



RCMAS
RAJAGIRI COLLEGE OF MANAGEMENT &
APPLIED SCIENCES

Criterion II Teaching- Learning and Evaluation

RAJAGIRI COLLEGE OF MANAGEMENT AND APPLIED SCIENCES

RAJAGIRI VALLEY P.O, KAKKANAD, KERALA 682039

An ISO 9001 : 2015 Certified Institution

Affiliated to Mahatma Gandhi University, Kottayam and Approved by AICTE

2.5

Evaluation Process and Reforms

2.5.1 Efficient and Time-Bound Grievance Redressal System

Submitted to



INDEX

SI No.	Content	Page No.
1	Grievance Redressal Mechanism	3
1.1	Reporting Mechanism	3
1.2	Grievance Redressal Procedure	3 - 4
2	Grievance Redressal Committee (GRC)	4 - 5
3	Grievance Communication Options	6
3.1	Suggestion Box	6
3.2	Online- College Website	7
3.3	Three-Level Complaint System	8 - 9
3.3.1	Department Level	9 - 10
3.3.2	College Level	10
3.3.3	University Level	11 - 14
4	Conclusion	15

1. Grievance Redressal Mechanism

Success in the field of education depends heavily on the efficient handling of complaints and issues. Institutions need to put in place a grievance redressal system that is not just timely but also highly effective in order to sustain the values of justice, trust, and open communication. Rajagiri College of Management and Applied Sciences (RCMAS) is committed to fostering a supportive and inclusive environment where all members of the college community feel valued, respected, and heard. The Grievance Redressal Mechanism (GRM) is established to provide a fair and transparent process for addressing grievances and resolving disputes promptly and effectively.

This policy applies to all stakeholders of RCMAS, including faculty, staff, students, parents, alumni, and other individuals associated with the college. Grievances may relate to academic matters, administrative issues, interpersonal conflicts, discrimination, harassment, or any other concerns affecting the well-being of individuals within the college community.

1.1. Reporting Mechanism

RCMAS provides multiple channels for individuals to report grievances, suggestion boxes, designated grievance officers, and helpline numbers. The college will ensure that information about the grievance redressal mechanism is readily available and easily accessible to all stakeholders.

1.2. Grievance Redressal Procedure

- **Informal Resolution:** Individuals are encouraged to resolve grievances informally by discussing the issue with the relevant person or department responsible for the matter. Informal resolution may involve mediation, negotiation, or seeking guidance from a supervisor or counselor.



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- **Formal Complaint:** If the grievance cannot be resolved informally or if the individual is dissatisfied with the outcome, they may file a formal complaint with the Grievance Redressal Committee (GRC). The complaint should be submitted in writing, clearly stating the nature of the grievance, relevant facts, and desired resolution.
- **Investigation and Resolution:** Upon receiving a formal complaint, the GRC will conduct a thorough investigation, which may involve gathering evidence, interviewing relevant parties, and seeking expert opinion if necessary. The committee will then make recommendations for resolving the grievance, which may include mediation, arbitration, conciliation, or other appropriate measures.
- **Appeal Process:** If the complainant is dissatisfied with the decision of the GRC, they may appeal to the higher authorities within the college, such as the Principal or the Board of Governors, depending on the nature and severity of the grievance.

RCMAS is committed to promoting a culture of openness, accountability, and fairness through its grievance redressal mechanism. By providing transparent processes, fostering dialogue, and addressing concerns promptly and effectively, the college aims to enhance trust and collaboration within the college community.

2. Grievance Redressal Committee (GRC)

The Grievance Redressal Committee serves as a compassionate and effective mechanism for handling sensitive issues. GRC prioritizes active listening, understanding, and providing necessary support to those in need. Our college adheres to UGC (University Grants Commission) guidelines to ensure a structured and accountable grievance redressal process.

The Grievance Redressal Committee aims to provide a user-friendly and efficient platform for the reporting and resolution of grievances. GRC ensures that all



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complaints are managed with fairness, impartiality and promptness through a standardized procedure that nurtures trust, respect, and mutual understanding within the college. Transparency and accountability are fundamental principles upheld by maintaining detailed records and regularly assessing our processes for effectiveness. Maintaining confidentiality and sensitivity is essential, ensuring that all grievances are handled with the utmost respect for the privacy and dignity of everyone involved. Through these objectives, the Grievance Redressal Committee strives to uphold the core values of justice, integrity and excellence at Rajagiri College of Management & Applied Sciences.

