



NMSM GOVERNMENT COLLEGE KALPETTA

NAAC ACCREDITED B+

Annual Report of the Institutional Grievance Redressal Cell (IGRC) for the Academic Year 2020-21

NMSM Government College Kalpetta

1. Overview of the Committee's Functioning

The Institutional Grievance Redressal Committee (IGRC) remained committed to addressing student grievances in a timely and effective manner throughout the academic year 2020-21. With the transition to online and hybrid learning due to the COVID-19 pandemic, the cell observed a noticeable shift in the nature of grievances. The IGRC worked closely with the Departmental Grievance Redressal Committees (DGRCs) to ensure that students' concerns were promptly addressed.

The IGRC formed for the academic year by including the following members

1. Shaji Thaddeus (Principal)
 2. Dr. Rajimol M.S. (Coordinator)
 3. Sudheesh V.S. (Staff Advisor)
 4. Harsha Malathi (Student Representative)
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2. Evaluation of the Working of DGRCs

The cell convened combined meeting with DGRCs to evaluate the functioning of DGRCs. The evaluation of the DGRCs' functioning was a key focus for the IGRC during the year. Dr. Rajimol M.S., the IGRC Chairperson, provided regular updates on the grievances received and the resolutions achieved by the DGRCs.

Performance Overview: The DGRCs were generally effective in addressing student grievances. However, it was observed that some departments needed to adopt a more proactive approach, especially in dealing with the unique challenges posed by online learning environments.

Suggestions for Improvement:

Regular Follow-Ups: Sobin Varghese M.V suggested conducting regular follow-up meetings with DGRCs to ensure that grievances are resolved on time.

Communication Enhancement: Vishnu Devan P.S. emphasized the need for improved communication channels between students and DGRCs, particularly with online and hybrid learning.

Quarterly Performance Reviews: To enhance the efficiency of grievance redressal, it was decided to implement quarterly reviews of DGRC performance. A formal report would be submitted to the IGRC after each review.


3. Key Activities and Initiatives for 2020-21

The IGRC initiated several key activities to strengthen the grievance redressal mechanism:

Improving Grievance Handling in Online Learning: As student grievances shifted towards accessibility and issues related to digital infrastructure, the IGRC focused on adapting the redressal mechanisms to suit these needs.

Awareness Programs: In response to a proposal by Basheer K.K., the IGRC organized awareness programs for students to educate them on how to file grievances, particularly through online platforms.

Orientation for DGRC Members: Sajna M.K. recommended conducting an orientation session for DGRC members to ensure consistency in grievance handling procedures across all departments. The IGRC implemented this suggestion, and the session


Dr. Rajimol. MS
Coordinator IGRC.


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