



P.K.M. COLLEGE OF EDUCATION

MADAMPAM, KAITHAPRAM P. O., KANNUR – 670 631

(Govt. Aided Teacher Education Institution affiliated to Kannur University)

Recognized by NCTE included under UGC 2(f) & 12(B) category

Accredited by NAAC with 'A' Grade, (Second cycle -4 point scale), RUSA 2.0 beneficiary

2.6.3: Mechanism for grievance redressal related to examination is operationally effective

INSTITUTIONAL GUIDELINES



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INSTITUTIONAL GUIDELINES FOR STUDENTS GRIEVANCE REDRESSAL

PKM College of Education, Madampam have an efficient and transparent grievance redressal mechanism approved by the governing body for timely redressal of student grievances including sexual harassment, ragging cases, examination grievances etc. Students and staff can give their grievances in a fairly manner for further actions needed. The grievances will be treated in unbiased manner and will be settled in a fair amount of time.

The institution has a guideline for Grievance and Redressal. College follows a three-tier system for addressing the grievances of students and staff. For students the grievances from students will reach to the optional teachers i.e. Tier-1. From there it can be resolved in a positive and healthy way. If it is not resolved in Tier -1 then the grievance will be transferred to Tier -2 in which the Principal and Staff advisor deal about it. From here the grievance can be resolved in a healthy and positive manner otherwise the grievance will be given to Tier-3 i.e. Grievance Redressal Cell which consists of Convenor (Principal), Joint Convenor and other cell members. Apart from this the students can also approach the Grievance Redressal Cell directly.

For staff members the institution follows another three tier system. The grievance from the staff members may reach to the Tier- 1 i.e. Staff Secretary (Teaching Staff) and office superintendent. From this stage the grievance either can be resolver or can be transferred to next level i.e. Tier- 2 in which the Principal and Staff Council may deal about it. From here the grievance can be resolved in a good way. Otherwise the grievance may give to Grievance Redressal Cell i.e. Tier – 3 which consists of Convenor (principal), Joint Convenor and other cell members. The staff members can also approach the grievance redressal cell directly.


The students and staff can have the provision to submit grievances in both online and offline. They can give grievances through email and Google forms in online mode. Grievance Redressal Cell kept a grievance box where students and staff can put their grievance offline. Such grievances are taken up by the grievance redressal cell. The grievances will be addressed



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within 7 days of receiving the complaint. The guidelines for redressal of student grievances were communicated during Orientation and Bridge Course. Details of members of grievance redressal cell were available in the college website. The Grievance Redressal Committee Cell meets on regular basis.




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GRIEVANCE REDRESSAL RELATED TO EXAMINATION

PKM College of Education, Madampam have an efficient and transparent grievance redressal mechanism approved by the governing body for timely redressal of student grievances related to examination. The grievances will be treated in unbiased manner and will be settled in a fair amount of time.

The institution has a guideline for Grievance and Redressal. College follows a three-tier system for addressing the grievances of students and staff. For students the examination grievances from students will reach to the optional teachers i.e. Tier-1. From there it can be resolved in a positive and healthy way. If it is not resolved in Tier -1 then the grievance will be transferred to Tier -2 in which the Principal and Staff advisor deal about it. From here the examination grievance can be resolved in a healthy and positive manner otherwise the grievance will be given to Tier-3 i.e. Grievance Redressal Cell which consists of Convenor (Principal), Joint Convenor and other cell members. Apart from this the students can also approach the Grievance Redressal Cell directly for examination grievances.

The students have the provision to submit examination grievances in both online and offline. They can give grievances through email and Google forms in online mode. Grievance Redressal Cell kept a grievance box where students and staff can put their examination grievances offline. Such grievances are taken up by the grievance redressal cell. The examination grievances will be addressed within 7 days of receiving the complaint. The guidelines for redressal of student grievances were communicated during Orientation and Bridge Course. Details of members of grievance redressal cell were available in the college website. The Grievance Redressal Committee Cell meets on regular basis for the proper functioning and execution.




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