



# 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 List of Members of the Student Grievance Redressal  
Committee and Mechanism of Receiving Student  
Grievance*

*Submitted to*



**THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL**

**LIST OF MEMBERS**  
**STUDENT GRIEVANCE REDRESSAL COMMITTEE**  
**2016-2021**



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

03.02.2020

## STUDENT GRIEVANCE REDRESSAL COMMITTEE - 2020

1. Chairperson : Prof. Dr Rajee Reghunath
2. Convenor : Sr. Litha Lizbeth  
: Mrs. Lakshmi G
3. Members : Mrs. Chanlin Chacko  
: Bincy A P  
: Sr. Moly Thomas (Sr. Dona)  
: Ms. Anagha p, student representative  
: Ms. Seena, student representative



  
Principal

Prof. Dr. RAJEE REGHUNATH  
PRINCIPAL  
AMALA COLLEGE OF NURSING  
AMALA NAGAR P.O., THRISSUR-680 555



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01.02.2019

## STUDENT GRIEVANCE REDRESSAL COMMITTEE - 2019

1. Chairperson : Prof. Dr Rajee Reghunath
2. Convenor : Sr. Litha Lizbeth  
: Mrs. Lakshmi G
3. Members : Mrs. Chanlin Chacko  
: Sr. Moly Thomas  
: Sr. Cherupushpam  
: Ms. Shilsa James  
: Ms. Ashlin Jose, student representative



  
Principal

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# AMALA COLLEGE OF NURSING

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

03.03.2018

## STUDENT GRIEVANCE REDRESSAL COMMITTEE - 2018

1. .Chairperson : :Prof. Dr Rajee Reghunath

2. Convenor : Sr. Litha Lizbeth

: Mrs. Lakshmi G

3 Members : Mrs. Chanlin Chacko

: Sr. Cherupushpam

: Moly Thomas (Sr.Dona)

: Ms. Shilsa James

Ms. Ashlin Jose, Student representative



Principal

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05.02.2017

## STUDENT GRIEVANCE REDRESSAL COMMITTEE - 2017

1. Chairperson : Prof. Dr Rajee Reghunath
2. Convener : Sr. Nirmala FCC  
: Sr. Litha Lizbeth
3. Members : Mrs. Lakshmi G  
: Mrs. Chanlin Chacko  
: Sr. Moly Thomas (Sr. Dona)  
: Ms. Fiby Franklin, student representative  
: Ms. Dona, student representative



Prof. Dr. RAJEE REGHUNATH  
PRINCIPAL  
AMALA COLLEGE OF NURSING  
AMALA NAGAR P.O., THRISSUR-680 555

  
Principal



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07.01.2016

## STUDENT GRIEVANCE REDRESSAL COMMITTEE – 2016

1. Chairperson : Prof. Dr Rajee Reghunath
2. Convener : Sr. Nirmala FCC  
: Sr. Litha Lizbeth
3. Secretary : Mrs Lekshmi G
4. Members : Mrs Chanlin Chacko  
: Moly Thomas (Sr. Dona)  
: Ms. Anjalin Jose  
: Sr. Daisy (Student representative)



Principal

Prof. Dr. RAJEE REGHUNATH  
PRINCIPAL  
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## **MECHANISM OF STUDENT GRIEVANCE REDRESSAL**





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## TERMS OF REFERENCE STUDENTS GRIEVANCE REDRESSAL CELL

### INTRODUCTION

Amala College of Nursing has a student grievance redressal mechanism; the students approach the cell to voice their grievances regarding academic & non-academic matters, grievance related to assessment, victimization attendance, charging of fees, conducting of examination, harassment by colleagues students or teachers, health services, library and other services. A student may send his/her grievance to the principal over writing /email or put the note in the grievance box near visitor's area.

### OBJECTIVES

1. Upholding the dignity of the College by ensuring strife free atmosphere in the college through promoting cordial student-student relationships and student-teacher relationships.
2. Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
3. A grievance box is installed in front of the visitor's room in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academic/administration in the college.
4. Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising all the students to refrain from inciting students against other students, teachers and college administration.



## **MEMBERS OF STUDENT GRIEVANCE REDRESSAL CELL**

Collegiate student grievance redressal committee means a committee constituted under the regulations of UGC, at the level of an institution.

**Chairperson** - Prof. Rajee Reghunath, Principal

**Members**

1. Prof. Sr. Litha Lizbeth, Vice Principal
2. Sr. Merly John, Addl. Professor
3. Sr. Moly Thomas, Asst. Professor
4. Rosamma Thomas. Student representative

### **DURATION**

- The term of the members of the committee shall be two years.

### **MECHANISM FOR GRIEVANCE REDRESSAL**

Students are not encouraged to petition the principal initially. An aggrieved student who has any grievances shall make an application first to the class coordinator/mentor. They after verifying the facts shall try to redress the grievance within a reasonable time, preferably within a week of the receipt of the complaint. If the student is not satisfied with the verdict or solution of the class Coordinator/mentor, then the same should be placed before the Head of the institution (Principal). The Principal shall, if necessary refer the same to the college level committee (students grievance redressal cell) for redressal. The college level committee, in turn, shall verify the facts and try to redress the grievance within a reasonable time, preferably within a week. Keep a record of all of the complaints received and categorize each for resolution.

### **Standard Operating Procedure (SOP)**

- Receive and briefly describe the general nature of the complaint.
- Acknowledge dissatisfaction and focus attention on grievances. Categorize each for resolution
- All complaints should be taken seriously and addressed immediately. Efforts should be taken to get therelevant facts behind the grievance.



*[Handwritten signature]*

- Analysing the facts, after taking into consideration the economic, social, psychological and legal issues involved in it. Take an appropriate decision after a careful consideration of all the fact.
- Decision taken must be followed up earnestly. They should be promptly communicating to the aggrieved student. Whatever the decision, it should be followed up in order to determine whether the issue has been closed or not.
- Keep a record of all of the complaints received and keep the file copies of all documents related to the complaint.

#### **AMENDMENT, MODIFICATION OR VARIATION**

These terms of reference may be amended, varied or modified in writing after consultation and agreement by advisory group members.

*19/11*

