

NMSM GOVERNMENT COLLEGE KALPETTA
PUZHAMUDI P O, KALPETTA, WAYANAD
AFFILIATED TO THE UNIVERSITY OF CALICUT



Grievance Redressal Policy

2020-21

NMSM Government College, Kalpetta

Grievance Redressal Policy

1. Introduction

NMSM Government College, Kalpetta, is committed to providing a transparent and effective mechanism for addressing grievances raised by students. This Grievance Redressal Policy is established in accordance with the UGC Regulations, 2018, with the goal of promptly and fairly resolving student grievances. The college's Grievance Redressal Committee (GRC) ensures that students' issues are handled efficiently and with confidentiality when necessary, while adhering to the principles of natural justice.

The GRC operates at two levels:

1. Institutional Grievance Redressal Committee (IGRC)
2. Department Grievance Redressal Committee (DGRC)

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The IGRC is responsible for addressing grievances that are not specific to any department or those unresolved by the Departmental Grievance Redressal Committee (DGRC). The IGRC consists of the following members:

- Principal
- Staff Advisor to the Student Union
- Senior Faculty Member
- Student Representative

Grievances escalated to the IGRC are carefully reviewed and addressed in a timely and transparent manner. This ensures that unresolved issues at the departmental level are taken seriously and resolved at a higher level with proper oversight.

3. Department Grievance Redressal Committee (DGRC)

Each academic department at NMSM Government College has its own Department Grievance Redressal Committee (DGRC) to address grievances related to academic, non-academic, and personal issues. Students can approach any faculty member or their tutor with their concerns, and these are then forwarded to the DGRC for resolution.

The DGRC includes the following members:

- Head of the Department (HoD)
- Staff Coordinator
- Association Secretary (Student Representative)

Complaints related to department-specific issues are primarily handled at this level. However, if a grievance cannot be resolved by the DGRC, it is forwarded to the IGRC for further action.

4. Grievance Redressal Process

The Grievance Redressal Committees follow a structured process to ensure that grievances are handled fairly and efficiently:

- **Submission of Grievances:** Students can submit their grievances through the online grievance portal available on the college website or by approaching any faculty member or tutor directly. Students have the freedom to lodge complaints either in person or online, based on their preference.
- **Confidentiality:** While transparency is maintained throughout the grievance-handling process, confidentiality is guaranteed when necessary to protect the integrity and honor of the students involved.
- **Timely Resolution:** The GRC aims to resolve grievances promptly. Upon receiving a complaint, the relevant committee (DGRC or IGRC) will review the grievance and take necessary actions within a reasonable time frame.

- **Escalation:** If the DGRC is unable to resolve a grievance, the issue will be forwarded to the IGRC for further investigation and resolution. Complaints not related to any specific department will also be directed to the IGRC.
- **Natural Justice:** The committees are guided by the principles of natural justice, ensuring that all parties involved have a fair opportunity to present their case before any decision is made.

5. Online Grievance Portal

The college website provides an online grievance portal where students can submit their complaints directly to the IGRC if they prefer. They also can email the same to the college mail id. This system provides a simple and accessible means for students to express their concerns while ensuring that their grievances are promptly addressed.

6. Student Representation and Participation

Student involvement is a key element in the grievance redressal process. Both the IGRC and DGRC include student representatives who ensure that the student body's views are considered in the resolution process.

7. Transparency and Accountability

The GRC follows a strict policy of transparency while handling grievances. All steps taken during the grievance resolution process are documented and shared with the relevant stakeholders. However, when required, the committees guarantee confidentiality to protect the integrity and dignity of the aggrieved party.

8. Emotional and Moral Support

NMSM Government College prioritizes the emotional and moral well-being of its students. The Grievance Redressal Committee not only ensures fair outcomes but also provides emotional support to students during the process. Faculty members and tutors work closely with students to help them navigate through their challenges, whether academic, non-academic, or personal in nature.

9. Conclusion

This Grievance Redressal Policy reflects NMSM Government College's commitment to maintaining a fair, transparent, and supportive environment for its students. By ensuring a robust system of redressal through the GRC, the college upholds its mission of fostering a safe and respectful campus community where student voices are heard and their concerns are promptly addressed.




24/8/2020
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