



ST.PIUS X COLLEGE RAJAPURAM

Rajapuram P O, Kasaragod Dist, Kerala State - 671532

Phone & Fax : 04672224775, stpius@gmail.com,

Website. www.stpius.ac.in

Aided by the Govt of Kerala
Affiliated to Kannur University
Managed by Archdiocese of
Kottayam

Grievance Redressal Cell

Purpose of the Cell

A Grievance Redressal Cell has been formed in St. Pius X College, Rajapuram to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parents, staff and management. The grievance will include any matter relating to a student or staff. The committee is requested to contribute effectively to dispose the grievances at the earliest. The purpose of the Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution.

Objectives

The specific objectives of the grievance redressal cell are specified below:

1. To encourage students, staff and parents to express their grievances / problems freely and frankly, without any fear of being victimized.
2. To support, those students who have been deprived of the services offered by the college, for which he / she is entitled.
3. To make officials of the college responsive, accountable and courteous in dealing with the students.
4. To ensure effective solution for the grievances of students and staff in an impartial and fair manner.
5. To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship.

Scope:

The cell will deal with Grievances received in writing from the students, staff and parents about any of the following matters:-

- *Academic Matters:* Related to the award of internal marks, timely issue Transfer Certificates, Conduct Certificates or other examination related matters.
- *Financial Matters:* Related to payment of fees and dues charged from different stakeholders for various purposes.
- *Other Matters:* Related to the inadequacies in the areas of services, facilities, infrastructure, conditions of sanitation and victimization by teachers etc.

Procedure

The students, staff and parents are ought to lodge their grievances in the prescribed form available in the office. The form, duly filled, is required to be submitted to the co-ordinator or any member of the grievance committee or dropped in the suggestion / complaint box placed outside the Principal's office. Grievances may also be raised orally to any member of the committee or sent through e-mail to the co-ordinator of Grievance Cell. The co-ordinator/ member in turn intimates the matter to the committee chaired by the Principal for necessary action. Decision based on grievance received and resolved will be intimated to the complainant at the earliest.

The grievance procedure is a machinery to sort out the issues specified in the complaint and it involves a process of investigation in which 'Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter and utmost confidentiality shall be maintained if the complaint demands such a situation.



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No. B1/44/SPC/Grieve. Commi/2019

29.07.2019

From

The Principal

To

The Registrar,
Kannur University,
Civil Station P.O.,
Thavakkara,
Kannur - 670 002.

Sir,

Sub:- Formation of Collegiate Students Grievance Redressal Committee reg-

Ref:- 1. No. DSS/A4/3941/Students Grievances Committee 2019 – 20,

dated : 20.06.2019

2. Letter No. D.O F.No: 14-4/2012 (CPP-II) dated: 07.05.2019

As per the reference above the collegiate student Grievance Redressal committee has been formulated. Following are the members of the committee.

1. Chairman - Principal
2. Three Senior members:-
 1. Dr. George Mammen
 2. Sri. Biju Joseph
 3. Dr. Siji Cyriac
4. Mr. Vishal K.R : (Students Representative – I CS)

Yours faithfully

Rajapuram
29.07.2019



Principals
Principal
ST. PIUS X COLLEGE
RAJAPURAM