



ALPHONSA COLLEGE, PALA

Reaccredited to A Grade by NAAC in the
4th Cycle of Accreditation (CGPA 3.24)

Affiliated to Mahatma Gandhi University, Kottayam



POLICY DOCUMENT

GRIEVANCE REDRESSAL POLICY

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Alphonsa College Pala is committed to safeguard the interests of the students by addressing their grievances if any, followed by a time bound redressal mechanism with a systematic follow up. For that, the College ensures the formation and proper functioning of several committees with the representation of members from College administration, staff and students. The students can raise grievances in writing to the Principal or register their complaints through the Grievances portal in the College website. Based on the nature of the grievance, the corresponding Committee will take timely action for redressal.

Policy Statements

1. Internal Examination related Grievances

Internal Examination Grievance Redressal Cell - constituted at Department and College levels will handle the complaints related to Internal examination. At the primary stage, the Redressal Cell at department level will handle the issues related to assessment, evaluation, mark entry, retest etc and submit the report of action taken to the Cell at College level. If the issue requires further attention, the College level members will address it.

2. Research Related Grievances

Research Ethics Committee: Research ethics committee guarantees that research undertakings maintain the highest standards of ethics and professionalism.

3. Grievances related to the safety and security at College

- **Grievance Redressal Cell** is headed by the Head of the Institution and consists of academicians nominated by University, representatives of faculty members, administrative staff and students. Students can register their complaints online through a website, put their complaint in the suggestion box or they can raise their issues through tutors, Head of the departments and open houses.
- **The Anti-Ragging Committee** is headed by the Head of Institution and consists of representatives of faculty members, civil administration, police administration, local media, NGOs, Parents, students belonging to the fresher's category as well as seniors and non-teaching staff.
- **Anti-Ragging Squad** should be nominated by the Head of the Institution with such representation as considered necessary to keep it mobile, alert and in patrolling function. The squad should make surprise raids in hostels and other hot spots and be empowered to inspect places of potential ragging. It should work under the overall guidance of the Anti-ragging committee.
- **Anti-Ragging Monitoring Cell** - is mainly to oversee and involve senior students as Mentors for the 'freshers'. This cell should be formed at the end of every academic year. There should be as many levels of tiers of Mentors as the number of batches in the institutions. The Anti-ragging squad and the Heads of institution should be involved in selecting the members of the cell.

- **Anti - Harassment Committee** -The committee is constituted in accordance with the provisions of the sexual Harassment of Women at Workplace (prevention, Prohibition and Redress) Act 2013.
- **Internal Complaints Committee** -The committee is constituted to address the issue of Gender based violence. Students can approach the teachers at any time over the phone or in person. In addition to this our college has an Online Grievance Registration Portal on the website.
- **Equal Opportunity Centre** is established to address the issues related to SC/ST, OBC, the minorities and the physically challenged on a continual basis. It aims to oversee the effective implementation of policies and programmes for disadvantaged groups, to provide guidance and counselling with respect to academic, financial, social and other matters and enhance diversity within the campus.

4. Grievances related to the conduct of activities at College

- **Ethics Committee** - As per G.O. No. A2. 7130 / 2009 dt. 29.09.09, a committee is formed to ensure ethics in the use of IT resources and conduct of cultural activities.
- **Anti - Drugs Club & Anti - Narcotics Cell**- The club is constituted in accordance with the implementation of the NALSA (Legal Service to the victims of Drug Abuse & Eradication of Drug Menace) scheme 2015.

5. Grievances Related to the environment and infrastructure

- **Green Protocol Committee** -A green protocol committee has been constituted in our college for preserving the greenery in the campus.
- **MRO (Maintenance, Repair and Operations)** - If there are any complaints related to the infrastructure facilities of the college, there is a provision to register the issue at MRO portal in the college website and track the progress of redressal.

Thus the College ensures that grievances related to all aspects are given due importance, are taken care of and that the redressal takes place in a fair and time bound manner.