

## **GRIEVANCE REDRESSAL CELL**

### **Annual Report 2020-21**

The Student Grievance Redressal Cell, chaired by Principal Dr A Biju, conducts regular meetings to address students' complaints. This cell facilitates students in expressing their concerns and pursues grievance resolutions in accordance with college rules and regulations. Operating with a commitment to procedural fairness, the cell confidentially investigates and analyses the nature and patterns of grievances.

To encourage student participation, suggestion boxes are strategically placed across the college premises for students to submit written complaints. These boxes are routinely opened, and the committee, consisting of the principal, addresses the grievances in their meetings.

During the 2020-21 session, the main complaints were about online classes. Additionally, these issues were discussed by the HoDs, where HoDs provided solutions and suggestions to address student concerns. The committee strives to resolve cases promptly, fostering a responsive and supportive environment for students.