



OFFICE OF THE PRINCIPAL
MAHATMA GANDHI COLLEGE
(Affiliated to University of Kerala)(Re-Accrediated with B+ Grade by NAAC,
UGC-College with Potential for Excellence)
KESAVADASAPURAM, THIRUVANANTHAPURAM- 695004
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MAHATMA GANDHI COLLEGE, KESAVADASAPURAM
GRIEVENCE REDRESSAL POLICY

Grievance Redressal Policy is followed in the Institution to maintain a pleasant and peaceful environment. A harmonious and balanced academic environment in an educational institution is very essential to enable the students to participate actively in the teaching-learning process of the institute. Therefore, timely redressal of disputes arising from the grievances raised by the students in any institute is very much needed. Not only the grievances of students, but the grievances of staffs and parents should also be addressed. A systematic mechanism for the redressal of student's grievances is functioning in the college. The purpose of the Student Grievance Policy is to provide students with a mechanism for raising their complaints formally, which might arise during student-student, student-teacher and student-staff interactions. Grievances to be considered through this process include mostly those arising from academic and other related issues.

The student grievance policy will accept any of the types of grievances from the students like academic issues regarding classes, examinations, internal assessment, library facilities or any other related issues, Canteen Facilities etc. In order to address the grievances regarding academic matters, a three-level redressal mechanism is envisaged. Complaints regarding evaluation shall be brought to the notice of the teacher concerned. If the student is not satisfied with his/her decision, he/she may appeal to the Grievance Redressal Cell in the department. If the student is still not satisfied, he/she has the freedom to make a further appeal to the College Level Grievance redressal committee.

The complaints can be filed in different ways, students can directly approach the HOD or to the Grievance Redressal Cell in the department or through the website of the college or they can use the complaint box in the premises of college or through email. The college also have different mechanisms like anti ragging squad, anti-ragging committee, internal complaints committee etc to take other relevant grievances. Grievances received from the student via offline or online mechanism are accepted on any working days in the college. After receiving the grievance of the student, the same is dealt with by the concerned committees as per directive of the head of the institution. The

respective committees take decisions and implement the decisions after the ratification of college council. The Students Grievance Redressal Committee/Internal Complaint Committee/Anti-Ragging Cell/Disciplinary Action Committee monitors the entire grievance redressal mechanism in the institute. In the Induction meetings, students are made aware regarding the mechanism of the grievance redressal policy of the institution.




Principal
Mahatma Gandhi College
Thiruvananthapuram