



NMSM GOVERNMENT COLLEGE KALPETTA

NAAC ACCREDITED B+

Annual Report of the Institutional Grievance Redressal Cell (IGRC) for 2023-24

Institution: NMSM Government College Kalpetta

Evaluation of DGRC Performance:

Following the action plan set in the previous year, quarterly reviews of DGRC performance were carried out. These reviews assessed the effectiveness of grievance redressal at the departmental level, with a focus on timeliness, student satisfaction, and transparency in resolving grievances.

Dr. Rajimol M.S. reported that the majority of student grievances received by DGRCs during the year were resolved within the stipulated time frame. The grievances mainly related to issues in exam registration, learning resources, and infrastructural inadequacies. Departments were encouraged to maintain communication with students regarding the status of their grievances.

The DGRCs maintained their minute's book and kept the files of complaints given by students in a proper manner. Compared to previous years, there has been a noticeable improvement in the responsiveness of DGRCs, attributed to regular monitoring and feedback from both students and faculty. However, some departments were identified as needing further guidance to enhance their grievance handling processes.

In an effort to better inform students about how to file grievances, the IGRC organized a series of awareness programs. These sessions were conducted at the beginning of each semester and focused on educating students about the updated digital portal, grievance submission procedures, and the rights and responsibilities of both students and the grievance redressal bodies.

Continuing the practice established in previous years, orientation programs were conducted for all DGRC members to ensure that they were well-equipped to handle student grievances. Special attention was given to training members on the use of the enhanced digital grievance platform.

Based on recommendations from the previous academic year, student feedback was actively sought through periodic surveys. The feedback provided valuable insights into areas requiring improvement, particularly concerning exam registration, availability of study materials, and infrastructural support.

The timely meeting with College Level Monitoring Committee helped to identify the real problems faced by students and faculty through their combined meeting. The meeting provided a detailed report of syllabus completion status in the presence of students.

A significant portion of student grievances continued to revolve around issues related to the college's infrastructure, including access to classrooms, labs, and digital resources. The IGRC acknowledged the need for further infrastructural development and has communicated these concerns to the college administration for prioritization.

Although hybrid and online learning modes have been in place for a few years, some students continue to face challenges with access to digital devices and connectivity, particularly in rural areas. The IGRC is working with the administration to explore potential solutions, including providing financial aid or device loans to students in need.

Looking ahead, the IGRC has outlined several key initiatives for the next academic year:

The IGRC will continue to work closely with the college administration to ensure that infrastructural grievances, particularly those related to classroom and lab facilities, are addressed.

As part of its commitment to addressing digital divide issues, the committee plans to explore partnerships with external organizations to provide subsidized devices and internet packages to students facing financial difficulties.

A key focus for 2024-25 will be on enhancing communication between students and the DGRCs. This will include expanding the digital grievance platform to allow for anonymous feedback and grievance submission, ensuring students feel comfortable voicing their concerns.

As in previous years, the IGRC will conduct mid-year and annual reviews of grievance redressal performance. These reviews will incorporate student feedback and recommendations for continuous improvement.

The Institutional Grievance Redressal Cell for the academic year 2023-24 has made substantial progress in streamlining grievance redressal processes, improving digital infrastructure, and ensuring better communication between students and DGRCs. The committee remains committed to addressing student grievances efficiently and equitably, and plans for 2024-25 include further initiatives to enhance digital accessibility and improve overall student satisfaction with the grievance redressal process.



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