



# **GRIEVANCES REDRESSAL COMMITTEE (GRC)**



## **CHRIST COLLEGE** PULIYANAMALA, KATTAPPANA

Approved by UGC and Affiliated to MG University, Kottayam (3521/1/14/Ac A VII)  
A Minority Institution Managed By CMI Fathers

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[www.christcollegekattappana.org](http://www.christcollegekattappana.org)

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## Grievance Redressal Cell

### Introduction

The administration of the college always ensures that all of its staff and students are in a safe and happy environment. The college has established a "Grievance Redressal Committee" in 2016 to investigate the nature and scope of complaints in accordance with the UGC Regulation for handling student or parent complaints in the college. The committee has the authority to recommend the final action to be taken at the institutional level to address the issue. In order to preserve a positive learning environment in the institute, the college Grievance Cell tries to foster a responsive and accountable attitude among all stakeholders. The committee is comprised of the principal as well as two senior faculty members.

### Objectives

Students need consistent mental growth in addition to physical growth. To guarantee that no student experiences bias and inequity, a healthy environment is well maintained in the institution. Considering these reasons, the cell takes special attention to address the issues experienced by students. The cell makes it easier for students to communicate and have their genuine grievances and concerns about any kind of academic, administrative, disciplinary, and personal problems addressed freely and frankly without any fear of victimization.

### Procedure:

To ensure effective solutions to the student grievances with an impartial and fair approach, they are free to lodge their complaints in mainly two ways, both online and offline. The online "message to principal" option allows for completely confidential communication between the complainant and the head of the institution without the involvement of any mediators. Christities.com is also an online portal where students can lodge their complaints to the officials. The complaint is then subsequently sent to the grievance cell, which will assess the matter, take appropriate action in accordance with management policy, and reach the complainant with practical solutions. As an offline method, students can get in touch with the batch coordinators directly for their problems and this will be brought to the HOD's notice and then forwarded to the grievance cell. Through discussions with the officials of grievance cell, a feasible solution is taken and communicated to the petitioner. The complaints will be handled with maximum privacy and try to keep the aggrieved party in the safest zone always. So far only minor complaints were reported and prompt actions were taken by the committee without hurting the feelings of anybody. Maximum confidentiality has been ensured in dealing with the grievances of the students.





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## Steering Committee:

1. Fr. Alex Louis CMI (Principal)
2. Mr. Boban T Augustine (Convenor)
3. Ms. Anithamol CS

*[Handwritten signatures]*

Fr. Dr. Alex Louis CMI  
 PRINCIPAL  
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 Idukki Dist. Kerala - 685515



LIGHT TO ENLIGHTEN

## Implementation of the guidelines

In pursuance to the directions of the Hon. Supreme Court and the UGC notification on Regulation on Curbing the Menace of ragging in Higher Educational Institutions, 2009, as Christ College has taken the following preventive measures to eliminate the scourge of ragging among the students to provide them congenial environment to learn and develop both mentally and physically.

### Basic Measures


- The formation of anti-ragging committee, setting up of Grievance redressal cell and anti-ragging cell for carrying out appropriate and sufficient actions to ensure the campus free from ragging and other anti-social activities.
- The college's strict anti-ragging policy is explained to each new batch of students during their orientation and it is also outlined in their handbook.
- The college's website has been updated with the contact details of the officials related to the anti-ragging committee.
- Every academic year, an online undertaking is conducted in accordance with the UGC Regulations and its 2nd Amendment regarding the submission of an undertaking by each student and parent.
- Extended a full fledged CCTV surveillance system in the campus including staffrooms, corridors and all the external premises of the campus.

### Counselling and monitoring measures

- Conducted frequent student mentorship and counselling sessions in order to improve their social and personal lives.
- The officials of the cell conducted surprise inspection in canteens, rest cum recreational rooms, toilets etc. to monitor anti-social elements in the campus.

