
**ANNUAL REPORT OF THE COMMITTEE MONITORING THE ACTIVITIES AND
NUMBER OF GRIEVANCES REDRESSED TO PROVE TIMELY REDRESSAL OF THE
GRIEVANCES**

Annual Report of Grievance Redressal Committee (2018-2019)

In accordance with the UGC regulation of 2012, NIMIT has established a Students Grievance Redressal Cell aimed at ensuring the well-being of our students. Upon receiving any grievances, prompt meetings are convened, and all requisite actions are swiftly taken to address them in a positive manner. The time frame for resolving each grievance varies based on its nature, with the institution mandating that no redressal is left pending. The time taken for redressal encompasses the period required to deliberate and finalize the decision.

During the period of the academic year, the institution received and promptly resolved a number of issues. A request to let students leave the exam room after the internal exam started for two hours was made on November 19, 2018. The problem was resolved in a day when students were informed in accordance with college regulations. Similar to this, on December 6, 2018, a complaint about the water filter's cleanliness was quickly addressed, and the same day, prompt cleaning was carried out. Another complaint on February 18, 2019, concerned relaxing the standards of grooming on exam days. This was resolved in a single day by convincing students to follow college regulations. Additionally, on 28th February 2019, a complaint about difficulty in reading the whiteboard due to sun glare was considered, leading to the decision to install curtains in the affected classroom within a day. Lastly, on 14th March 2019, a request to open the sick room was addressed by explaining the procedures to students, ensuring its proper use while mitigating chances of misuse, all within a day.

These incidents show the college's dedication to swiftly resolving complaints and improving the general educational experience. These steps demonstrate the university's dedication to rapidly resolving complaints and improving facilities for the benefit of students. The Grievance Redressal Committee thanks staff, instructors, and students for their cooperation during the grievance resolution process. In the future, the Committee is still dedicated to upholding an unbiased, encouraging atmosphere that promotes holistic growth. We express our gratitude to the faculty and committee members who dedicated their service to the Grievance Redressal Committee throughout the academic year.

1. Fr.Dr.Paulachan K.J Principal
2. Dr.Joy Joseph Puthussery, Dean of Studies
3. Ms.Reni.V.Kalayil, Students Counsellor
4. Dr.Antony George, Cell Coordinator
5. Ms.Lakshmi Soman, Cell Coordinator

Their strong dedication greatly aided the Grievance Redressal Committee's effectiveness. As we enter the new academic year, we vow to uphold justice, accountability, and transparency. The Grievance Redressal Cell remains dedicated to swiftly resolving student grievances and promoting a positive atmosphere for all.

Grievance Summary:

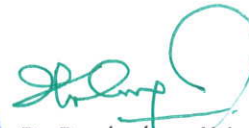
| Date | Grievance | Measures Taken | Time Taken for redressal |
|------------|--|---|--------------------------|
| 19.11.2018 | Request to leave exam hall after the completion of internal exam | As per the policy of the college the students can leave the exam hall after two hours of commencement of the internal exam. Convinced the same with the students. | 1 day |
| 06.12.2018 | Complaint regarding the water filter cleanliness | Water filter cleaned | 0 day |
| 18.02.2019 | Grievance for liberating the students with grooming standards during exam days | Convinced the students to obey the rules and policies of the college. | 1 day |
| 28.02.2019 | Complaint regarding the difficulty to read the white board due to the glare of sun | Considered the matter and decision taken to put the curtain in that class. | 1 day |
| 14.03.2019 | Request to open sick room | Convinced the students about the chances of misusing the sickroom and explained the procedures to avail the service | 1 day |

Report prepared by:

Approved by:



Ms. Reni.V. Kalayil
Covenor, Grievance Redressal Committee

Fr. Dr. Paulachan K.J
Principal, NIMIT