



NMSM GOVERNMENT COLLEGE KALPETTA

NAAC ACCREDITED B+

Annual Report of the Institutional Grievance Redressal Cell (IGRC)

For the Academic Year 2021-22

The Institutional Grievance Redressal Committee (IGRC) at NMSM Government College, Kalpetta, has played a crucial role in addressing grievances raised by students and ensuring the smooth functioning of grievance handling mechanisms across departments. The academic year 2021-22 was marked by the committee's proactive measures, especially in the context of hybrid and online learning environments due to the pandemic.

Members of IGRC

The IGRC was chaired by Dr. Rajimol M.S., with key members including Sobin Varghese M.V, Vishnu Devan P.S., Basheer K.K., Sajna M.K., Arifa P., and Anoop Thankachan. The committee held regular meetings and worked in close coordination with the Departmental Grievance Redressal Committees (DGRCs) to resolve student grievances.

Major Activities of the IGRC in 2021-22

a) Quarterly reviews of DGRCs performance

The committee implemented quarterly reviews to monitor and assess the performance of DGRCs. These reviews ensured timely redressal of grievances, with reports being submitted to the IGRC. Key grievances included issues related to online classes, such as connectivity problems, device availability, and difficulties in adapting to digital platforms. The DGRCs, with support from the IGRC, successfully resolved these concerns.

b) Orientation Sessions for DGRC Members

In response to the evolving nature of grievances during online classes, the IGRC organized

orientation sessions for DGRC members. These sessions focused on standardizing grievance handling procedures and enhancing communication channels between students and DGRCs.

c) Awareness Programs for Students

Awareness programs were conducted to educate students on the process of filing grievances, particularly through online platforms. These programs increased student participation in the grievance redressal process and fostered a more transparent and efficient mechanism.

d) Establishment of a Digital Repository for Grievances

A key initiative of the IGRC during 2021-22 was the establishment of a centralized digital repository for recording grievances. This system enabled the committee to track grievances, monitor their resolution, and generate reports for better accountability.

3. Evaluation of DGRC Functioning

The IGRC evaluated the performance of DGRCs in terms of their responsiveness and efficiency in handling student grievances. The departments generally performed well, though some required more proactive engagement. As part of the action plan, it was decided to conduct regular follow-up meetings and strengthen communication channels between DGRCs and students.

4. Action Plan for 2021-22

The IGRC outlined a comprehensive action plan for the academic year, focusing on improving grievance redressal during online learning. Key elements of the action plan included:

Quarterly performance reviews of DGRCs.

Awareness programs for students on grievance filing.

Conducting orientation sessions for DGRC members.

Establishing a digital repository for grievance tracking.

Incorporating student feedback in the annual review process.

Organizing a mid-year review of the action plan in February 2022 to assess progress and make necessary adjustments.

5. Mid-Year Review and Adjustments

In February 2022, a mid-year review was conducted to assess the progress of the action plan. Based on feedback, adjustments were made to improve the effectiveness of the grievance redressal mechanism, including better communication strategies and more frequent follow-up meetings with DGRCs.

The IGRC's activities during 2021-22 contributed significantly to the resolution of student grievances and the overall improvement of the grievance redressal system at NMSM Government College, Kalpetta. The committee's efforts in transitioning to a more digitized and student-friendly mechanism have laid the groundwork for sustained improvements in the coming years.

Prepared by:

Dr. Rajimol M.S., Chairperson

Institutional Grievance Redressal Committee

NMSM Government College, Kalpetta



Handwritten signature in green ink, likely of the Principal, placed over a rectangular official stamp. The stamp is blue and contains the text 'PRINCIPAL' at the top, 'N.M.S.M. GOVT COLLEGE' in the middle, and 'KALPETTA' at the bottom.