### Creative Dissemination of the idea of ragging-free campus

- Organized awareness programs on anti-ragging for second- and final students before first-year class begins.
- The institution conducted seminars and workshops regarding cyber and sexual crimes.
- Conducted many online awareness program based on anti-social elements in order to make young minds healthier during these pandemic period.

  
FR. DR. ALEX LOUIS CMI  
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**ANNEXURE I**  
**AFFIDAVIT BY THE STUDENT**

I, \_\_\_\_\_ (*full name of student with admission/registration/enrolment number*)  
s/o d/o Mr./Mrs./Ms. \_\_\_\_\_, having  
been admitted to \_\_\_\_\_ (*name of the institution*), have  
received a copy of the UGC Regulations on Curbing the Menace of Ragging in Higher  
Educational Institutions, 2009, (hereinafter called the "Regulations") carefully read and  
fully understood the provisions contained in the said Regulations.

2) I have, in particular, perused clause 3 of the Regulations and am aware as to  
what constitutes ragging.

3) I have also, in particular, perused clause 7 and clause 9.1 of the Regulations and  
am fully aware of the penal and administrative action that is liable to be taken against  
me in case I am found guilty of or abetting ragging, actively or passively, or being part  
of a conspiracy to promote ragging.

4) I hereby solemnly aver and undertake that

a) I will not indulge in any behaviour or act that may be constituted as  
ragging under clause 3 of the Regulations.

b) I will not participate in or abet or propagate through any act of  
commission or omission that may be constituted as ragging under clause  
3 of the Regulations.

5) I hereby affirm that, if found guilty of ragging, I am liable for punishment  
according to clause 9.1 of the Regulations, without prejudice to any other criminal action  
that may be taken against me under any penal law or any law for the time being in  
force.

6) I hereby declare that I have not been expelled or debarred from admission in  
any institution in the country on account of being found guilty of, abetting or being part  
of a conspiracy to promote, ragging; and further affirm that, in case the declaration is  
found to be untrue, I am aware that my admission is liable to be cancelled.

Declared this \_\_\_ day of \_\_\_\_\_ month of \_\_\_ year.

\_\_\_\_\_  
Signature of deponent

Name:

**VERIFICATION**

Verified that the contents of this affidavit are true to the best of my knowledge and no  
part of the affidavit is false and nothing has been concealed or misstated therein.

Verified at (place) on this the (day) of (month), (year).

\_\_\_\_\_  
Signature of deponent

Solemnly affirmed and signed in my presence on this the (day) of (month),  
(year) after reading the contents of this affidavit.

OATH COMMISSIONER



**ANNEXURE II**  
**AFFIDAVIT BY PARENT/GUARDIAN**

1, Mr./Mrs./Ms. \_\_\_\_\_ (full name of parent/guardian) father/mother/guardian of \_\_\_\_\_ (full name of student with admission/registration/enrolment number) \_\_\_\_\_, having been admitted to \_\_\_\_\_ (name of the institution) \_\_\_\_\_, have received a copy of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009, (hereinafter called the "Regulations"), carefully read and fully understood the provisions contained in the said Regulations.

2) I have, in particular, perused clause 3 of the Regulations and am aware as to what constitutes ragging.

3) I have also, in particular, perused clause 7 and clause 9.1 of the Regulations and am fully aware of the penal and administrative action that is liable to be taken against my ward in case he/she is found guilty of or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.

4) I hereby solemnly aver and undertake that

a) My ward will not indulge in any behaviour or act that may be constituted as ragging under clause 3 of the Regulations.

b) My ward will not participate in or abet or propagate through any act of commission or omission that may be constituted as ragging under clause 3 of the Regulations.

5) I hereby affirm that, if found guilty of ragging, my ward is liable for punishment according to clause 9.1 of the Regulations, without prejudice to any other criminal action that may be taken against my ward under any penal law or any law for the time being in force.

6) I hereby declare that my ward has not been expelled or debarred from admission in any institution in the country on account of being found guilty of, abetting or being part of a conspiracy to promote, ragging; and further affirm that, in case the declaration is found to be untrue, the admission of my ward is liable to be cancelled.