Grievance Redressal Committee Composition:

- Principal, Rajagiri College of Management & Applied Sciences (Chairperson)
- Three senior faculty members nominated by the Principal
- One student representative nominated by the Principal

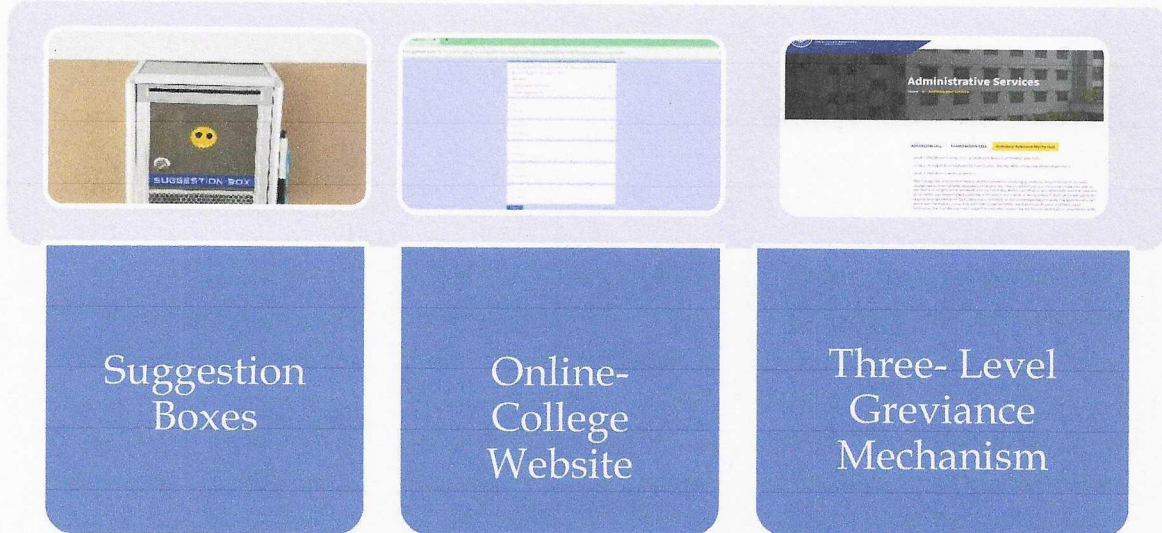
GRC Committee Members

- Dr. Laly Mathew, Principal
- Dr. Ajosh George, Faculty Member
- Ms. Aswathy K M, Faculty Member
- Ms. Amala Linus, College Union Advisor
- Adhila P.A, M1T III Year, Student Representative



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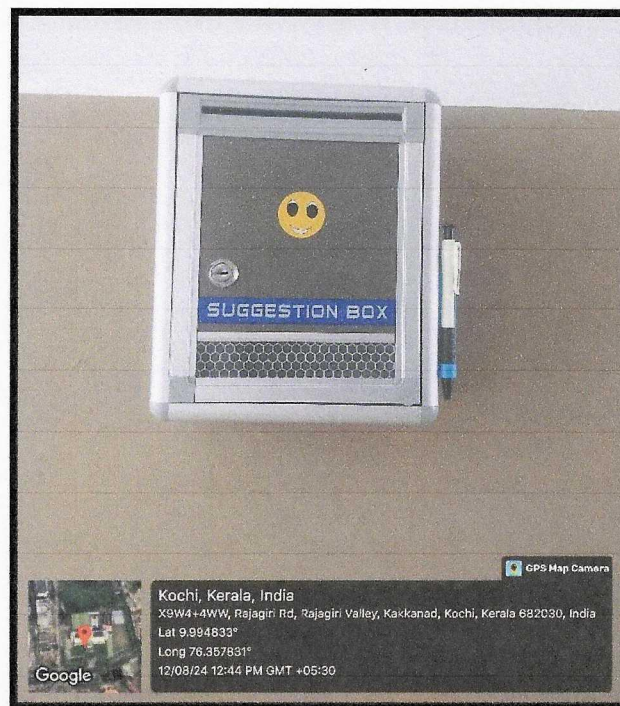
3. Grievance Communication Options



Grievance Communication Options

3.1 Suggestion Box

Students can make use of the suggestion boxes strategically positioned across the college.



