



**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  
2021-2022**

## **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.

All complaints are first addressed by Grievance Committee whose composition is as follows:

- a. Principal of the college- Chairperson
- b. Three faculty members were nominated by the Principal of the College.
- c. One Student representative is nominated by the Principal of the College. The

tenure of the members shall be two years.

The quorum for the meeting shall be two.

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 the complaint.

## **Different Methods for Registering 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 the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

## **Committee Members**

1. Dr. Sr. Geejee Joanamma Xavier(Principal)- Chairperson
2. Ms. Lincy Joseph, Associate Professor, Department of English
3. Ms. Bindu Varghese, H.O.D., Department of Communicative English

4. Ms. Jonis V C., Assistant Professor, Department of Physics
5. Ms. Bhadra G Nair (Student Representative)

### **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 a strife free atmosphere in the College through promoting cordial Student-Student relationships and Student-teacher relationships.
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 to the 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 2021-2022**

- 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.
- On 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. Lincy Joseph & Smt. Bindu Varghese & Smt. Jonis V C. 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.

The Cell maintains a conducive and unprejudiced educational environment. . All the complaints are scrutinized by the management and the Grievance Redressal Cell. The collective efforts of the Management, Department heads, class teachers, the Grievance Redressal Cell resolve the complaints promptly and efficiently.

- To create a platform for the students to voice their grievances.
- To give representation to all the different classes of students in expressing their concerns and ideas regarding the smooth functioning of their academic activities.
- To enable the head of the institution to get first-hand information from the students regarding their expectations on the infrastructure facilities of the college.
- To take the spot remedial actions to the problems, demands, and suggestions of the students

### **Open Your Hear Programme**

The Open your Heart is a platform for the students to speak up directly to the Principal on their complaints and suggestions. All the students from science and art sessions got a chance to participate in the program and voice their issues.

To accommodate students of various departments, 4 separate sessions were held with the Principal Rev. Dr. Sr. Geege Joanamma Xavier presiding over the program and accompanied by the teacher coordinators Smt. Lincy Joseph & Smt. Bindu Varghese and Smt. Jonis V C. Ms. Lincy Joseph gave an idea about the program to the students. At the commencement of each session, the Principal explained the aim and the relevance of the program and assured that all the requests will be given consideration without any prejudice and prompt action will be taken according to the feasibility of the request.

The sessions were very much useful for the student community, and they got chance to speak up directly to the Principal on their complaints and suggestions. The collective efforts of the Principal and the Grievance Redressal Cell resolved the complaints promptly and efficiently.

