



GRIEVANCE REDRESSAL CELL (2022-23)

MEMBERS OF GRIEVANCE REDRESSAL CELL (2022-23)

SL NO	NAME	DESIGNATION	POSITION
1	Mrs. Preetha K A	Vice Principal	Coordinator
2	Dr. Seedikkoya K	Principal	Chairman
3	Ms. Sreejith .S	Assistant Professor	Member
4	MR. Shaji. M	Assistant Professor	Member
5	Mrs. Aneesha Rafi	Assistant Professor	Member
6	Hanana P	Student Representative	Member
7	Jamie Salin	Student Representative	Member

INTRODUCTION

Jamia Nadwiyya Arts and Science College guarantees a safe and supportive environment for student education and personal development. As such, the college has established a grievance mechanism to encourage students to freely express both individual and collective concerns, whether related to academic or non-academic issues, without any fear or hesitation. In order to uphold the commitments made by Jamia Nadwiyya Arts and Science College, strict adherence to campus rules and regulations is enforced. The Disciplinary Committee is responsible for overseeing all disciplinary matters, and a dedicated team ensures effective management of campus discipline.



OBJECTIVES

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

Mechanism of the GRC

- Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if require

SCOPE

The students may lodge grievance about any academic and non- academic matters related to -

- Timely issue of Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.



- Dues and payments for various items from the library, hostels and other financial matters.
- Certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

PROCEDURE FOR LODGING COMPLAINT

- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The students may lodge their complaints in the provision allotted in the website
- The students may sent the Complaint to the email address -
jnasc.naac19@gmail.com
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.