Suggestion Box

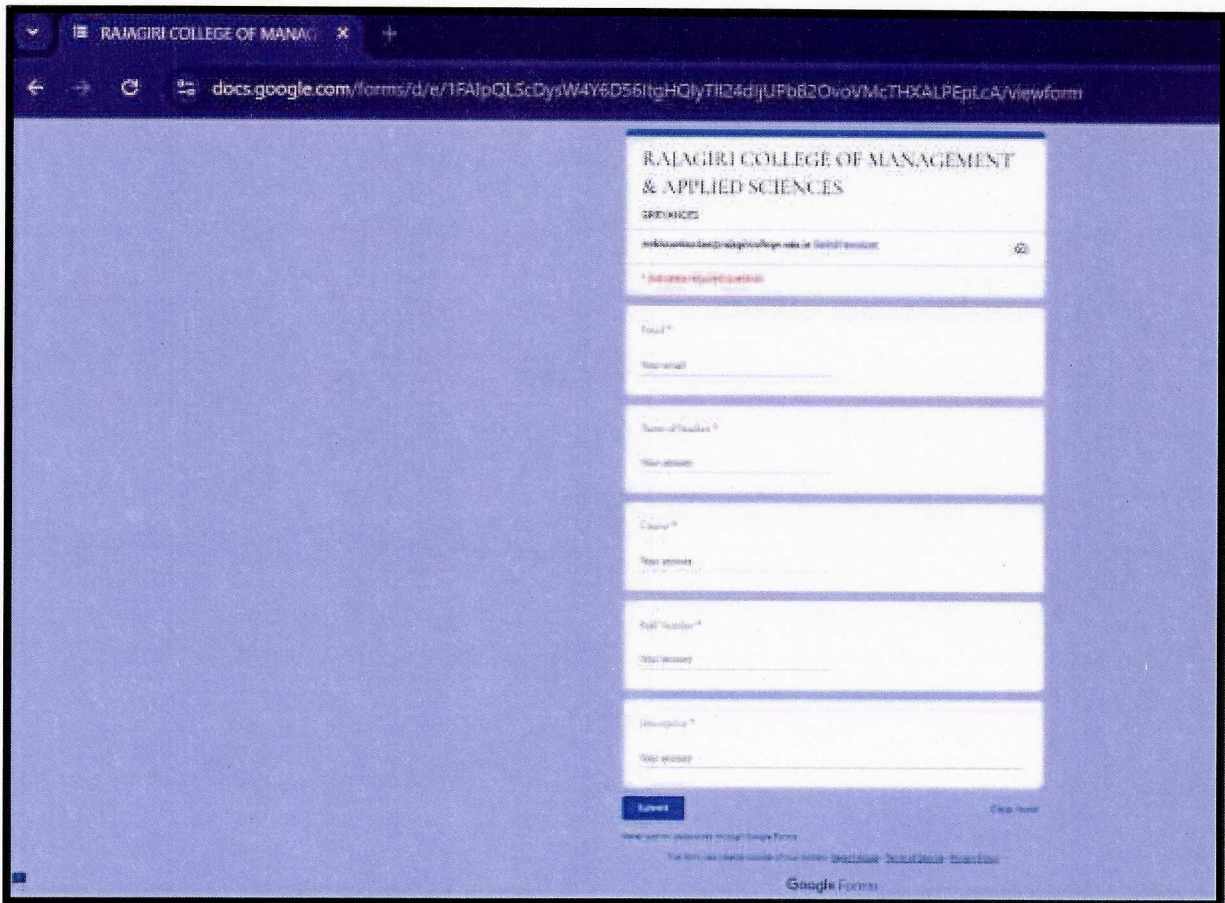


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3.2 Online- College Website

Students can also file their complaints/ grievances online through college website. The link for the same is given below:

<https://docs.google.com/forms/d/e/1FAIpQLScDysW4Y6D56ItgHQlyTII24dIjUPbB2OvoVMcTHXALPEpLcA/viewform?pli=1>



The screenshot shows a Google Form titled "RAJAGIRI COLLEGE OF MANAGEMENT & APPLIED SCIENCES GRIEVANCES". The form is set against a blue background. It includes a header with the college name and logo, followed by a "GRIEVANCES" section. Below this, there is a "Name" field with a "First" and "Last" label, a "Phone No." field, a "Email" field, a "Date of Birth" field, a "Gender" field, a "Roll Number" field, and a "Department" field. At the bottom, there is a "Submit" button and a "Flag Issue" link. The Google Forms logo is visible at the bottom right of the form.

