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

Annual Report of Grievances Redressal Committee (2023-2024)

NIMIT is committed to building a secure, encouraging, and favourable learning environment for all its stakeholders. The primary objective of the Grievance Redressal Committee is to preserve people's rights and dignity by handling grievances in a fair and timely manner. Grievances can be submitted directly to the Grievance Redressal Committee, through departmental channels, online, through suggestion/complaint boxes, or through other methods. Due to the Grievance Redressal Committee's strict adherence to UGC rules and college regulations in the handling method, grievances are addressed fairly and transparently.

During the academic year 2023-2024, the Grievance Redressal Committee effectively addressed various grievances reported by the students. Grievances encompassed academic concerns, infrastructural issues, safety, and personal grievances. The nature of grievances varied, ranging from teaching-learning concerns, assessment issues, infrastructure inadequacies, safety concerns, and personal matters. The Grievance Redressal Committee meticulously recorded and documented each grievance, ensuring proper follow-up and resolution.

The Cell operated effectively at both departmental and college levels, promptly addressing students' suggestions, grievances, and complaints. Departments maintained detailed records of grievances and reported them to the college-level Cell. Most grievances were resolved at the department level, with affected students promptly informed of actions taken.

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:

Rev.Fr.Dr.Paulachan.K.J	Principal	Chairperson
Ms.Teresa Parackal	Vice Principal / Associate. Professor	Member
Dr.Joy Puthussery	Dean of Studies	Member
Dr.Mathew Jose K	HoD, Commerce Department	Member
Ms Reni. V.Kalayil	Counsellor/Asst. Professor	Convenor
Ms.Shajitha T.B	Asst. Professor	Member
Ms.Muhsina.K.A	III BCOM CA	Special Invitee

Their dedication and commitment contributed significantly to the efficient functioning of the Grievance Redressal Committee. As we address grievances in the upcoming academic year, we are committed to upholding the values of justice, accountability, and transparency. The Grievance Redressal Cell remains committed to promptly addressing grievances and ensuring a conducive environment for all stakeholders.

Grievance Summary:

Year	Date	Grievances	Measures Taken	Time Taken for redressal
2023-2024	13/06/2023	General grievances regarding the facilities	The possible remedial actions have taken	3 days
2023-2024	23/06/2023	Grievance regarding the KSRTC concession	The transport department has decided to give free journey for the students, 35% by the students and rest 30% by the govt. This is an issue regarding the disparity between the students who are studying in govt college and management college and also the number of students who avail it and the amount to be dispensed from the management side. The management association has filed a case against it for a stay. A decision regarding the number of students who avail it and the amount to be dispensed from the management this matter will be taken once the case is final. If it is passed, eligible students should be identified.	2 days
2023-2024	10/10/2023	General grievances regarding the facilities	The possible remedial actions have taken	2 days
2023-2024	23/11/2023	Request for centralized AC in classrooms. Request for the construction of escalators in the college. Request for sanitary pad recycling machines in girl's toilet.	The first two request cannot be met at this time with the limited fees and income in the college. Sanitary pads are not recyclable due to the materials used in their production. We already have an ecofriendly option for sanitary waste disposal (sanitary napkin burning machine).	0 days

Grievances based on the meeting held on 13.06.2023				
Year	Date	Grievances	Measures Taken	Time Taken for redressal
2023-2024	13/06/2023	Request for 1 coat & bed in sickroom for BA students	Provided necessary amenities including a bed and pillow	5 days
		Color Dress once in a while	Consideration planned for implementation in the following academic year.	3 days
		Soundproof classroom (MA Classroom)	Successfully resolved to ensure optimal learning environment.	5 days
		Navarang sound not heard towards the end	Issue resolved to ensure consistent sound quality.	2 days
		College Day Performance strictly limited to 3 minutes	Successfully implemented flexibility in time	3 days
		Quality of ID Card Case	Under consideration for improvement.	3 days
		Vismaya - Arts could not include PG as with Exams (plan in advance)	Planning to include PG students in future arts events with advanced scheduling.	3 days
		First Aid Box in every class	First aid boxes arranged and placed in every department.	5 days
		PT Period and Library Period	Not feasible currently; students convinced of the constraints.	3 days
		Program: Coffee with celebrity	Assigned responsibility for planning and execution	3 days
		Drinking water - hot water provision	Issue resolved with provision of hot water	4 days
		Common programs number to be increased/not competition	Under consideration to expand common programs and minimize competitive events	3 days
		Community Mu Learn (Free Add-on/Workshop/Internship)	Already in place	0 day

