

GRIEVANCE REDRESSAL CELL

Annual Report 2021-22

The Grievance Redressal Cell is dedicated to resolving the authentic problems and complaints raised by students, regardless of the nature of the issue. Students are actively encouraged to utilize suggestion boxes strategically positioned across various blocks on the campus to articulate constructive suggestions and grievances. Additionally, students have the flexibility to approach either the members of the cell or any other teachers they feel comfortable with.

To ensure a streamlined process, there is an institutionalized online grievance mechanism available for students. Importantly, this mechanism allows them to maintain confidentiality by not revealing their identity, fostering an environment where students feel empowered to voice their concerns without hesitation.

Cell members for 2021-22

1. Dr A Biju
2. Reena Mohamed P M
3. Dr Kesavan K
4. Saliha P I

- An awareness program was implemented to educate individuals about the operation of the grievance redressal system.
- The website underwent modifications to incorporate more relevant content and features.
- Over the course of the year, three grievances were reported, including concerns about girls' toilets and internal marks and lab facilities. All of these issues were effectively addressed, and the average time taken for grievance redressal was just 4 days.