

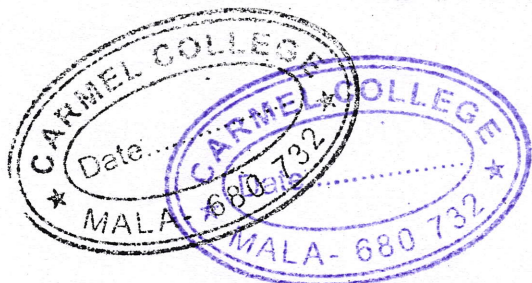


CARMEL COLLEGE
Nationally Re-Accredited with A Grade (Third Cycle)
MALA – 680 732
Thrissur (Dt), Kerala
Phone: 0480 2890 247, Fax: 0480 2890247
E-mail : carmelcollege@rediffmail.com web: www.carmelcollegemala.ac.in

CARMEL COLLEGE, MALA
GRIEVANCE REDRESSAL CELL – STUDENTS
2015-16

The Grievance Redressal Cell (GRC) has always solved the grievances of the students within the stipulated time limit related to academic and non- academic matters. It receives and processes the grievances from students, and actions are taken on any issue raised by them to avail services more effectively. The students can state their grievances regarding any issue related to the institution and grievance/complaint boxes are placed on all floors of the different blocks. The GRC aims to look into the complaints lodged by students and redress it as per their requirements. It also takes into consideration the suggestions put forward by them through the general feedback collected by IQAC as well as Departments.

The students had pointed out the importance of utilizing the internet facility available in the college library without any time restriction. As per the GRC's recommendation, the Governing Body decided to provide free internet facility in the library for the students without any time restriction. Students has also appreciated the efforts taken up by the authority to make MyZone full-fledged and also suggested awareness classes for the newly admitted students regarding the same. The students also complained about the pigeon droppings soiling the classrooms and corridors and thereby polluting them. They also pointed out the health hazards regarding the excessive bird droppings. In line with the GRC's suggestions, the Governing Body decided to install bird netting across roofs and voids to prevent the ingress of pigeons without affecting the existing fresh air ventilation system.



Princy K.G.
Principal
Carmel College
Mala

Princy K.G.
Dr. PRINCY K.G.
ASSOCIATE PROFESSOR & HEAD
DEPT. OF CHEMISTRY
CARMEL COLLEGE, MALA



CARMEL COLLEGE
Nationally Re-Accredited with A Grade (Third Cycle)
MALA – 680 732
Thrissur (Dt), Kerala

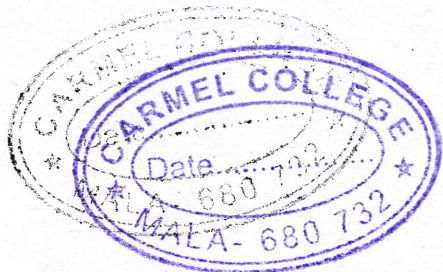
Phone: 0480 2890 247, Fax: 0480 2890247

E-mail : carmelcollege@rediffmail.com web: www.carmelcollegemala.ac.in

CARMEL COLLEGE, MALA
GRIEVANCE REDRESSAL CELL – STUDENTS
2016 - 17

The Grievance Redressal Cell (GRC) has always stood for the concerns raised by students through grievance/complaint boxes placed on all floors of the different blocks and suggestions put forward by them through the general feedback collected by IQAC as well as the Departments concerned. Immediate actions are taken by the Governing Body on the recommendations of the Grievance Redressal Cell after receiving grievances as well as suggestions from students through different channels.

Students suggested to install one more water cooler in the college campus. As per the GRC's recommendation, the Governing Body decided to provide one more water cooler in accordance with the suggestion made by the students. In addition to this, actions were also taken to timely service the existing water coolers in the campus. The mechanic was also asked to monitor the servicing of the electrical and electronic equipment before the commencement of the next academic session. The computer lab was renovated and the infrastructure facilities in the lab were further extended to meet the requirements of more number of students.



Princy K.G.
Principal
Carmel College
Mala

Princy K.G.
Dr. PRINCY K.G.
ASSOCIATE PROFESSOR & HEAD
DEPT. OF CHEMISTRY
CARMEL COLLEGE, MALA

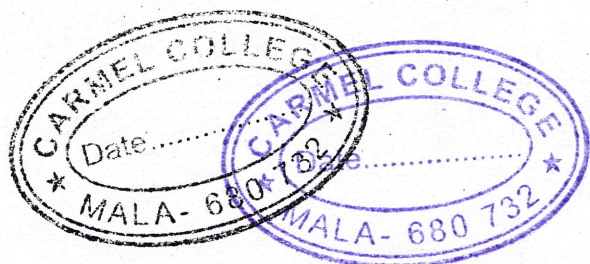


CARMEL COLLEGE
Nationally Re-Accredited with A Grade (Third Cycle)
MALA – 680 732
Thrissur (Dt), Kerala
Phone: 0480 2890 247, Fax: 0480 2890247
E-mail : carmelcollege@rediffmail.com web: www.carmelcollegemala.ac.in

CARMEL COLLEGE, MALA
GRIEVANCE REDRESSAL CELL – STUDENTS
2017-18

The Grievance Redressal Cell (GRC) tried to resolve the grievances of the students within the specified time limit with regard to academic and non- academic issues. The actions are taken on any issue raised by the students after receiving grievances from them. The students can state their grievances regarding any issue related to the institution and grievance/complaint boxes are placed on all floors of the different blocks. The GRC aims to look into the complaints lodged by students and redress it as per their requirements. It also takes into consideration the suggestions put forward by them through the general feedback collected by IQAC as well as Departments.

