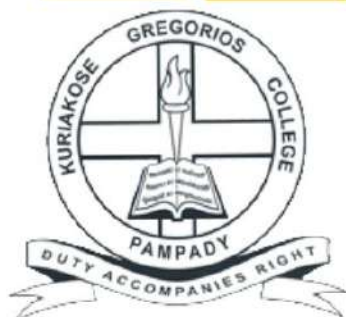


# KURIAKOSE GREGORIOS COLLEGE PAMPADY



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## 5.1.4 REDRESSAL OF STUDENT GRIEVANCES



KURIAKOSE GREGORIOS COLLEGE PAMPADY

# **STUDENTS' GRIEVANCE REDRESSAL CELL ANNUAL REPORTS**







# Kuriakose Gregorios College

Pampady, Kottayam (Dist.), Kerala. Pin - 686 502.

[NAAC Accredited @ B Grade (CGPA - 2.86)]

A Postgraduate Institution of the Malankara Orthodox Church with facilities of Arts, Science and Commerce, affiliated to Mahatma Gandhi University

**Dr. SHERLY KURIAN**  
Principal

Office/Fax : 0481 - 2505212  
Principal (Per.) : 2508212  
Principal (Res.): 0481 - 2432988  
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## STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

### ANNUAL REPORT FOR THE ACADEMIC YEAR 2018-2019

The Students' Grievance Redressal Committee of Kuriakose Gregorios College is committed to ensuring a conducive and harmonious learning environment for all students. The committee serves as a platform for students to voice their concerns and grievances, seeking resolutions in a timely and effective manner.

Throughout the academic year 2018-2019, the committee diligently addressed various concerns raised by the student body. We aimed to foster open communication and maintain a responsive approach to resolving grievances.

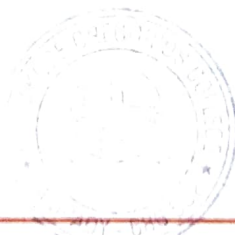
**Water Cooler Maintenance Grievance:** One noteworthy grievance which was reported during the academic year pertained to the maintenance of water coolers on campus. Several students expressed dissatisfaction with the cleanliness and functionality of these essential facilities. The committee is pleased to report that the grievance related to the water coolers was successfully resolved with the intervention of the College Principal, Dr. Sherly Kurien. The Principal instructed the cleaning staff to implement a regular cleaning schedule for the water coolers and their surrounding premises. This directive aimed to ensure that the water coolers remain in optimal condition, providing clean and safe drinking water for all students.


**Additional Ceiling Fan for Final Year BA Economics Students:** During the academic year, the committee received specific complaints from the final year BA Economics students regarding the temperature conditions in their classroom. The students highlighted the need for improved ventilation to create a more comfortable and conducive learning environment. As a result of the Principal's intervention, an additional ceiling fan was installed in the classroom of the final year BA Economics students.

The Students' Grievance Redressal Committee extends its gratitude to the College Principal, Dr. Sherly Kurien for the swift resolutions of both the water cooler maintenance and the final year BA Economics students' concerns. We remain dedicated to our mission of maintaining a conducive learning environment and look forward to continuing our efforts in the upcoming academic years.

  
Preethy Saira Philip

Students' Grievance Redressal Committee



  
Dr. Sherly Kurien  
Principal  
Kuriakose Gregorios College  
Pampady, Kottayam - 686 502

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Office/Fax : 0481 – 2505212. Principal (Per.) : 2508212. Principal (Mob) 9446477459

All India 69<sup>th</sup> in NIRF Ranking 2018

A Postgraduate Institution of the Malankara Orthodox Church with facilities of Arts, Science and Commerce

**Dr. Shyla Abraham**  
Principal-In-Charge

## STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

### ANNUAL REPORT - ACADEMIC YEAR 2019-2020

Throughout the academic year, the Students' Grievance Redressal Committee remained vigilant in addressing student concerns promptly and effectively. Our focus on open communication and proactive measures aimed to enhance the overall student experience.

#### Women's Restroom Maintenance

- **Issue Raised:** Complaints regarding the maintenance of women's restroom facilities on campus.
- **Intervention:** Dr. Shyla Abraham, College Principal, intervened promptly. Dr. Shyla instructed the cleaning staff to implement a regular and thorough cleaning schedule for women's restroom premises. It was also decided to strengthen the regular inspections and feedback mechanisms, to identify and address potential concerns related to campus facilities.

We express gratitude to Dr. Shyla Abraham for her swift resolution of the women's restroom maintenance issue. The Students' Grievance Redressal Committee remains committed to continuous improvement and encourages ongoing communication for the betterment of our college community.