Declared this \_\_\_ day of \_\_\_\_\_ month of \_\_\_\_\_ year.

Signature of deponent

Name:

Address:

Telephone/ Mobile No.:

**VERIFICATION**

Verified that the contents of this affidavit are true to the best of my knowledge and no part of the affidavit is false and nothing has been concealed or misstated therein.

Verified at (place) on this the (day) of (month), (year).

Signature of deponent

Solemnly affirmed and signed in my presence on this the (day) of (month), (year) after reading the contents of this affidavit.


OATH COMMISSIONER


### Evaluation of Grievance Redressal Cell 2016-2017

The college's redressal cell cultivates a responsible and receptive attitude among all the stakeholders in order to maintain a harmonious educational environment on the campus. The cell makes sure to provide the students with a platform to address and resolve their problems. The cell has worked efficiently in order to evaluate that there were no instances of complaints or grievances registered by the students in the academic year 2016-2017. The meeting was conducted on 06 March 2017.

Members attended:

1. Rev. Dr Alex Louis CMI (Principal)

2. Mr. Boban T Augustine (Convenor) 

3. Ms. Anithamol CS 

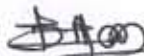
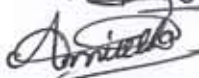
  
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### Evaluation of Grievance Redressal Cell 2017-2018

The college establishes a robust mechanism to address student complaints about both academic and non-academic matters. The Grievance redressal cell of the academic year 2017-2018 observed that the students had not filed any complaints or grievances in any instances. It was recommended to work more effectively to give students a forum for freely expressing their complaints and guarantee that they would be handled without any biases. The meeting was conducted on 20 March 2018.

Members attended:

- 1. Rev. Dr Alex Louis CMI (Principal)
- 2. Mr. Boban T Augustine (Convenor) 
- 3. Ms. Anithamol CS 

  
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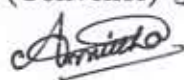




### Evaluation of Grievance Redressal Cell 2018-2019

The college ensures that grievances or complaints of students are handled promptly for necessary action. The cell takes necessary steps to ensure the smooth conduct of performance within the college. It was noted that, as of the previous academic years, there were no grievances filed by students in the current academic year 2018-2019 regarding any academic or non-academic matters. The meeting was conducted on 25 March 2019.

Members attended:

1. Rev. Dr Alex Louis CMI (Principal)
2. Mr. Boban T Augustine (Convenor) 
3. Ms. Anithamol CS 

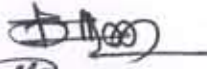
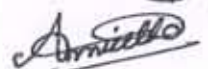
  
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**Evaluation of Grievance Redressal Cell 2019-2020**

Christ College in accordance with the MG University's directions follows all the guidelines to ensure that the process of continuous assessment is efficient and is in the best interest of students. The cell operates as fluidly as in previous years, and its actions are intended to be more effective and tenacious. The effectiveness of the grievance cell has prevented any instances of complaints or grievances being filed by students in the academic year 2019-2020. An online meeting was conducted on 10 March 2020.

Members attended:

- 1. Rev. Dr Alex Louis CMI (Principal)
- 2. Mr. Boban T Augustine (Convenor) 
- 3. Ms. Anithamol CS 

  
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### Evaluation of Grievance Redressal Cell 2020-2021

The Grievance Redressal Cell resolves problems reported by students with the goal of maintaining a strife-free environment in the college and encouraging cordial relationships with students. Considering the Covid 19 pandemic, the college has issued policies on both academic and extracurricular issues. Accordingly, the college has advised the cell to plan the academic activities, keeping in view the safety and interest of all stakeholders and to prioritize online awareness programs for the student's mental and social growth in the overall trend of online education. The efficacy of the cell resulted in no complaints or grievances registered till the date in the academic year 2020-2021. The meeting was conducted on 05 March 2021.

#### Members attended:

1. Rev. Dr Alex Louis CMI (Principal)
2. Mr. Boban T Augustine (Convenor) 
3. Ms. Anithamol CS 

  
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### Procedures of Grievance Cell

