



RCMAS
RAJAGIRI COLLEGE OF MANAGEMENT &
APPLIED SCIENCES

Criterion V Student Support and Progression

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

5.1

Student Support

5.1.4

**Mechanisms for the submission of Online/ Offline
Students' Grievances**

Submitted to

NAAC

NATIONAL ASSESSMENT AND
ACCREDITATION COUNCIL



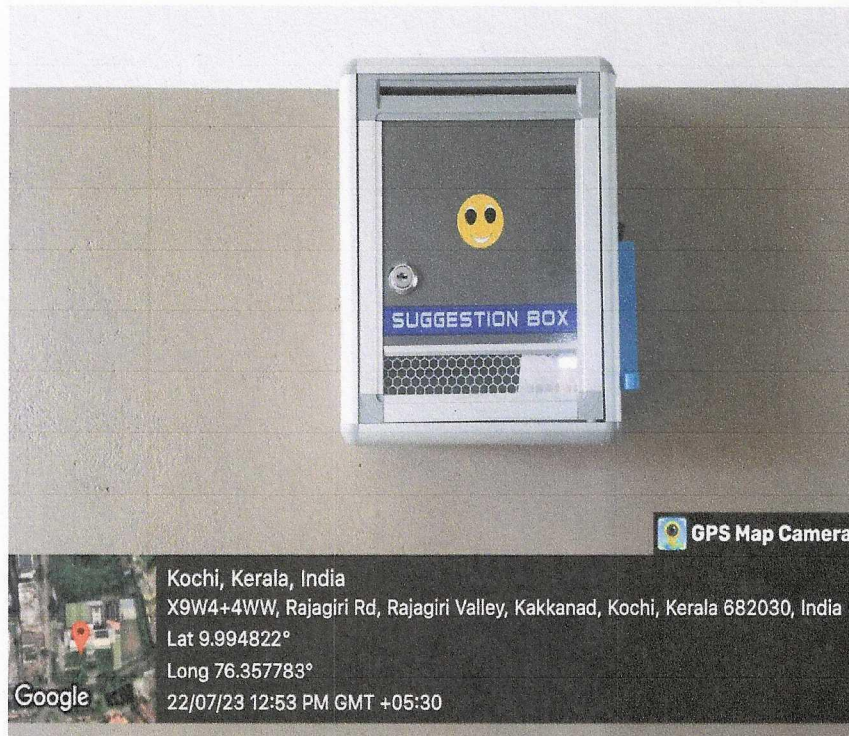
Mechanisms for the Submission of Online/ Offline Students' Grievances

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| 1 | Complaint / Suggestion Box | Photo | 03 | |
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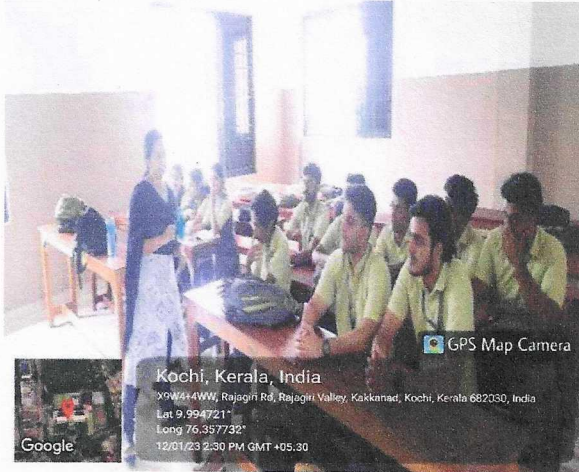
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1. Complaint/ Suggestion Box



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2. Department Specific Meeting



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3. Online Grievance Submission

Students Grievance Redressal Committee

We adhere to UGC (University Grants Commission) guidelines to ensure a structured and accountable grievance redressal process. The website link for GRC is <https://www.rajagiricollege.edu.in/grievance-redressal-committee/>. An email has been provided in the college website to express the concerns and grievances of all stakeholders. All stakeholders can mail to grievance@rajagiricollege.edu.in.

Mechanisms for Submission of Student Grievances

Rajagiri College of Management and Applied Sciences has established transparent and efficient online and offline mechanisms for the submission of student grievances, ensuring timely and effective resolution.

Student Grievance Redressal Cell:

The Student Grievance Redressal Cell is dedicated to investigating student grievances and resolving issues promptly and confidentially. The cell addresses grievances at both individual and class levels, as well as those of common interest. The grievance redressal process is conducted in two stages:

Level I - Department Level Grievance Redressal:

- Grievances at the department level are handled by the class in-charge faculty and the Department Heads. Students can directly approach either of these parties to report their complaints or suggestions.
- Grievances are addressed within five working days from the receipt of the complaint, and the resolution is communicated to the concerned student.

Level II - Student Grievance Redressal Cell:

Unresolved grievances at the department level are referred to the



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college's Grievance Redressal Cell. Students can also approach this cell for matters of common interest.

- Complaint/suggestion boxes are placed at prominent locations where students can deposit their grievance letters offline. The GRC Coordinator regularly checks these boxes to ensure timely redressal of grievances.
- Additionally, students can submit their grievances online through the link provided on the college website or via email. The GRC Coordinator periodically checks for any online submissions to address them promptly.

The effective grievance management mechanism ensures improved stakeholder relationships and enhances satisfaction among students.

Legal



Anti-Ragging Cell

The Rajagiri College of Management and Applied Sciences, Kakkanad is dedicated to enforcing all aspects of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009 (Ref: F.1-16/2007(CPP-II); Dated 17th June, 2009), as well as adhering to the guidelines issued by relevant authorities as needed.

Any instance of ragging will be addressed strictly according to these guidelines and any other applicable laws.

Monitoring Mechanism

- An anti-ragging committee has been established in line with UGC directions.
- A Special Anti-Ragging squad formed for smooth monitoring.

Awareness Mechanism

- Display and distribute college-level and national-level Anti-Ragging helpline numbers among students.
- Release of Anti-Ragging awareness brochures.
- Anti-ragging Oath taken by all students.
- Each student and their parent/guardian are required to submit an online undertaking every academic year on one of the following websites:
www.antiragging.in.



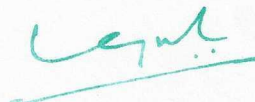
Legal

Internal Complaints Committee or Anti -Sexual Harassment Cell

As per University Grants Commission (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015, the college has constituted an Anti-Sexual Harassment Committee, which is now renamed as Internal Complaints Committee (ICC).

The ICC keeps a watch on sexual harassment cases in the campus. It tries to ensure the creation of a mechanism of complaint creation that is safe, accessible and sensitive to its women stakeholders. The Cell is constituted with Dr. Indu G Krishnan as the Presiding Officer, two faculty members, representative from non-teaching staff and student representatives. The names and contact information of the members of ICC are accessible on the college website and are also shared within students' WhatsApp groups. This proactive approach ensures that students can readily contact committee members for any necessary assistance. Any student who wants to report an incident of sexual harassment can approach Committee members directly, drop in their complaints in the complaint box or reach out via the ICC's designated email. The college website hosts the comprehensive Policy Document outlining the institution's stance on Ragging, Sexual Harassment, and the grievance reporting procedure, underscoring the commitment to transparency and accountability in addressing such critical issues.




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