addressing grievances effectively, the GRC helps maintain institutional integrity, promotes student satisfaction, and fosters a culture of continuous improvement and transparency.
