



GRIEVANCE REDRESSAL COMMITTEE REPORT

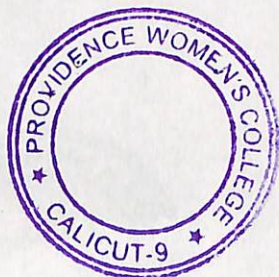
2017-2018


The Grievance Redressal Committee (GRC) of the college was constituted on June 2nd 2017 with the following as its members:

1. The Principal: Dr. Sr. Jessamma Joseph
2. Staff Advisor to the Student Union: Shija K.
3. Senior Faculty: Leeji Francis
4. Student Representative: Binit Mathew

The GRC met on the same day and decided on the functioning of the Committee. It was decided that students may be allowed to register their complaints either orally or in writing to their tutor or to any other faculty on the campus, they feel comfortable with. The tutor/faculty shall forward the complaint immediately to the GRC of the department concerned, which will then examine the nature of the complaint and address the issue. Complaints not related to the department or those which cannot be resolved at the department level should be forwarded to the GRC at the college level. The Principal shall inform all Heads of Departments to constitute their GRCs within a week.

The GRC received one complaint forwarded by the Dept. of English on 06-03-2018 which was redressed during the course of the day that necessitated three sittings of the committee. The minutes of the meeting is attached herewith.




Principal
Providence Women's College
Kozhikode - 673 009



GRIEVANCE REDRESSAL COMMITTEE REPORT

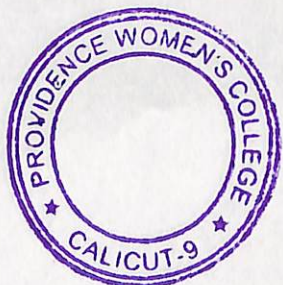
2018-2019


The Grievance Redressal Committee (GRC) of the college was constituted on June 4th 2018 with the following as its members:

1. The Principal: Dr. Sr. Jaseena Joseph
2. Staff Advisor to the Student Union: Dr. Priyadarshini P.
3. Senior Faculty: Dr. Latha P.
4. Student Representative: Anamika C.R.

The GRC met on the same day and decided on the functioning of the Committee. It was decided that students may be allowed to register their complaints either orally or in writing to their tutor or to any other faculty on the campus, they feel comfortable with. The tutor/faculty shall forward the complaint immediately to the GRC of the department concerned, which will then examine the nature of the complaint and address the issue. Complaints not related to the department or those which cannot be resolved at the department level should be forwarded to the GRC at the college level. The Principal shall inform all Heads of Departments to constitute DGRCs concerned within a week.

The GRC received no complaints this year, at the college level. However, the individual department GRCs have received and redressed several grievances, the working of which was monitored and found satisfactory by the college level GRC.




Dr. Sr. Jaseena Joseph
Principal (PEN 470173)
Providence Women's College
Kozhikode - 673 009



GRIEVANCE REDRESSAL COMMITTEE REPORT

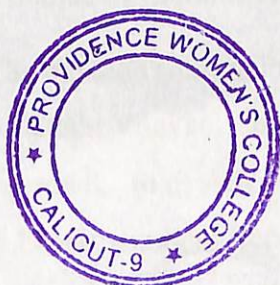
2019-2020

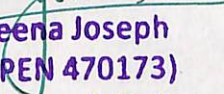
The Grievance Redressal Committee (IGRC) of the college was constituted in accordance to the UGC Regulations, 2018 with a tenure of two years on June 3rd 2019 with the following as its members:

1. The Principal: Dr. Sr. Jaseena Joseph
2. Staff Advisor to the Student Union: Dr. Julie E.
3. Senior Faculty: Dr. Latha P.
4. Student Representative: Sandra Roy.

The IGRC met on the same day and decided on the functioning of the Committee in accordance with UGC Regulations. It was decided that students may be allowed to register their complaints either orally or in writing to their tutor or to any other faculty on the campus, they feel comfortable with. The tutor/faculty shall forward the complaint immediately to the DGRC concerned, which will then examine the nature of the complaint and address the issue. Complaints not related to the department or those which cannot be resolved at the department level should be forwarded to the IGRC. The Principal shall inform all Heads of Departments to constitute DGRCs concerned within a week.

The IGRC received no complaints this year, at the college level. However, the DGRCs have received and redressed several grievances, the working of which was monitored and found satisfactory by the IGRC.




