



# NMSM GOVERNMENT COLLEGE KALPETTA

NAAC ACCREDITED B+

## **Grievance Redressal Committee Annual Report (2019-20)**

The Grievance Redressal Committee (GRC) of NMSM Government College Kalpetta plays a pivotal role in addressing grievances of students, faculty, and non-teaching staff. The committee aims to provide a transparent, efficient, and accessible platform for grievance redressal and ensuring the institutional commitment towards fostering a conducive academic and professional environment.

During the academic year 2019-20, the GRC held a series of meetings focusing on the establishment and functioning of Department-level GRCs (DGRCs), drafting a GRC policy, and reviewing departmental efforts in grievance redressal.

Successfully formed Department-level GRCs across all departments, ensuring decentralization of grievance redressal.

Adopted a comprehensive GRC policy, which includes anonymous submissions and a structured timeline for resolving grievances within 15 working days.

Established a coordination mechanisms between department-level and institution-level GRCs for effective monitoring and resolution.

IGRC adopted a plan for the introduction of an online grievance submission portal, with technical feasibility under consideration.

Conducted awareness programs for students and staff regarding the grievance redressal process, promoting transparency and accessibility.

However IGRC faced some challenges during the academic year, which includes


- The technical implementation of the proposed online portal for grievance submissions requires further development and resources.

- Ensuring uniformity in the grievance redressal procedure across departments remains a challenge, despite overall satisfaction with department-level GRC functioning.

**Future Plans:**

- Completion of the feasibility study for the online grievance submission portal and potential implementation.
- Regular training and workshops for GRC members at both department and institutional levels to ensure adherence to grievance handling protocols.
- Continuous monitoring and evaluation of Department-level GRCs to maintain the high standard of grievance resolution.

The Grievance Redressal Cell has made significant strides in 2019-20, particularly with the decentralization of the grievance redressal mechanism and the adoption of a formal policy to guide grievance handling. The GRC remains committed to ensuring a fair, efficient, and transparent process for addressing grievances and contributing to the positive academic and professional environment of the institution.

  
3-3-2020  
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Coordinator IGRC.



  
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