

College Grievance Redressal Cell

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Functions of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

All the students enrolled at Thakur College of Science & Commerce have the right to appeal any academic matter in which they feel that they have been treated unfairly. Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

If any problem arises and is not resolved informally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College. Any type of student complaint or problem may be presented to the SGC for official review. The campus hearing body follows a set of formal procedures as per UGC Guidelines. A Student Representative (Ombudsman) will assist students in presenting their case along with the guidance of the members of the committee as well. The deadlines for filing any kind of a grievance is the last day of the concerned semester, post the semester during which the incident has occurred. Decisions made by the SGC are not appealable.

The SGC does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. Attempts at such a resolution are required before the committee will accept a case.



TOMS COLLEGE OF ENGINEERING

A VISVESWARAYA GROUP INSTITUTION

STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

Ref.No/grc/tce/2022-23notification-1

9/11/2022

NOTIFICATION

Subject: Reconstitution of Grievance Redressal Committee.

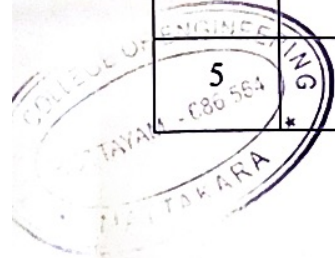
Objective: Maintaining the College's dignity by promoting a harmonious student-student and student-teacher relationship, along with other things. Encouraging students to express their grievances / problems freely and honestly, without fear of being victimised.

FUNCTIONS

- Cases will be handled promptly upon receipt of written grievances from students.
- The cell will formally review all cases and act in accordance with Management policy.
- The cell will report to the authority on the cases handled and the number of pending cases that require direction and guidance from higher authorities.

Under the provisions of sub-regulation (2) of regulation 5 of the AICTE (Establishment of Mechanism for Grievance Redressal) Regulations 2012 a Grievance Redressal Committee consisting of the following is reconstituted on 9//11/2022 at Toms College of Engineering for for preventing unfair practice and to provide a mechanism for students for redressal of their grievances.

Sl. No.	Name and Designation	Status in the committee
1	Dr. Paul A J Director	Chairman
2	Joby Joseph, Principal	Member
3	Shijina B,HOD CSE	Convener
4	Reena Joseph, Asst. professor, CH	Member
5	Sahindh S Student (EEE)	Student Representative



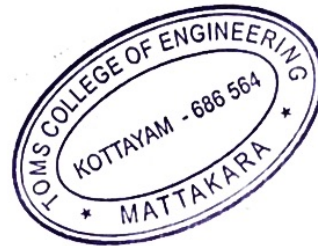
Director **AJ**
TOMS COLLEGE OF ENGINEERING
Mattakara P.O.
KOTTAYAM, KERALA - 686 564

The procedure prescribed in Regulation 5 shall be adopted and enforced for redressal of the grievance of the students. The Committees shall meet as frequently as possible at least thrice in a year immediately on receipt of a complaint to consider the grievance put forth by the students to ensure that the decision of the committee is communicated to the concerned within 10 days

Principal

Copy To:

1. *Chairman*
2. *Vice principal*
3. *Administrative Office*
4. *All the members of the Committee and Squad.*
5. *College Website*



Paw. Aj

Director
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STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

2022-23

Ref.No/grc/tce/2022-23/circular-1

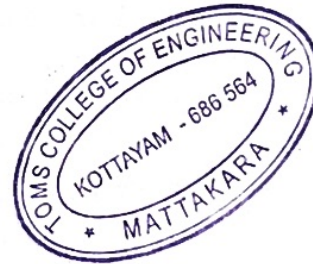
05.12.2022

CIRCULAR

A meeting of Grievance Redressal Committee will be conducted on 06.12.2022 at 2 pm in administrative block. All committee members are requested to attend the meeting.

AGENDA

- Planning for the events to be organized
- Discussion on roles and responsibilities of committee members
- Reviewing the cases if any



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STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

2022-23

MINUTES

A meeting of Grievance Redressal Committee was held on 06.12.2022 at 2pm in administrative block. Planning for the upcoming events, discussion on roles and responsibilities of committee members, and reviewing the cases were the main agendas of the meeting.

ACTION TAKEN REPORT

No complaints received

MEMBERS PRESENT

<i>Name and Designation</i>	<i>Status in the committee</i>
Dr. A J Paul	Chairman
Joby Joseph,	Member
Shijina B,HOD CSE	Convener
Reena Joseph Asst. professor, CH	Member
Sahindh S Student EEE	Member



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