



## CARMEL COLLEGE

Nationally Re-Accredited with A Grade (Third Cycle)

MALA - 680 732

Thrissur (Dt), Kerala

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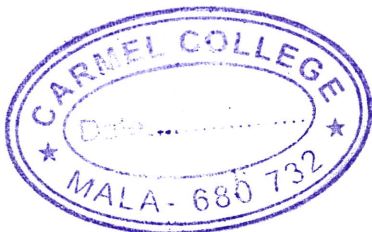
web: [www.carmelcollegemala.ac.in](http://www.carmelcollegemala.ac.in)

### STUDENTS GRIEVANCE REDRESSAL CELL

#### ANNUAL REPORT

2015-2016

The Grievance Redressal Cell (GRC) of Carmel College, Mala has always solved the grievances of the students within stipulated time related to academic and non-academic matters. The students can state their grievances regarding any matter within the campus. GRC aims to look into the complaints and suggestions lodged by any student and redress it as per requirement. The students had pointed out the importance of enhancing the internet facility in the campus in GRC and hence the Principal along with the bursar decided to provide free internet facility in the library for the students without any time restrictions. Students had also raised their interest to enhance the activities of My Zone Programme which was done immediately. Due to pigeons, the classrooms and corridors were soiled and students were finding it difficult. So GRC decided to close the ventilation of classroom and corridors using net.



*Giung AD*  
Principal  
Carmel College  
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### **STUDENTS GRIEVANCE REDRESSAL CELL**

#### **ANNUAL REPORT**

**2016 - 2017**

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The grievance redressal cell was formed to provide a platform for the students to bring out their grievances and settle them within a reasonable time period. As per the suggestions from the students, a new water cooler was installed in the college and in addition to that, the old water coolers were serviced to ensure their proper working. The electronic gadgets of the college were also serviced. The computer lab was renovated and the facilities in the lab were further extended to meet the increased number of students.



*King AP*  
**Principal**  
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### **STUDENTS GRIEVANCE REDRESSAL CELL**

#### **ANNUAL REPORT**

**2017-2018**

The Grievance Redressal Cell of Carmel College, Mala has always stood for the students to solve their grievances with in stipulated time related to academic and non- academic matter. As per the request from the students, all the electronic equipments in class room such as fans, lightd, projectors, and switchboards were checked and their servicing was done within two weeks. One of the water coolers was having certain technical problems and as soon it was pointed out by the students it was repaired.



*W. J. AD*  
**Principal**  
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### STUDENTS GRIEVANCE REDRESSAL CELL

#### ANNUAL REPORT

2018 - 2019

Carmel College, Mala has always taken a positive stand towards suggestions and constructive criticism especially from the side of students. The grievance redressal cell is an initiative taken in that direction where students are given the opportunity to voice their complaints and suggestions. As a complaint was raised by the students regarding the difficulty faced by them in transportation from Mala bus stand to the college due to the limited number of buses in the route, Principal contacted the KSRTC bus authorities and submitted a written complaint about the same. As a result, to this, new buses were allotted during the college time and services of the old buses were extended till the college bus stop. A new toilet was constructed on the second floor of Chavara block near the examination hall as a part of catering the needs of the students. Several gadgets and buildings were damaged by the unexpected flood in the year and as the part of restoring the facilities and reviving the college, gadgets including amplifiers at the auditorium and water coolers in the student's corner were serviced and replaced with new one. Toilets and drainage system damaged due to the flood were also repaired and restored as soon as possible.



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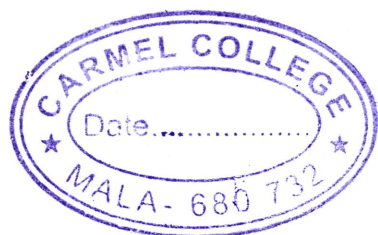
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### **STUDENTS GRIEVANCE REDRESSAL CELL**

#### **ANNUAL REPORT**

**2019-2020**

The students of Carmel College, Mala have always been open about redressing their grievances. The Grievance Redressal Cell of the college actively tries to resolve the problems and suggestions put forward by the students within a stipulated time. Toilet facility for students were limited hence as per the request by the students, the management commenced the construction work of toilets on both first and second floor of the building. Since a lot of students are coming from remote places and has to travel a lot to reach college they were unable to take breakfast in the morning, breakfast was introduced in the canteen for such students. The canteen was also equipped with a water filter which provides both hot and cold water.



*King Ab*  
Principal  
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