PreethySaira Philip  
Students' Grievance Redressal Committee

DR. SHYLA ABRAHAM  
Drawing & Disbursing Officer  
Kuriakose Gregorios College  
Pampady Kottayam 686 502





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## STUDENTS' GRIEVANCE REDRESSAL COMMITTEE ANNUAL REPORT - ACADEMIC YEAR 2020-2021

The academic year 2020-2021 brought unprecedented challenges with the transition to online classes due to the global COVID-19 pandemic. Initially, the Students' Grievance Redressal Committee noted a lack of complaints, reflecting the adaptability of the student body to the new learning environment.

As the academic year progressed, towards the end, students expressed concerns about potential academic performance issues due to the transition from online to partial in-person classes. The fear of facing difficulties in adapting to the change became evident. The Students' Grievance Redressal Committee promptly responded to these emerging concerns. Recognizing the importance of addressing students' fears and ensuring a smooth transition, the committee, in collaboration with the faculty and administration, organized extra classes.

These extra classes were conducted following strict COVID-19 protocols, ensuring the safety and well-being of both students and faculty. The goal was to provide additional support, bridging the gap caused by the shift in learning modalities.

The Students' Grievance Redressal Committee is pleased to report that the proactive approach to addressing emerging concerns resulted in a positive response from the student body. The successful implementation of extra classes, conducted with strict adherence to COVID-19 protocols, helped alleviate students' fears and contributed to a more seamless academic transition.

We appreciate the resilience and adaptability demonstrated by the students during these challenging times. The committee remains committed to addressing grievances and fostering an environment conducive to learning.

  
Preethy Saira Philip  
Students' Grievance Redressal Committee



  
PRINCIPAL  
**DR. SHYLA ABRAHAM**  
Drawing & Disbursing Officer  
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## STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

### ANNUAL REPORT - ACADEMIC YEAR 2021-2022

The Students' Grievance Redressal Committee continues its commitment to addressing student concerns and fostering a positive academic environment. The academic year 2021-2022 witnessed effective communication and prompt resolution of grievances.

*Verbal Complaint on Recess Timing:* A verbal complaint was received regarding the perceived brevity of recess timings during the academic day. The concern was promptly addressed by the Students' Grievance Redressal Committee. Recognizing the importance of a balanced academic schedule, the complaint was forwarded to the College Principal. In response, the Principal forwarded the matter to the College Council for further consideration. After careful deliberation, the College Council decided to implement a recess time of 10 minutes after the first two hours in the forenoon. This decision aimed to provide students with a more adequate break to refresh and recharge, enhancing their overall well-being during the academic day.

We appreciate the active engagement of students in expressing their concerns, and we encourage continued communication to enhance the overall academic experience at Kuriakose Gregorios College.

  
Preethy Saira Philip

Students' Grievance Redressal Committee

  
PRINCIPAL

**DR. SHYLA ABRAHAM**  
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## STUDENTS' GRIEVANCE REDRESSAL CELL ANNUAL REPORT - ACADEMIC YEAR 2022-2023

The Students' Grievance Redressal Cell at Kuriakose Gregorios College, Pampady, diligently addressed student concerns during the academic year 2022-2023. This comprehensive report encompasses key grievances received and the proactive measures taken for resolution.

**Grievances Received:** The committee received a total of four grievances during the academic year, underscoring the importance of maintaining open communication channels with the student body.


### Resolution Highlights:

- D3 Economics Classroom - Health Issues:** A complaint was lodged regarding the use of chalk in the D3 Economics classroom, causing health issues for students. The Principal swiftly intervened, and as a proactive measure, the traditional chalkboard was replaced with a whiteboard in the D3 Economics classroom, aiming to alleviate health concerns and provide a more comfortable learning environment.
- Maintenance of Men's Washroom:** Another grievance was related to the maintenance of the men's washroom facilities on campus. The committee collaborated with the college administration to address the maintenance issues in the men's washroom. Comprehensive measures were implemented to ensure regular cleaning and upkeep, enhancing hygiene standards for the benefit of all students.
- College Timing Change:** Upon receiving a grievance from students regarding the existing college timing (9.15 am to 4.00 pm), In response to the student grievance, the college administration, with the guidance of the Principal, decided to change the college timing from 9.15 am to 4.00 pm to 9.30 am to 3.30 pm. This adjustment aimed to accommodate student needs and preferences.
- Women's Restroom Wash Basins:** A separate grievance was received regarding the replacement of wash basins in the women's restroom. To address this concern, the committee, in collaboration with the college administration, opted for a practical solution. Instead of entirely replacing the wash basins, they were subjected to a thorough cleaning process, employing an acid wash. This measure ensured improved cleanliness and functionality without the need for complete replacement.

The Students' Grievance Redressal Cell is pleased to report successful resolutions to the grievances received during the academic year 2022-2023. The timely interventions and proactive measures reflect our commitment to ensuring a positive and conducive learning environment for all students.

  
PreethySaira Philip  
Students' Grievance Redressal Cell



  
PRINCIPAL  
**DR. SHYLA ABRAHAM**  
Drawing & Disbursing Officer  
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