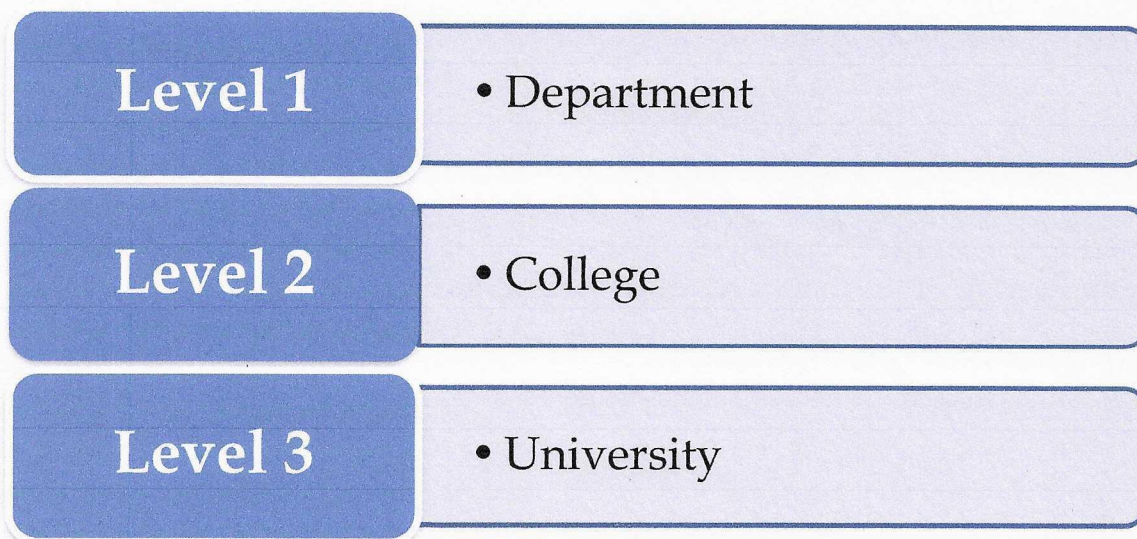


Handwritten signature in green ink.



