



**ST. XAVIER'S COLLEGE FOR WOMEN, ALUVA**  
**RE-ACCREDITED BY NAAC WITH A++ GRADE (CGPA 3.68)**

**STUDENT GRIEVANCE AND REDRESSAL CELL**

**ANNUAL REPORT**

**22022-2023**

## **Student Grievance and Redressal Cell**

The student Grievance and Redressal Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the principal or electronically via the Grievance Form available on the College Website. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it.

All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

Our college has a three-tier system in place to resolve student grievances both on and off campus.

- **Class Level-** In the weekly Mentoring system the class teachers deal with the personal problems of our students.
- **Department Level:** The Department Heads and senior teachers solve the students' problems.
- **College Level-** The Grievance Redressal Cell, which reports to the principal, resolves our students' problems.

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 the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### **Constitution of Grievance Redressal Cell**

This Cell is functional with the principal as the head and two faculty members as coordinators. It addresses the sensitive areas that need patient listening, understanding, care, and of course redressal in the form of 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. The principal of the college- Chairperson
  - b. Two 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 the complaint.

### **Committee Members 2022-2023**

1. Prof. Dr. Milon Franz (Principal) - Chairperson
2. Dr. Sr. Stella K A (Vice Principal)
3. Ms Bindu Varghese, H.O.D., Department of Communicative English
4. Dr. Anu Anto, Assistant Professor, Department of Zoology
5. Bhadra G. Nair- Student Representative (III B.A. English)

### **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 her identity.

## **Documentation**

The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of In-Charge of Grievance Redressal Cell. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee.

## **Activities conducted during 2022-23**

- To bring voices of students directly to the management in a stress-free environment “Open Your Hearts” program was conducted on 17.01.2023 in the Mother Teresa Seminar Hall. Student representatives from all classes presented their grievances. The meeting started at 12.30 p.m. in the Mother Teresa Seminar Hall. Ms. Bindu Varghese, Coordinator of the Grievance Redressal Cell welcomed the gathering. Principal Prof. Milon Franz addressed the gathering and instructed the students to raise their grievances, if any. Student representatives of various classes presented their grievances. 104 students participated in the session. Manager Rev. Sr. Charles, Principal Prof. Milon Franz and Vice Principal Dr. Sr. Stella answered the grievances put forward by students. Dr. Anu Anto, Co-ordinator of the Grievance Redressal Cell thanked the gathering. Meeting came to an end at 2.00 p.m.
- Student grievances collected through online and offline mode were addressed after discussing with the principal and management authorities.

### Photos of Open Your Hearts program held on 17.01.2023



Students raising their grievance at Open Your Hearts Program



College Authorities addressing the students at Open Your Hearts Program