



M.S.M COLLEGE ,KAYAMKULAM

Grievance Redressal Cell

Circular-2021-2022

The Students' Grievance Redressal Cell of M.S.M. College issues the following guidelines with the aim of minimizing grievances among students: -

Guidelines to teachers: -

- Teachers shall be present in the class not later than three minutes after the commencement of the hour allotted to them.
- HODs shall ensure that proper substitute arrangements are made sufficiently in advance to engage the hours allotted to teachers on leave.
- HODs shall ascertain from the students that teachers have sufficiently covered the portions allotted to them before the Internal Examinations and have completed the portions before the University Examinations.
- The Continuous Evaluation process must be fair and transparent, and any complaints on the part of the students shall be compassionately addressed by the Department level Students' Grievance Redressal Cell. If the student's grievance is not resolved within three days, it must be escalated to the College level SGRC.
- Teachers shall not discriminate between students within the classroom on the basis of gender, caste, religion, economic status, abilities and capacities.
- Teachers shall not engage in political propaganda inside the classroom.
- Teachers shall attend the phone-calls made by students during and after working hours.
- Teachers shall not harass the students mentally or physically.



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Guidelines to students: -

- Students or class representatives may bring grievances to the notice of the respective tutors without delay.
- Students may use the Grievance Box installed at the entrance if they wish to keep their identity undisclosed.
- Students shall report incidents of ragging, bullying, physical assault, mental harassment and stalking to the Class Tutor or to the Principal without hesitation.
- Students shall cooperate with each other to maintain a peaceful and friendly environment on the campus and inside the class room.
- Infrastructural deficits and requirements may be reported to the HOD.
- Academic grievances pertaining to completion of portions, and internal evaluation may be primarily submitted to the Departmental SGRC for resolution. If unresolved at the Department level, students shall approach the College level SGRC


Convener




Principal
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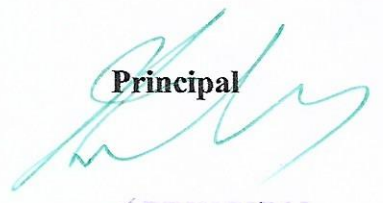
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Guidelines to Non-teaching Staff: -

- Non-teaching Staff shall compassionately receive the students who approach them for various purposes.
- Written applications and Forms tendered by the students shall be officially recorded with Date and Time of receiving.
- The purpose of the student shall be served in a time-bound manner on priority basis. Emergency cases shall be served out of turn.
- Academic documents submitted by students shall be kept in safe custody.


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