3.3 Three-Level Complaint System

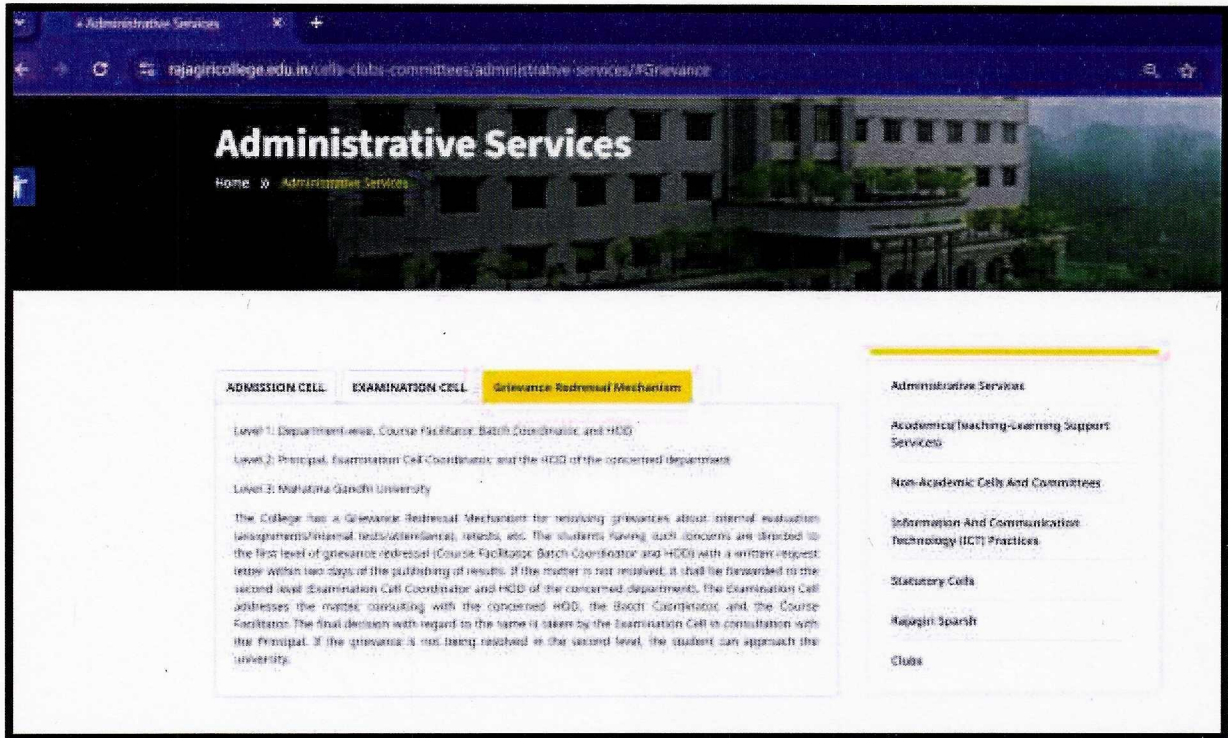
The College has a Grievance Redressal Mechanism for resolving grievances about internal evaluation (assignments/internal tests/attendance, retests, etc). The students having such concerns are directed to the first level of grievance redressal (Course Facilitator, Batch Coordinator and HOD) with a written request letter within two days of the publishing of results. If the matter is not resolved, it shall be forwarded to the second level (Examination Cell Coordinator and HOD of the concerned department). The Examination Cell addresses the matter, consulting with the concerned HOD, the Batch Coordinator, and the Course Facilitator. The final decision with regard to the same is taken by the Examination Cell in consultation with the Principal. If the grievance is not being resolved in the second level, the student can approach the university.



Levels of Grievance Redressal



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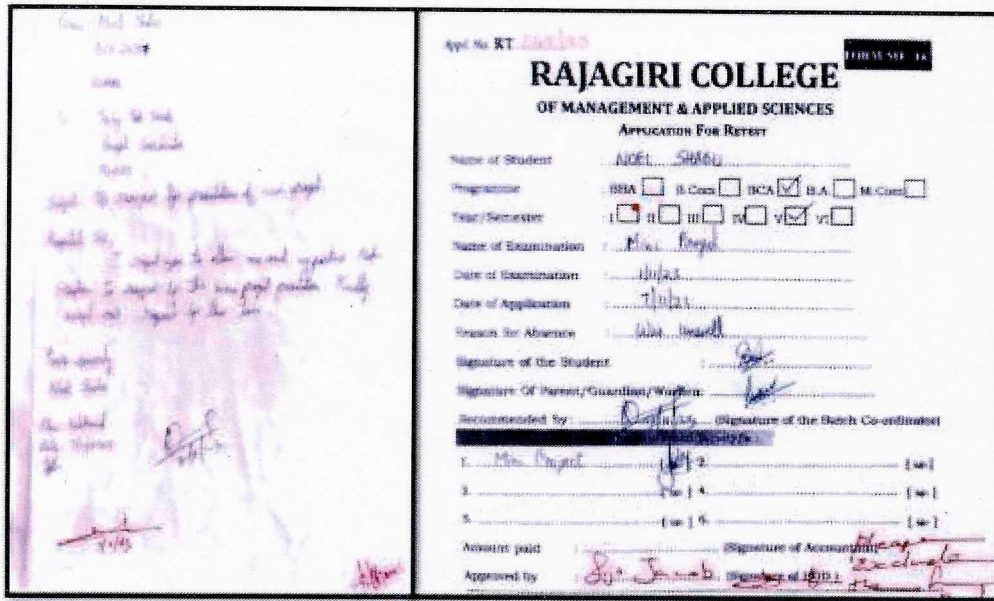
Screenshot of grievance mechanism levels displayed on college website

3.3.1 Department Level

The first level of grievance redressal mechanism consist of Course facilitator, batch coordinator, and HOD. Student must provide a written/ online request letter within two days of the publishing of results based on the policies.