Some of the electronic and electrical equipment in class rooms such as fans, tube lights, projectors and switchboards became out of order because of short circuit and unprecedented lightening. As per students' request, immediate actions were taken by the Governing Body. The issues were resolved and their servicing were done within two weeks. One of the water coolers in the campus too had some technical glitches. It was repaired as soon as it was pointed out by the students. Students too complained about the increasing number of giant hornet nests in wall voids and tree cavities and the hazards they brought. Immediate actions were taken by the Governing Body to get rid of the stinging insects' nest. There were comparatively minimum number of complaints of students received by the Grievance Redressal Cell during this academic year and the number of redressal of grievances was less.



h. g. Ad
Principal
Carmel College
Mala

Princy K G R
Dr. PRINCY K.G.
ASSOCIATE PROFESSOR & HEAD
DEPT. OF CHEMISTRY
CARMEL COLLEGE, MALA



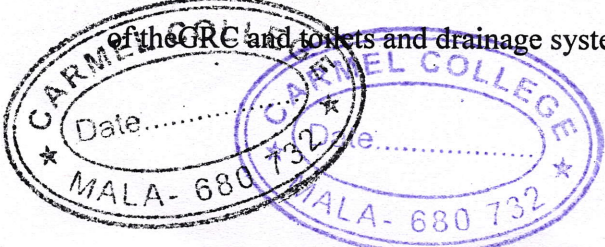
CARMEL COLLEGE
Nationally Re-Accredited with A Grade (Third Cycle)
MALA – 680 732
Thrissur (Dt), Kerala
Phone: 0480 2890 247, Fax: 0480 2890247
E-mail : carmelcollege@rediffmail.com web: www.carmelcollegemala.ac.in

CARMEL COLLEGE, MALA
GRIEVANCE REDRESSAL CELL – STUDENTS
2018 - 19

Carmel College has always taken a positive stand towards suggestions and constructive criticism especially from the side of students. The Grievance Redressal Cell (GRC) is an initiative taken in that direction where students are given opportunities to voice their complaints and suggestions. The students can state their grievances by filling the grievance form regarding any issue related to the institution and grievance/complaint boxes are placed on all floors of the different blocks. The GRC aims to look into the complaints lodged by students and redress it as per their requirements. It also takes into consideration the suggestions put forward by them through the Student Satisfaction Survey collected by IQAC as well as Departments.

One of the grievances put forward by students to the GRC was regarding the transportation difficulty faced by them to reach college on time because of the limited number of buses from Mala bus station to the College route. Based on the suggestion made by the GRC, the Principal contacted the Station Master of KSRTC Bus Station and submitted a written request regarding the same. As a result, more buses were allotted in this route during college timings and the service of the existing buses were extended till the college bus bay. A new toilet was constructed on the second floor of Chavara block near the examination hall as part of catering to the needs of the students.

A massive havoc was caused to the infrastructure facilities of the campus due to the unexpected Great Deluge of August 2018. Students suggested to repair or replace some of the electrical and electronic equipment damaged by the flood. Maintenance works were done on a war-footing basis. Gadgets including amplifiers at the auditorium and water coolers in the student's corner were replaced by a new one. There were also grievances regarding toilets and drainage system damaged due to the flood. Actions were taken by the Governing Body based on the recommendations of the GRC and toilets and drainage system were repaired and restored as soon as possible.



Liya AD
Principal
Carmel College
Mala

Princy K-G-P
Dr. PRINCY K.G.
ASSOCIATE PROFESSOR & HEAD
DEPT. OF CHEMISTRY
CARMEL COLLEGE MALA



CARMEL COLLEGE
Nationally Re-Accredited with A Grade (Third Cycle)
MALA – 680 732
Thrissur (Dt), Kerala
Phone: 0480 2890 247, Fax: 0480 2890247
E-mail : carmelcollege@rediffmail.com web: www.carmelcollegemala.ac.in

CARMEL COLLEGE, MALA
GRIEVANCE REDRESSAL CELL – STUDENTS
2019-20

The students of Carmel College are not reluctant to report their grievances. The Grievance Redressal Cell of the college actively tries to resolve the problems and suggestions put forward by the students within the stipulated time limit. The students can state their grievances by filling the grievance form regarding any issue related to the institution and grievance/complaint boxes are placed on all floors of the different blocks. The GRC aims to look into the complaints lodged by students and redress it as per their requirements. It also takes into consideration the suggestions put forward by them through the Student Satisfaction Survey collected by IQAC as well as Departments. Corrective actions are taken as soon as possible.

As per students' suggestion, the Management increased the toilet facilities for them by constructing more toilets on both the first and second floors of the building. Students coming from remote places have to travel a lot to reach college and they were not able to take breakfast in the morning. At their request, canteen facilities were extended and breakfast too was made available in the canteen. Students also requested for a new water filter giving hot and cold water in the canteen. The Governing Body, based on the recommendations of Grievance Redressal Cell, equipped canteen with a new water filter with hot and cold water options to cater to the needs of students and staff.



Princy K.G.
Principal
Carmel College
Mala

Princy K.G.
Dr. PRINCY K.G.
ASSOCIATE PROFESSOR & HEAD
DEPT. OF CHEMISTRY
CARMEL COLLEGE MALA