



# Nirmala Arts & Science College

(Affiliated to Mahatma Gandhi University, Kottayam)  
Nirmala Hills, Mulanthuruthy P.O. Ernakulam-682314, Kerala  
Tel: (0484) 2739105, 274305. Email: nirmalaansmt@gmail.com

## POLICY ON STUDENTS' GRIEVANCE REDRESSAL

**1. Objective:** To provide opportunities for redressing grievances of students already enrolled in the college and a mechanism thereto.

### 2. Definitions:

2.1. "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the matters covered in clause 3(h) of the University Grants Commission Grievance Redressal Regulations, 2019.

2.2. "College Level Student Grievance Redressal Committee" (CLSGRC) means a committee constituted as per this policy, at the college level

2.3. "Department Level Student Grievance Redressal Committee" (DLSGRC) means a committee constituted as per this policy, in each department of the college 2.4. "Student" means a person enrolled in this college.

### 3. Grievance Redressal Mechanism:

#### 3.1. Grievance on Internal assessment:

3.1.1. The grievances of the UG and PG students regarding internal assessment shall be addressed by the committees constituted as per the regulations of UG programme CBCS 2017 and the regulations of PG programmes CSS 2019 respectively of the Mahatma Gandhi University, Kottayam.

3.1.2. Student having grievances regarding the internal assessment shall submit his /her grievance in writing first to the Department Level Student Grievance Redressal Committee. The student shall also have the freedom to make a further appeal to the College Level Student Grievance Redressal Committee. If the student is still not satisfied, he/she shall go for appeal to the University Level Grievance Redressal Committee. The verdict of the University Level Grievance Redressal Committee shall be final.

3.2. The grievances on Ragging and Sexual Harassment shall be addressed as per the clauses under a separate policy.

#### 3.3. Other Grievances:

3.3.1. A complaint from an aggrieved student regarding the matters other than internal assessment, ragging and sexual harassment shall be lodged to the College Level Student Grievance Redressal Committee (CLSGRC).

3.3.2. The CLSGRC shall consist of Principal of the college as chairperson, three senior members of the teaching faculty to be nominated by the principal as members and a



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on academic merit/excellence in sports/performance in co-curricular activities as a special invitee.

3.3.3. The term of the members and the special invitee shall be two years. 3.3.4. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three. In considering the grievances before it, the CLSGRC shall follow principles of natural justice.

3.3.5. Formal grievances shall be submitted in writing to the chairperson or it shall be filed online at college official website

3.3.6. Written complaints of students with proper identity shall also be deposited in the complaint box fixed in front of the chamber of the principal. The Committee shall consider such complaints on the last working day of every week.

3.3.7. The CLSGRC shall submit the report to the college principal and the decision on the complaint shall be informed to the aggrieved student, within a period of 15 days from the date of receipt of the complaint. The report on the complaint shall be forwarded to the Vice Chancellor of the Mahatma Gandhi University, if needed.

3.3.8. The college shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its programs of study, a prospectus containing the following information:

3.3.8.1. The list of programs of study and courses offered along with the broad outlines of the syllabus

3.3.8.2. The number of seats approved by the appropriate statutory authority in respect of each program with eligibility conditions

3.3.8.3. The process of selection of eligible candidates applying for admission,

3.3.8.4. Amount of fee, deposits and other charges payable by the students admitted to a programme

3.3.8.5. Details of the teaching faculty, including their educational qualifications.

3.3.8.6. Information regarding hostel accommodation and library facilities.

3.3.8.7. All relevant instructions in regard to maintaining the discipline by students within or outside the college.