



# IDEAL COLLEGE FOR ADVANCED STUDIES

(Affiliated to University of Calicut)

Kadakassery, Ayankalam - PO, Thavanur, Malappuram - Dt, Kerala, PIN: 679594

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## Grievance Redressal Cell

**Ideal College for Advanced Studies, Kadakassery  
(Affiliated to University of Calicut)  
Kadakassery, Thavanur 679573**

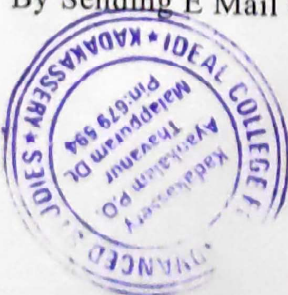
**2019-2020**

Grievance Redressal Mechanism is very important to provide value to the stakeholders and to maintain peace, harmony, and quality of any Higher Education Institution. The College has a very transparent and efficient mechanism for Grievance Redressal. Grievances of Students, Teachers, and Non- Teaching Staff is addressed and amicable solutions are arrived at in a short span of seven days. The Grievance Redressal Cell is constituted by a Convenor and the representative members of committees like Examination Grievance Redressal, Ethics & Anti-ragging Committee, Internal Complaint Committee (ICC), and General Grievance Committee.

As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a remedial measures for students' grievances. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.

Anyone with a genuine grievance may inform their grievance.

- To the department member in person.
- To Grievance Redressal Cell officer in charge.
- By Dropping a written letter in Suggestion box kept in the Main Block.
- By Sending E Mail to the officer in charge.



**Prof. KOYAKUTTY T. K.**  
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## ANNUAL REPORT 2019-2020

Members were selected for the cell for the year 2019-2020 and the selected members are

Prof.Koyakutty T K- Principal- Chairman  
Ms. Nijana V - Assistant Professor-Officer on special duty  
Ms.Vineetha AP - Assistant Professor- Convenor (WDC)  
Mr. Abdul Fathah -HOD- Convenor(Anti ragging cell)  
Ms.Saheena M - Assistant Professor- Convenor (Discipline Committee)

- Members discussed necessary measures to be taken based on the grievances
- Over the course of the year, 3 grievances were reported, including concerns about the infrastructure of the college. All of these issues were effectively addressed and the average time taken for the grievance redressal was just 3 days.
- The committee overviewed the activities and complaints received in the grievance cell during the year 2019-2020



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