



**ST. XAVIER'S COLLEGE FOR WOMEN, ALUVA**  
**REACCREDITED BY NAAC WITH A GRADE (CGPA 3.33)**  
**ISO 9001-2015 CERTIFIED**

**Grievance Redressal Cell**  
**ANNUAL REPORT**  
**2020-2021**

## **Grievance Redressal Cell**

This Cell is functional with the principal as the head and three faculty members as coordinators. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. The pulse of all stakeholders is accessed through open, uninhibited written suggestions. It is functioning according to the following UGC norms.

1. All complaints are first addressed by Grievance Committee whose composition is as follows:
  - a. Principal of the college- Chairperson
  - b. Three senior faculty members nominated by the Principal of the College.
  - c. One Student representative nominated by the Principal of the College.
2. The tenure of the members shall be two years.
3. The quorum for the meeting shall be two.
4. The committee shall send the report and recommendations to the Vice- Chancellor of the affiliating University within a period of 15 days of receipt of complaint.

## **Different methods for registering of Grievances**

- Digital feedback is taken from all the students through the computer lab towards the end of each academic year.
- Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- Open Your Hearts -an interactive session of the representatives of each class for UG, PG and Self-Financing stream with the principal are held separately as an initiative aimed to bring the voices of the students directly in a stress-free situation.

- The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at [grievances@stxaviersaluva.ac.in](mailto:grievances@stxaviersaluva.ac.in) or through the link given in website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### **Committee Members 2020-2021**

1. Dr. Sr. Geejee Joanamma Xavier(Principal)- Chair person
2. Ms Leena Deenja N.G., Associate Professor, Department of Physics
3. Ms Lincy Joseph, Associate Professor, Department of English
4. Ms Bindu Varghese, H.O.D., Department of Communicative English
5. Miss Athira Suresh, Student Representative, II M.Sc. Physics.

### **Objectives**

1. To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
2. To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship.
3. To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.

### **Relevance**

Cell gives the students a fair and proper channel through which their problems can be brought into light. Through this the students develop a feeling of security. Considering that students right now, live in a world of increasing peer and societal pressures, the cell also provides an option to report grievances anonymously, in case a student does not wish to reveal their identity.

## Report 2020-2021

- Digital feedback is taken from all the students
- Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- In the College website a new online Grievance Redressal area was created for registering complaints/ suggestions of Students / Staff / Parents. Complaints can also be filed online at [grievances@stxaviersaluva.ac.in](mailto:grievances@stxaviersaluva.ac.in)
- The cell organized a student's interactive program with the Principal 'Open Your Hearts'-a platform for the students to speak up directly to the Principal on their complaints and suggestions. This year due to the pandemic, all the students attending classes in the offline mode were included in the meeting and were able to voice their issues, rather than the regular method of only a couple of representatives from each class participating in the program. To accommodate students of various departments maintaining social distance, 7 separate sessions were held with the Principal Rev. Dr. Sr. Geege Joanamma Xavier presiding over the program and accompanied by the teacher coordinators Smt. Leena Deenja N.G., Smt. Lincy Joseph & Smt. Bindu Varghese. At the commencement of each session, the Principal explained the aim and relevance of the program. All the requests and suggestions from students were noted and prompt actions were taken according to the feasibility of the request.



**Taking Corrective Measures according to the Suggestions**



Photos of “ Open Your Heart “ Program





