



NMSM GOVERNMENT COLLEGE KALPETTA

NAAC ACCREDITED B+

Annual Report of the Institutional Grievance Redressal Cell (IGRC) for 2022-23

NMSM Government College Kalpetta.

The Members of IGRC were

1. Shaji Thaddeus (Principal)
2. Dr. Rajimol. M.S, (Coordinator)
3. Sudheesh V.S (Staff Advisor)
4. Harsha Malathi (Student Representative)

The Institutional Grievance Redressal Cell (IGRC) for the academic year 2022-23 continued its efforts to address student grievances effectively, particularly in the context of evolving academic environments, both in-person and online. The committee focused on strengthening departmental grievance redressal mechanisms, improving communication between students and grievance redressal bodies, and implementing new systems to track grievances in a transparent manner.

IGRC identified that there was an overall improvement in the timely resolution of grievances across most departments, although some departments still required more active engagement.

Quarterly Reviews Implemented:

As part of the decisions taken in the previous academic year, quarterly reviews of DGRC performance were conducted. These reviews helped ensure continuous monitoring of grievance handling, with reports submitted to the IGRC for evaluation. These reviews have improved the timeliness and efficiency of grievance redressal.

Regular Communication Channels:

Based on feedback from the previous year, Vishnu Devan P.S. highlighted the importance of maintaining consistent communication between students and DGRCs. Improved digital platforms for grievance submission and feedback collection were actively utilized, resulting in a more streamlined process.

Key Activities and Initiatives

Awareness Programs for Students:

To address the growing number of student grievances related to both academic and infrastructural issues, the IGRC, in coordination with DGRCs, organized multiple awareness sessions for students. These programs focused on guiding students through the grievance filing process and informing them about the redressal mechanisms in place.

Orientation for DGRC Members:

Following the recommendations from the previous academic year, an orientation program was conducted for all DGRC members to ensure uniformity in grievance handling procedures. This helped improve the efficiency and consistency of DGRC responses across various departments.

Establishment of a Digital Repository:

A digital repository was established to record all grievances submitted and addressed. This centralized system enabled easier tracking, monitoring, and analysis of the types and frequency of grievances, facilitating better reporting and accountability.

Action Plan for 2023-24

The committee laid out a detailed action plan for the upcoming academic year, focusing on improving the grievance redressal process in the context of hybrid learning environments:

Enhancing the Digital Grievance Portal: To further streamline the grievance submission process, the IGRC plans to upgrade the existing digital grievance portal. This will include an intuitive interface for students and DGRCs, along with features that allow for better tracking and automated reminders for pending grievances.

Mid-Year and Annual Reviews:

To maintain transparency and ensure continuous improvement, the IGRC has decided to conduct mid-year and annual reviews of the grievance redressal process. These reviews will include feedback from students and department representatives to ensure that the system is responsive to the evolving needs of the college community.

Incorporating Student Feedback into Future Policies:

Student feedback will continue to play a significant role in shaping the grievance redressal system. The IGRC will actively collect and incorporate this feedback into future policies and procedures.

The IGRC for the academic year 2022-23 has made significant progress in improving the grievance redressal process at NMSM Government College Kalpetta. The initiatives introduced this year, such as the digital repository and enhanced communication mechanisms, have led to more efficient handling of student grievances. As the committee looks ahead to 2023-24, the focus will remain on refining these processes, improving digital infrastructure, and ensuring that all student concerns are addressed promptly and effectively.


Dr. Rajmool M.




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