Dr. Sr. Jaseena Joseph
Principal (PEN 470173)
Providence Women's College
Kozhikode - 673 009



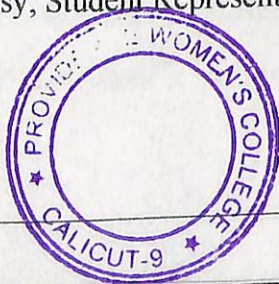
GRIEVANCE REDRESSAL COMMITTEE REPORT

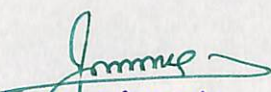
2020-2021

The Grievance Redressal Committee (GRC) of the college reconstituted in 2019 with a tenure of two years met virtually on June 2nd 2020 via Google meet and decided on the functioning of the Committee in accordance with UGC Regulations. In the event of the pandemic with the classes being conducted online, the Committee anticipated grievances regarding non-availability of net connectivity, attendance and conduct of online examinations and decided to inform all HoDs to redress such grievances on humane grounds to the utmost benefit of the students. The Induction Programme for the first year students included an awareness session on the institution's mechanism for redressing grievances and the mode of grievance submission. The Principal met each class separately via google meet and gave the students an orientation on the same. This ensured emotional and moral support to every student who was mentally stressed in untold ways on account of an unprecedented lock-down that had isolated them socially denying all comforts of campus life. Tutorial hours conducted regularly also helped students ease their worries, especially those regarding completion of the course on time. The grievances received by the different DGRCs were mostly related to issues mentioned before and were solved at the department level. So the IGRC did not have any general grievances forwarded from any department, during this academic year. Considering the Covid 19 scenario, the students were allowed to raise their grievances orally over phone and immediate and necessary action was taken by each department, periodically monitored by the members of the IGRC. The DGRCs did a commendable job, updating themselves on student welfare in consultation with individual tutors. The Principal also maintained direct contact with all student representatives on a daily basis through her whatsapp group with them.

Grievance Redressal Committee Members

1. Dr.Sr. Jaseena Joseph, Principal
2. Dr.Shanthi Vijayan, Co-ordinator
3. Dr.Jeena K., Staff Advisor
4. Ms. Blessy, Student Representative




Dr. Sr. Jaseena Joseph
Principal (PEN 470173)
Providence Women's College
Kozhikode - 673 009



GRIEVANCE REDRESSAL COMMITTEE REPORT

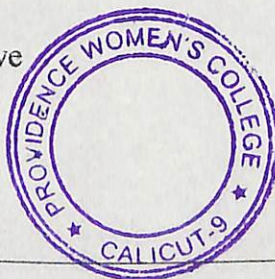
2021-2022

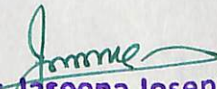
The Grievance Redressal Committee (GRC) of the college was reconstituted by the executive authority of the institution with a tenure of two years. The Committee met virtually on June 5th June 2021 via Google meet and decided on the functioning of the Committee in accordance with UGC Regulations. In the event of the pandemic with the classes being conducted online, the Committee anticipated grievances regarding non-availability of net connectivity, attendance and conduct of online examinations and decided to inform all HoDs to redress such grievances on humane grounds to the utmost benefit of the students, like it was one during the previous year. The Induction Programme for the first-year students included an awareness session on the institution's mechanism for redressing grievances and the mode of grievance submission. The Principal met each class separately via google meet this year too and gave the students an orientation on the same. This ensured emotional and moral support to every student who was mentally stressed in untold ways on account of the pandemic that had isolated them socially denying all comforts of campus life. Tutorial hours conducted regularly also helped students ease their worries, especially those regarding completion of the course on time. The grievances received by the different DGRCs were solved at department, during this academic year. Considering the Covid 19 scenario, the students were allowed to raise their grievances orally over phone and immediate and necessary action was taken by each department, periodically monitored by the members of the IGRC. The DGRCs did a commendable job, updating themselves on student welfare in consultation with individual tutors. The Principal also maintained direct contact with all student representatives on a daily basis through her WhatsApp group with them.

One the offline mode of instruction got resumed in October, the complaints were received in person by the individual DGRCs and resolved at the respective meetings of the DGRCs concerned.

Grievance Redressal Committee Members

1. Dr. Sr. Jaseena Joseph, Principal
2. Dr. Shanthi Vijayan, Co-ordinator
3. Dr. Aparna Nandakumar, Staff Representative
4. Ms. Rudha M.P., Student Representative




Dr. Sr. Jaseena Joseph
Principal (PEN 470173)
Providence Women's College
Kozhikode - 673 009