	Intercom System - not audible	Successfully resolved to ensure clear audibility	2 days
	Washroom tap maintenance	Taps maintained in working condition.	2 days
	Bus stop Waiting shed	Constructed a new waiting shed at the bus stop	3 days
	Radio Channel	Launched a new radio channel as requested.	5 days
	Curtains in classrooms	Issue resolved; curtains arranged as necessary	2 days
	Programs: Ethnic Day, Holi Celebration, Film Festival	Under consideration for future implementation.	1 day
	Washroom horrible	Issue resolved; washrooms improved. Appointed a new staff as supervisor to check the cleanliness.	1 day
	Mirror in every washroom	Under consideration for installation	2 days
	College trip - Year-wise	Convinced the students regarding feasibility	0 day
	BBA not taught professionally	Matter communicated to the HoD for review	3 days
	Curtains - light reflection onto the board	Arranged curtains to prevent light reflection in classrooms	2 days
	Competition in sports not just football	Awareness raised and ensured diversity in sports activities	3 days
	No separation for boys and girls required	Successfully convinced the students against the need for separation	2 days
	Leaves - no need for parent's approval required	Successfully convinced the students that It is not possible now.	1 day
	College Day Entertainment Programme - No screening required	Successfully convinced the students about the need of screening before the programme.	1 day
	D-zone silent in the campus	Under consideration for making it more active.	1 day

	Highlight the importance of planning in advance for events affected by exams.	Under consideration to emphasize advanced planning for exam-affected events	1 day
	Ensure proper communication and announcements in MBA.	Successfully resolved to ensure effective communication by combining the audio system from one point	4 days
	Projectors in BA/MA classrooms.	Arranged projectors in designated classrooms	2 days
	Napkins vending facility @ MBA.	Arranged an honesty box system for napkins vending	4 days
	Library hour in the timetable.	Not feasible currently; students convinced of the constraints	4 days
	Activities to improve speaking and listening capabilities, such as movie reviews.	Under consideration for implementation.	1 day
	Uniform color for BA 2022 admission.	Under consideration for standardizing uniform color.	3 days
	Google Pay facility in the canteen.	Implemented G pay facility in the canteen	3 days
	Consider addressing the issue of impartial treatment of MBA/NIMIT students.	Under consideration to address impartial treatment concerns.	1 day
	Programs: Ethnic Day, Holi Celebration, Food Festival, Film Festival	Under consideration for future inclusion	3 days

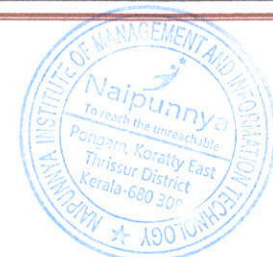
Grievances based on the meeting held on 09.10.2023

Year	Date	Grievances	Measures Taken	Time Taken for redressal
2023-2024	9/10/2023	Lack of door knobs and stoppers in the classroom	Door knobs and stoppers have been provided in the classrooms to ensure convenience and safety.	3 days
		Absence of curtains in the MA classroom	Curtains have been installed in the MA classroom to address the privacy and comfort concerns of the students	5 days
		Need for a computer speaker in the MA class	One speaker has been provided in the language department. Students may collect it from there for their use.	3 days
		Unavailability of previous year question papers for NET exam preparation during library hour	Students have been informed to access previous year question papers from D Space, which is accessible from the library. This addresses the need for NET exam preparation materials.	0 day
		Maintenance of whiteboard (Replacement)	Under consideration for replacement. Done the maintenance	3 days
		Few selected students for programmes	Next time, efforts will be made to ensure broader participation in programmes to include more students.	0 day
		Awaiting for better College Day and Arts Day	Improvement for College Day and Arts Day celebrations is under consideration for future events	0 day
		Inactive clubs with no club programs initiated	Opportunities have been provided to clubs for various occasions to initiate programs and activities.	0 day
		Disruptive reflections from ventilation holes despite curtains	Ventilation holes have been closed to mitigate disruptive reflections, enhancing the classroom environment.	3 days

Pongam, Koratty East, Thrissur District, Kerala State, India. Pin-680308.

