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Sree Narayana College Chengannur
Alapuzha, Kerala

Grievance Redressal Committee Report: 2018-2019

The Members of the Grievance Redressal Committee for the academic year 2018-2019.

Sl. No.	Name	Designation	Role
1.	Dr K Shiny Sreedhar	Principal	Chairperson
2.	Dr Venu S	Assistant Professor, Department of Chemistry	Coordinator
3.	Dr Rejikumar P R	HoD, Department of Physics	Member
4.	Dr Smitha Sasidharan	Assistant Professor, Department of Chemistry	Member
5.	Smt. Aswathy Raj	Assistant Professor, Department of English	Member
6.	Mr. Karthik K	Student, Department of Commerce	Member
7.	Mr Ullas D	Parent	Member

Grievance Redressal Committee convenes meetings periodically and takes steps to redress the grievances.

Review of closing report of 2018-19

During the review meeting for the academic year 2018-19, the Chairperson addressed the members and expressed satisfaction that committee had successfully redressed the received grievance within stipulated time to the fullest satisfaction. The committee members were satisfied with the efforts taken to achieve the same. A suggestion box was installed where in the students can drop their suggestions and complaints with or without revealing their identity. As per the new guidelines of university, the grievance redressal cell was restructured and also conducted regular meeting with the committee members. The committee members took important decision regarding student's welfare.

The following redressal was achieved.

- Grievance from Chemistry Department regarding the lack of furnished staff room was solved.
- Redressed the student grievances during flood.
- Financial Assistance was provided to the needy students.

There was no further grievance reported, the chairperson conveyed her satisfaction and thanked for maintaining the good environment for the students. Number of grievances reported in college during the period 2018 -2019 was comparatively much less.


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Grievance Redressal Committee Report: 2019-2020

The Members of the Grievance Redressal Committee for the academic year 2019-2020

Sl. No.	Name	Designation	Role
1.	Dr Nisha J Tharayil	Principal	Chairperson
2.	Sri. Praveen K H	Assistant Professor, Department of Physics	Coordinator
3.	Dr Venu S	HoD, Department of Chemistry	Member
4.	Smt. Thushara U.S.	HoD, Department of Commerce	Member
5.	Smt. Aswathy Raj	Assistant Professor, Department of English	Member
6.	Mr. Nirmal U	Student, Department of Commerce	Member
7.	Mr Ullas D	Parent	Member

Review of closing report of 2019-20

The Grievance Redressal Committee for 2019-20 organized meetings periodically and takes steps to redress the grievances. During the closing session for the academic year, the Chairperson addressed the members and expressed satisfaction that committee had successfully redressed the received grievance within stipulated time to the fullest satisfaction in the academic year. The committee members were satisfied with the efforts taken to achieve the same.

The following redressal was achieved.

- Redressed the student grievance of Mr Abhijith M of Second year BSc Chemistry by constituting an enquiry committee.

There was no further grievance reported, the chairperson conveyed her satisfaction and thanked everyone for maintaining the good environment for the students. The chairperson requested the committee members to continue monitoring and to guide the students in case of any grievance reported.

Principals/Chairperson

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Grievance Redressal Committee Report: 2020-2021

The Members of the Grievance Redressal Committee for the academic year 2020-2021

Sl. No.	Name	Designation	Role
1.	Smt. Shereen K	Principal-in-charge	Chairperson
2.	Sri. Praveen K H	Assistant Professor, Department of Physics	Coordinator
3.	Dr Venu S	HoD, Department of Chemistry	Member
4.	Smt. Thushara U.S.	HoD, Department of Commerce	Member
5.	Smt. Aswathy Raj	Assistant Professor, Department of English	Member
6.	Mr Adarsh B	Student, Department of Mathematics	Member
7.	Mr Ullas D	Parent	Member

Review of closing report of 2020-2021

Due to Covid Pandemic the meetings of the committee were conducted through online platforms. The student's grievance related to online class schedule was resolved by the committee and a timetable was set. The chairperson appreciated the committee members for redressing student's grievances even in the Covid period.



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Grievance Redressal Committee Report: 2021-2022

The Members of the Grievance Redressal Committee for the academic year 2021-2022

Sl. No.	Name	Designation	Role
1.	Smt. Shereen K	Principal-in-charge	Chairperson
2.	Sri. Praveen K H	Assistant Professor, Department of Physics	Coordinator
3.	Dr Smitha Sasidharan	IQAC Coordinator, Assistant Professor, Department of Chemistry	Member
4.	Dr Venu S	HoD, Department of Chemistry	Member
5.	Smt. Thushara U.S.	HoD, Department of Commerce	Member
6.	Smt. Aswathy Raj	Assistant Professor, Department of English	Member
7.	Mr Ajil S B	Student, Department of Chemistry	Member
8.	Mr Suresh Pillai	Parent	Member

Review of closing report of 2021-2022

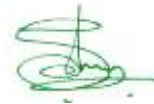
For the academic year 2021-22, the Grievance Redressal Committee organized meetings periodically and took various steps to redress the grievances raised. The committee members were satisfied with the efforts taken to achieve the redressal of the received grievance within stipulated time.

The following redressal was achieved.

- Grievance related to the transportation facility of students was solved by requesting to start bus service from Chengannur to Mavelikara connecting the College.
- Informed Management regarding transportation problem faced by the students.
- Redressed the shortage of classrooms for the Economics department.

- Solved the financial problem faced by the student affected by cancer.

The chairperson expressed satisfaction regarding the functioning of Grievance Redressal cell for encouraging the students to express their grievances freely and frankly.



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Grievance Redressal Committee Report: 2022-2023

The Members of the Grievance Redressal Committee for the academic year 2022-2023

Sl. No.	Name	Designation	Role
1.	Smt. Shereen K	Principal-in-charge	Chairperson
2.	Dr Anju K S	Assistant Professor, Department of Chemistry	Coordinator
3.	Dr Venu S	HoD, Department of Chemistry	Member
4.	Smt. Thushara U.S.	HoD, Department of Commerce	Member
5.	Smt. Aswathy Raj	Assistant Professor, Department of English	Member
6.	Ms Sreelekshmi V	Student, Department of Chemistry	Member
7.	Mr T P Prasanna Kumar	Parent	Member

Review of closing report of 2022-2023

For the academic year 2022-23, the Grievance Redressal Cell holds regular meetings with the principal-in-charge, to investigate the complaints lodged by the students. On the College website, a new online Grievance Redressal area was created for registering complaints/suggestions of students, teaching and non-teaching staff. The complaint boxes installed in the college were opened frequently and grievances of students are taken up by the committee. The committee tried to resolve the cases as soon as possible.

The following redressal was achieved.

- Student grievance from the MSc Chemistry was discussed and resolved by providing sufficient tube light and fan.

- Grievance from the second semester BSc Chemistry students were resolved by doing proper maintenance of classroom for effective learning.
- The complaint from the Junior Suprand of the office was resolved by installing a water purifier in the front of the office.
- Grievance from the college chairperson regarding the problems created by stray dogs in the campus was resolved by filing a complaint to the local Panchayath.

Thus, throughout the academic year the cell enables the students to express their feelings by addressing and pursuing the grievances in accordance with the rules and regulations of the college. The cell inquired and analysed the nature and pattern of the grievances in a strictly confidential manner.



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