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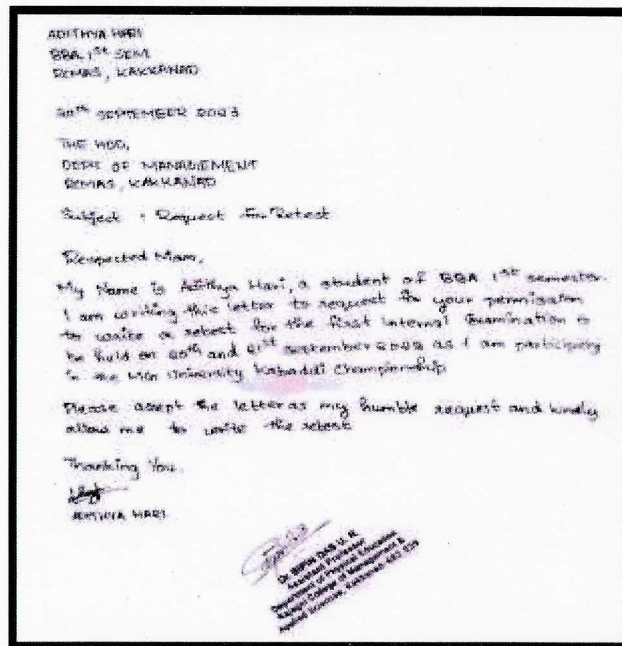


The image shows two documents side-by-side. The left document is a handwritten application in Malayalam script, dated 11/10/2018, requesting a retest. The right document is a printed form titled 'RAJAGIRI COLLEGE OF MANAGEMENT & APPLIED SCIENCES APPLICATION FOR RETEST'. The form is filled out for a student named 'NOEL SHASU' in the 'BBA' program, 'I' semester, 'I' section. The date of examination is '11/10/18' and the date of application is '11/10/18'. The reason for absence is 'ill health'. The form is signed by the student and the parent/guardian, and is recommended by the class coordinator. It is approved by the principal, 'Dr. Jacob', on '11/10/18'.

Sample - retest applications from students

3.3.2 College Level

The second level of grievance redressal mechanism consist of Principal, Examination Cell Coordinator, and the HOD of the concerned department



The image shows a handwritten letter in Malayalam script. The sender is 'ADITHYAN HARI', a student of 'BBA 1st SEM' in 'KAKKANAD'. The date is '20th SEPTEMBER 2018'. The recipient is 'THE HOD, DEPT. OF MANAGEMENT, BEMAS, KAKKANAD'. The subject is 'Request for Retest'. The letter explains that the student is requesting permission to write a retest for the first internal examination on '20th and 21st September 2018' because they are participating in the 'MG University Kabaddi Championship'. The student asks the HOD to accept the letter as a humble request and kindly allow them to write the retest. The letter is signed by 'ADITHYAN HARI' and has a stamp from the 'BBA DEPT. & EXAMINATION CELL COORDINATOR, RAJAGIRI COLLEGE OF MANAGEMENT & APPLIED SCIENCES, KAKKANAD'.

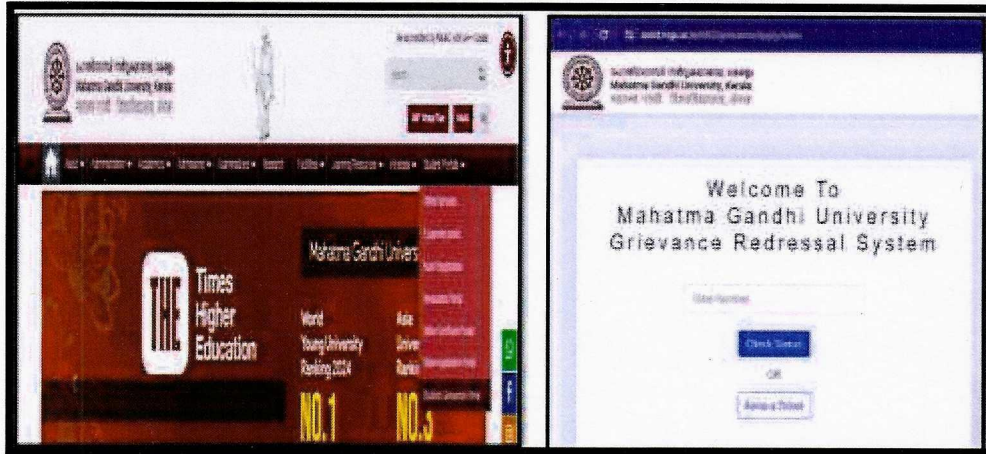
Sample - request for retest from student who participated in MG University Kabaddi Championship



