
**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 (2020-2021)

As per the UGC regulation 2012, we have constituted Students Grievance Redressal Cell in our college for the well-being of the students. There is online facility to address grievances from students in Academic Management system in Linways. Whenever a grievance is reported, meetings are held swiftly and all the necessary actions are taken to redress it positively. The time frame for each grievance varies with its nature and the institution makes it mandatory that the redressals are never pending. The time taken for redressal is the period taken to synthesize the decision.

During the academic year 2020-21, amidst the challenges posed by the COVID-19 pandemic, several grievances were brought to light by students participating in online Accounting classes. These grievances primarily revolved around network connectivity issues and concerns regarding the effectiveness of the teaching methods employed. To address these issues, immediate actions were taken, including the adoption of various online teaching methodologies and follow-up with course facilitators to ensure smoother learning experiences. Additionally, students raised concerns regarding fee payments and the lack of necessary interactions during online classes. To mitigate these concerns, students were directed to approach the Principal for fee-related issues, and teachers were notified to enhance interaction during online sessions, with training sessions also planned for their improvement. Furthermore, students faced internet and mobile charging issues during online classes, prompting the instruction to reduce streaming and resolve charging issues.

These measures were implemented with the aim of providing effective solutions to grievances while maintaining the quality of education despite the challenges of remote learning. The Cell effectively operated online through a feedback system, promptly addressing students' suggestions, grievances, and complaints. The Grievance Redressal Committee expresses gratitude for the cooperation extended by students, faculty, and staff throughout the grievance resolution process. Looking ahead, the Committee remains committed to maintaining a supportive and impartial environment conducive to holistic development.

We extend our appreciation to the faculty and members who served on the Grievance Redressal Committee during the academic year:

1. Fr.Dr.Paulachan K.J, Principal
2. Dr. Joy Joseph Puthussery, Dean of Studies
3. Ms. Teresa Parackal, Academic Coordinator

4. Ms. Reni.V.Kalayil, Students Counsellor

Their unwavering dedication and commitment played a significant role in the Grievance Redressal Committee's efficient functioning. As we navigate through addressing grievances in the forthcoming academic year, our pledge is to uphold the principles of justice, accountability, and transparency. The Grievance Redressal Cell persists in its dedication to promptly attend to grievances and cultivate a favorable environment for all students.

Grievance Summary:

Date	Grievance	Measures Taken	Time Taken for redressal
02.06.2020	Grievance regarding the online Accounting classes.	Agreed with the concern and applied different methods of online teaching by the teacher.	2 days
02.06.2020	Network issues during online classes.	Convinced the students about the present situation and forced changes in teaching methodology. Instructions given to get better range to avoid network issues.	2 days
03.06.2020	Grievance regarding the online Accounting classes.	Considered the matter and done follow up with the course facilitator on the issue.	1 day
04.06.2020	Concern regarding the payment of Fees	Informed the students to talk to Principal on the issue and make a personal representation involving their parents into it. Concession in fee has done in genuine cases.	1 day
04.06.2020	Complaint regarding the lack of necessary interactions by the teachers during the online class.	The matter brought into the notice of the teachers and given proper instructions to make the online classes more interactive session and also planned training sessions on online classes for the teachers.	1 day
12.06.2020	Internet and mobile charging issues during online classes.	Instructed all teachers to reduce the online streaming to resolve such issues	5 days

Report prepared by:



Ms.Reni.V.Kalayil

Covenor, Grievance Redressal Committee



Approved by:



Fr.Dr.Paulachan K.J

Principal, NIMIT