

GRIEVANCE REDRESSAL POLICY FOR CONTINUOUS INTERNAL EVALUATION

Policy Code: **ISR23**

1. INTRODUCTION

In the classical language Sanskrit, Naipunnya means 'expertise' or 'mastery'. Naipunnya, as the name signifies, aims at professionalism, discipline and holistic development of the students. The institute is unique in its approach towards professionalism whereby all get a platform to refine and mould their talents. Expansion of knowledge is an ongoing process here. **Naipunnya School of Management, Cherthala (NSMC)**, a project of the Archdiocese of Ernakulam-Angamaly, was established in 2003 under the visionary leadership of His Excellency Mar Thomas Chakkiath. Naipunnya affiliated to the University of Kerala in 2005. Within a decade of its establishment, Naipunnya became synonymous with academic and professional excellence.

2. POLICY STATEMENT

The '**Continuous Internal Evaluation - Grievance Redressal Policy**' of the college is framed with an objective of prompt and efficient redressal for all complaints and grievances received from various stakeholders; students, teachers and parents.

Objectives

The policy shall cover student grievances related to in-semester and end semester assessment, evaluations and issue of marklist/grade cards.



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Continuous internal evaluation - grievance redressal policy shall follow the following principles:

- i. All students of the college shall be treated fairly at all times
- ii. Grievances/complaints raised by students or other stakeholders shall be dealt with utmost courtesy and in a timely manner.
- iii. Students shall be fully informed of avenues to present their grievances / complaints within the College.
- iv. All staff associated with the internal assessment grievance redressal committee shall work in good faith and without prejudice to the satisfaction of students.

3. CONTINUOUS INTERNAL EVALUATION GRIEVANCE REDRESSAL MECHANISM.

Mechanism can be divided into two level, department level & college level

3.1 DEPARTMENT LEVEL CELL

- i. Department level cell consists of the Head of the Department and all teachers
- ii. A convener of Grievance redressal cell will be selected by Head of the Department
- iii. The Head of the Department shall be the Chairperson
- iv. Every complaint related to CIE can be addressed by the department cell.
- v. If a student is not satisfied with the remedy taken by department level committee, it should be forwarded to the college committee with the documents regarding its history.
- vi. Department should maintain records for all the matters handled by the Department level cell.
- vii. If a complaint is not under the jurisdiction of department cell that should be forward to the college level.

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- viii. Committee shall meet three times in a semester at the beginning, middle, and end of the semester

3.2 COLLEGE LEVEL

- i. College level cell will be known as The Continuous Internal Evaluation Grievance Redressal Committee (CIEGRC)
- ii. The College Level Monitoring Committee shall consist of the Principal, the Heads of the Departments and the elected representatives of teachers in College Council
- iii. The principal shall be the Chairperson and a member selected by the CLMC from among the Heads of the Departments shall be the Convener
- iv. College Union Chairperson shall be included as an invitee
- v. This Committee shall consider all the complaints not redressed by the Department Level Cell and students can directly approach CIEGRC with their complaints.
- vi. The committee will consider only formal grievances, received via email at **cie.grc@naipunnyacollege.ac.in** or in person, and will put its best efforts in order to arrive at a right decision/amicable solution expeditiously.
- vii. The Continuous Internal Evaluation Grievance Redressal Committee consists of the following members:
 - a) Principal
 - b) Controller of examinations
 - c) Dept. Heads
 - d) Three teachers
 - e) IQAC Coordinator
 - f) Union Chairperson (A student representative)
- viii. College level committee will conduct enquiry on every genuine complaint submitted towards them.

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- ix. The decision taken by **CIEGRC** will be final at the college level and students who are not satisfied with the remedy taken can approach the University Level Monitoring Committee (ULMC)
- x. University exams related complaints will be forwarded to the University Level Monitoring Committee (ULMC)/ Controller of Examinations by the **CIEGRC**.
- xi. Committee shall meet three times in a semester at the beginning, middle, and end of the semester

3.3 UNIVERSITY LEVEL MONITORING COMMITTEE (ULMC)

- i. Students who are not satisfied with the remedy taken by CIEGRC can approach the University Level Monitoring Committee (ULMC)
- ii. The University Level Monitoring Committee (ULMC) shall be reconstituted by the Vice-Chancellor immediately on the commencement of each academic year.

4. PROCESS OF SUBMITTING A COMPLAINT

A student can submit complaint;

- i. The complaint should relate to internal marks, question papers, assignments, seminars, and any other sections under Continuous Internal Evaluation.
- ii. Complaints can be submitted through email sent to cie.grc@naipunnyacollege.ac.in
- iii. Complaints can be submitted through the online portal provided in the college website
- iv. Complaints can be submitted to the head of the department or any of the members of CIEGRC.
- v. If a complaint is found to be false or frivolous, disciplinary actions will be taken.

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Amendments/Review: This policy shall be reviewed periodically and may be amended as and when required to retain its contemporary relevance. Any stakeholder of the institution may submit proposal for the improvement of policy to the IQAC. The proposed changes shall be reviewed by IQAC and, if found suitable, shall be forwarded to the higher authorities for consideration.

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