



**MOUNT CARMEL COLLEGE OF TEACHER EDUCATION FOR WOMEN**  
Muttambalam P.O., Kanjikuzhy, Kottayam- 686004  
(Recognised by NCTE, Affiliated to Mahatma Gandhi University)

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**CRITERION V**

**STUDENT SUPPORT AND PROGRESSION**

**5.1 STUDENT SUPPORT**

**5.1.3- Transparent Mechanism for Timely Redressal Student  
Grievances including Sexual Harassment and Ragging Cases**

**Institutional guidelines for students' grievance redressal**

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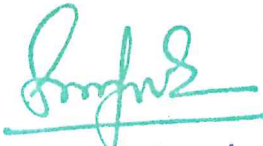
## **INSTITUTIONAL GUIDELINES FOR STUDENTS' GRIEVANCE REDRESSAL**

Our institution has a Grievance Redressal Committee, the details of its members are published in our website. The cell operates as per UGC norms to handle and give proper solutions to the grievances put forward by any student for the smooth functioning of the Institution. Students can pose their grievances regarding on matters like academic ventures, health services, library and any other services. Any form of dissatisfaction on the part of the students can be informed to the cell so that the cell can arrange meetings for solving the matter. The grievance redressal committee hears, investigates and resolves the complaints, grievance or conflicts of students.

### **Objectives**

The main objectives are:

- to provide provisions to record complaints posed by students related to academics, resources and personal grievances freely and frankly without any fear of discrimination.
- to redress the problems reported by the students of the Institution.
- to uphold a conducive and harmonious educational environment within the Institution.
- to keep harmony amongst the staff, students and parents of the institution.
- to promote good Student-Student relationship and Student-teacher relationship.
- to advise Students of the Institution for the importance to respect each other and be patient whenever any occasion of conflict arises.
- to advise all the students to stop stirring up students against other students, teachers and College administration.

  
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## Scope

The cell will deal with Grievances received in Writing or through online from the students about any of the following matters:

Academic: Internal Assessment, Course Certificate, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial: Dues and payments for various items like fees, library, hostels etc.

Others: Sanitation, preparation of food in the hostel, availability of transport, discrimination by teachers etc.

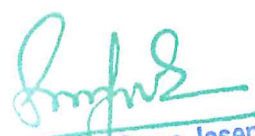
## Functions

For posing grievances, Complaint Boxes have been installed within the campus. Students, who want to remain anonymous, can put their grievances and suggestions for improving the academics/administration in the College. Otherwise, the person concerned can personally approach any member of the Cell and can send email or write an application and submit to Cell coordinators for grievances of any sort. Provision for online submission is also provided in the college website. Whatever be the case, it will be attended with immediate effect. The cell will review all cases and will act formally according to the rules and regulations of the Institution Management and University.

## Grievance Redressal Mechanism for Internal Assessment

Internal assessment shall not be used as a tool for personal or other type of vengeance. A student has all right to know, how the teacher arrived at the marks. A student can approach the upper level only if grievance is not addressed at the lower level. At College Level the committee constitutes the Principal as chairman, Senior Faculty, Coordinator, Faculty M.Ed. and College Union Chairperson, as members.



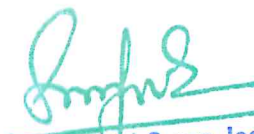
  
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## Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.

## Exclusions

The Grievance Redressal cell shall not entertain decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.

  
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