



# National College for Teacher Education

(NAAC Accredited with 'B' Grade)

Iqbal Square, Meprathupady, Vengola, Perumbavoor, Ernakulam - 683 556

## Grievance Redressal Report for the Academic Year 2023-2024

The grievance redressal process adopted by the institution during the academic year 2023-2024 is attached herewith. It details the mechanisms for addressing grievances, the specific issues raised by students, and the resolutions provided.

### ➤ Grievance Redressal Mechanism

- Grievance Officer: A designated grievance officer was available to address student grievances in a confidential and supportive environment.
- Online Submission: Students could submit grievances online via the institution's website, ensuring a streamlined process.
- Resolution Timeframe: Online grievances were addressed within seven days. For urgent matters, immediate meetings of the grievance redressal committee were convened.

### ➤ Issues Raised by Students and Resolutions

Below is a summary of the key grievances raised and their resolutions taken by the Committee:

- 1. Relaxation for Married and Pregnant Students:
  - Issue: Requests from married students for exemption from night stay during camps and special considerations for pregnant students.
  - Resolution: The grievance redressal committee granted the requested exemptions and accommodations, ensuring that the needs of these students were met.

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- 2. Technical Errors in Attendance Recording:
  - Issue: Problems related to attendance recording due to technical errors, which affected students' records.
  - Resolution: The technical issue was resolved by correcting the attendance records, and measures were implemented to prevent similar errors in the future.
- 3. Study Leave Allocation:
  - Issue: Requests for additional study leave prior to University exams.
  - Resolution: The committee approved the allocation of necessary study leave for affected students, allowing them to prepare adequately for their exams.
- 4. Transport Concession Card Issuance:
  - Issue: Delay in issuing transport concession cards to students.
  - Resolution: The grievance was addressed by expediting the issuance process, ensuring students received their concession cards promptly.
- 5. Extension of Hostel Reporting Time:
  - Issue: Hostellers requested an extension of the reporting time to the hostel on specific holidays from 6 PM to a later time.
  - Resolution: The reporting time was extended to 7 PM on specific holidays, accommodating the students' needs.



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## Grievance Redressal Committee Meetings

### 4.1. Meeting Schedule and Procedures

- Regular Meetings: Held regularly to review and resolve grievances.
- Immediate Meetings: Convened as necessary for urgent issues.

### 4.2. Agenda and Minutes of Meetings

1. Opening Remarks
2. Review of Pending Grievances
3. Discussion of New Grievances
4. Resolution of Issues
5. Recommendations for Improvement
6. Closing Remarks

### Minutes of Meeting on 4<sup>th</sup> of January 2023

1. Opening Remarks: The chairperson welcomed members and reviewed the agenda.
2. Review of Pending Grievances:
  - Married and Pregnant Students: Resolved by granting exemptions and accommodations.
  - Technical Attendance Errors: Corrected and preventive measures implemented.
3. Discussion of New Grievances:

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- Study Leave Allocation: Approved as requested.
- Transport Concession Cards: Issued promptly.
- Hostel Reporting Time: Extended to 7 PM on specific holidays.

#### 4. Resolution of Issues: Addressed as per agenda.

#### 5. Recommendations for Improvement:

- Enhance technical systems to avoid attendance errors.
- Improve the efficiency of the concession card issuance process.

#### 5. Outcomes and Resolutions

The grievance redressal system effectively addressed and resolved the grievances raised by students. The outcomes demonstrate the commitment to ensuring student satisfaction and addressing concerns in a timely manner.

The grievance redressal process for the academic year 2023-2024 successfully managed and resolved student concerns. Continued efforts will focus on enhancing systems and processes to better serve the student body in the future.




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