



# AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar P.O., Thrissur-680 555, Kerala, India.

Website : [www.amalanursingcollege.org](http://www.amalanursingcollege.org)

**FIRST CYCLE NAAC ACCREDITATION 2022**

## CRITERION 5

### STUDENT SUPPORT AND PROGRESSION

#### 5.1. Student Support

*5.1.5 Action taken Report of Student Grievance Redressal Cell*

*Submitted to*



**THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL**

**ACTION TAKEN REPORT OF STUDENT  
GRIEVANCE REDRESSAL CELL**



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## ACTION TAKEN REPORT OF STUDENT GRIEVANCE REDRESSAL CELL 2016-2021

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of Implementation
1.	28/1/2016	Unfair evaluation of unit level arts day celebration	Arranged External faculty to evaluate competitions	28/1/2016
2.	8/9/2017	Issues in cleaning and proper maintenance of toilets	Informed the concern to maintenance section on 9/9/2017. Rectified the defects on 14/9/2017.	14/9/2017
3.	2/4/2018	Confidentially issues in mentor mentee programme	Reported to SSGP nodal officer. Instruction given to teachers to maintain confidentiality in handling student matters by Principal. Assured students not to repeat the same in future.	10/4/2018
4.	10/9/2018	Request for more oncology nursing books in library	Purchased new oncology nursing books	25/10/2018
5.	8/12/2018	Complaints on mess	Mess meeting was arranged on 8/12/2018 at 6 pm. The mess authorities apologized for the issue. A supervisor was appointed by the management to monitor the hygienic measures of the mess	8/12/2018
6.	8/12/2018	Reimbursement of hospital bill	The concern was forwarded by principal to management on 8/12/2018. A meeting with management and students was arranged on 10/12/2018. Reimbursement of bill for hospitalized students was given by 20/12/2018	20/12/2018

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7.	4/9/2019	Utilization of Gymnasium facility	Permission for utilizing gymnasium facility with 50% reduction in fees was granted (Rs. 500/per year)	20/9/2019
8.	2/1/2020	Free use of mobile phones within the campus	Students were granted permission to use mobile phones without any restrictions within the campus	3/1/2020
9.	5/5/2020	Issues related to online classes	Rescheduling classes with breaks in between planned. Training for teachers and students on online platform	29/8/2020
10.	5/5/2020	Reopening of college and clinical posting	Assurance to reopen the college immediately after receiving instructions from KUHS	5/5/2020
11.	2/1/2021	Request for renovation of hostel	Renovated the hostel and shifted students to the new hostel	4/3/2021
12.	5/3/2021	Change in dress code of MSc nursing students	Dress code was changed from Saree to Scrub suit within three weeks	24/3/2021
13.	1/7/2021	Purchase of general books in library	Sanction for purchase of purchase of general books	2/8/2021

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