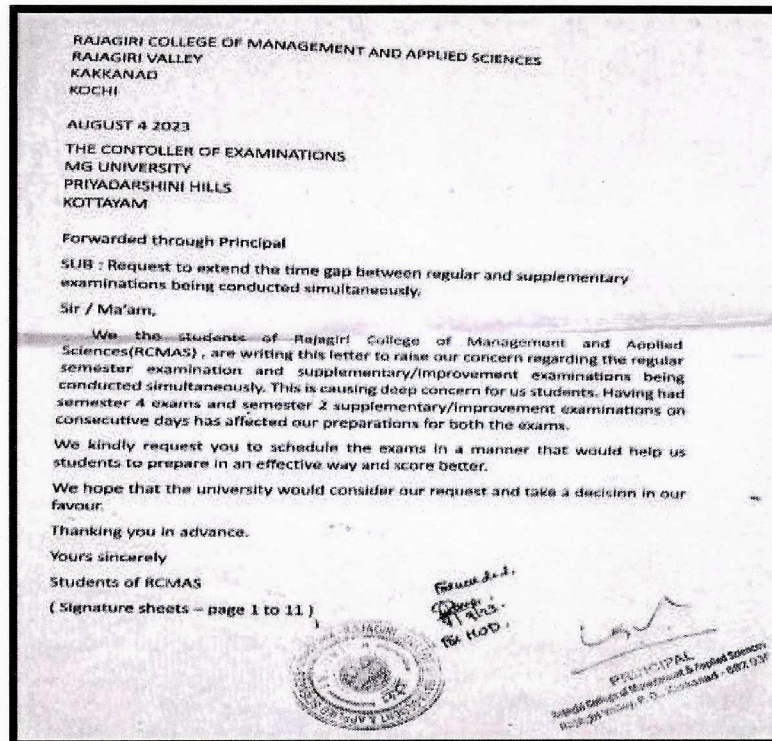
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3.3.3 University Level

If the grievance is not being resolved in the second level, the student can approach the university (MG University). Students can approach university either through written letter or online grievance portal.



Screenshot of MG University Grievance Portal



Request letter to MG University to extend time gap between regular and supplementary exams



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Letter to MG University addressing anomaly in the evaluation of a particular course

Students of B. A. English Triple Main
R.C.M.A.S
Kakkanad

24 August 2023

The Controller of Examinations
Mahatma Gandhi University
Kottayam

Forwarded through Principal

Sub: Abnormality/Anomaly in the evaluation of the course 'EN01CRT01 English Literature from the Old English Period to the Romantic Age.

REFERENCE:

Rajagiri College of Management and Applied Sciences
BA English Triple Main (2020-2023)

We are deeply disheartened by the steep fall in the scores we have received for the paper EN01CRT01 English Literature from the Old English Period to the Romantic Age in our first-semester results. We have never witnessed a depreciation to such an extent in any of the courses previously. Hence, we have concluded that this is a clear case of negligence in evaluating our papers.

This very action of inadvertence results in major drawbacks as the students aiming for excellent results have now been pulled back by the drop in their grades. Our very future is at stake here as students would now have to tackle hurdles like



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the decline in the possibility of receiving University ranks and other recognitions for their precious effort.

The dip in our scores also leaves the relentless year-long efforts and labour that we invested into learning this paper nugatory. We also face financial loss from the costs involved in scrutiny and revaluation processes. Some of us have found significant discrepancies in the scores during scrutiny and have understood that these were rather time-consuming procedures, during the previous examinations.

We humbly request the University to please do the needful. We look up to the University and anticipate actions to ensure we receive the marks we deserve.