Phone +91 9605001987, 04802730340, 2730341, 2733573

www.naipunnya.ac.in, mail@naipunnya.ac.in



	Outdated computer programmes for Computer Science students, limited time for Python programming, absence of add-on programs	The syllabus is structured according to university guidelines. Awareness has been provided about existing add-on programs and efforts are ongoing for curriculum enhancements.	0 day
	Need for liquid hand wash in washroom	Liquid hand wash has been placed in every washroom following consideration of the matter.	3 days
	Absence of chess, carrom, and Table tennis championships	The matter is under consideration for future inclusion of chess, carrom, and Table tennis championships.	3 days
	Need for a whiteboard in computer science class room(Damage Replacement)	The damaged whiteboard has been replaced to facilitate teaching and learning activities.	3 days
	Overcrowding issues in classroom I BCA in MBA block	Projects are underway to address overcrowding issues in classroom I BCA in the MBA block, with improvements expected soon.	1 day
	Improper uniform alterations	Efforts are being made to improve uniform alteration services.	1 day
	Suggestion to store mobile locker keys at the MBA reception	The suggestion is under consideration for future implementation	1 day
	Absence of seating facilities in canteen for lunch break	New building is in progress to provide seating facilities in the canteen, expected to be completed soon.	1 day
	Lack of curtains in the classroom	Curtains have been arranged for the classroom to address the concern.	3 days
	Request for Orgn. Study for Final B.Com	Organizational Study for Final B.Com students has been organized as requested.	3 days

	Sanitary napkin vending machine is not working properly	The vending machine has been replaced with an honesty box system, and the department is facilitating availability of sanitary napkin along with first aid facility.	5 days
	The need for shelf facilities in the class	Shelf facilities are not feasible currently. Alternative solutions have been discussed and students have been convinced accordingly.	2 days
	Disruptive tube light reflections on the board	The issue of disruptive tube light reflections on the board will be considered, and necessary arrangements will be made to minimize the disruption.	1 day
	Need for a secure space for keeping helmet	Unfortunately, providing a secure space for helmets is not possible at this time. Students have been informed about the current constraints.	3 days
	Classroom leakage issues in HM classes	The leakage issues in classrooms have been resolved.	1 day
	Suggestion by the HM students to avail subject textbooks in the college	In some departments, textbooks are being purchased. The decision to make them available will be left to the respective departments.	1 day
	More students to be provided with international training opportunities in HM department	Providing more students with international training opportunities will be considered for the next academic year.	2 days
	Increase programmes on College Day	College Day programs can be enhanced with increased participation and events.	0 day



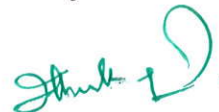
	Washroom issues such as malfunctioning pipes and missing latches on toilet doors	Maintenance has been carried out to fix the pipe issues in the washrooms. The missing latches will also be addressed.	3 days
	Information sharing from teachers - Improving communication (LHP programmes)	Efforts are ongoing to improve communication from teachers regarding LHP programs.	3 days
	Installing curtains in HM classrooms	Curtains have been installed in classrooms to address the issue.	2 days
	Separating fan and light controls (same switch for fan and light)	This matter will be addressed during maintenance to separate fan and light controls where possible.	1 day
	Lack of proper ventilation and excessive heat in the HM class	This issue will be considered when planning for the new building, which can improve ventilation.	1 day
	Projector visibility issues in HM class	Curtains will be installed to improve projector visibility in classrooms.	2 days
	Suggestion by HM students to replace uncomfortable wooden chairs causing back pain	The suggestion to replace uncomfortable chairs will be considered.	1 day
	Accommodating left-handed students who face discomfort when writing on tables	This issue will be addressed in the design of future furniture. Convinced the students	1 day
	Classrooms are congested in HM department	The congestion issue will be resolved with the construction of the new block. Convinced the students	1 day

Report prepared by:



Ms. Reni V. Kalayil
Covenor, Grievance Redressal Committee

Approved by:



Fr. Dr. Paulachan K. J
Chairman, Grievance Redressal Committee