Thank You,

Yours Sincerely

Students of B. A. English Triple Main, Batch 2022-2025

Forwarded to Principal
[Signature]
SALU VARGHESE
(HOD In-charge)



[Signature]
PRINCIPAL
Rajagiri College of Management & Applied Sciences
Rajagiri Valley, P. O., Kakkannad - 682 039



[Signature]

SL NO	PRN-12 DIGIT	NAME OF THE CANDIDATE (GENDER)	DATE OF BIRTH	REMARKS
1	220021006777	AARON VARKEY AJU (M)	2003-12-03	
2	220021006778	ABEL RAJU THONDALIL (M)	2003-12-05	
3	220021006779	ACHYUTH ANIL (M)	2005-03-08	
4	220021006780	ALAN SUSAN SAJI (F)	2004-04-26	
5	220021006781	ALEENA ARIF (F)	2004-03-12	
6	220021006782	ALEENA AUGUSTINE (F)	2004-07-27	
7	220021006783	ALENA ANN VINOD (F)	2004-07-25	
8	220021006784	AMAN K SAJITH (M)	2004-07-21	
9	220021006785	ANGELINA ALSON (F)	2004-10-02	
10	220020226786	ANNA SUSAN K B (F)	2003-12-01	
11	220021006787	ANUSHA GILU (F)	2003-06-23	
12	220021006788	ARADHANA MARY GEORGE (F)	2004-10-13	
13	220021006789	ASHWIN SALIM (M)	2003-12-01	
14	220021006790	ATHENA SAJITH (F)	2004-12-27	
15	220021006791	AYSHA MOL (F)	2004-12-20	
16	220021006792	BALAGOPAL C. J. (M)	2002-08-30	
17	220021006794	DEVIKA MOSHI (F)	2003-10-21	
18	220021006796	FARHA FATHIMA (F)	2004-02-26	
19	220021006797	FATHIMA FAZMIN KM (F)	2004-04-02	
20	220021006798	GIA PRABHU (F)	2003-11-06	
21	220021006799	H S GOPIKA (F)	2005-02-25	
22	220021006800	HANNA SUSAN THOMAS (F)	2004-08-03	
23	220021006801	HIL JEAN (M)	2004-09-22	
24	220021006802	HUMAYOON HUSSAIN J S (M)	2001-08-18	
25	220021006803	IAPYNGBIANGLANG KHARBULI (F)	2003-07-15	
26	220021006805	JENNA ANNA PAUL (F)	2004-10-06	
27	220021006806	JOANNA TOJO (F)	2004-01-27	
28	220021006807	JOEL DANIEL MATHEWS (M)	2004-03-01	
29	220021006808	KOKILA P L (F)	2003-12-22	
30	220021006809	LEO S ALEX (M)	2003-01-07	
31	220021006810	MEHRIN ABDUL RAZACK (F)	2003-09-15	
32	220021006811	MELINDA JOJI (F)	2004-02-02	
33	220021006812	NANDINI BRARATH (M)	2004-03-02	
34	220021006813	NEHA BABU (F)	2004-02-13	
35	220021006814	NIMISHA SABU (F)	2004-10-23	
36	220021006815	RENYA RASHEED (F)	2004-07-10	
37	220021006816	RIA ROS ROY (F)	2004-09-29	
38	220021006817	RITHIN DINESH (M)	2004-06-14	
39	220021006818	ROSE MARIA REJI (F)	2004-05-04	
40	220021006819	SAIFUL ISLAM (M)	2004-08-05	
41	220021006820	SANIA SURESH (F)	2004-11-16	
42	220021006821	SIDHARTH VENUGOPAL P (M)	2005-01-04	
43	220021006822	SREENANDA M (F)	2004-08-23	
44	220021006823	TARA CICILY ABRAHAM (F)	2003-11-24	
45	220021006824	VARSHA SUSAN VARGHESE (F)	2004-07-14	
46	220021006825	VARUN GOVIND P V (M)	2004-05-28	
47	220021006826	VISHNUPRIYA V (F)	2004-01-06	
48	220021006827	VYSHAKH N MOHAN (M)	2004-03-08	



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4. Conclusion

Every educational institution that is committed to guaranteeing the satisfaction and well-being of its students must establish a grievance redressal procedure that is both efficient and timely. A thorough approach to grievance resolution is represented by the three-level structure, which starts at the department level and moves up through the college and university levels. This strategy guarantees that complaints are handled at the most suitable level, enabling speedier and more effective resolutions. If problems can be quickly resolved at the departmental level, students can seek resolution there. If needed, they can also raise difficulties to higher levels. Inside the academic community, a structure like this will foster open communication, accountability, and openness.



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