

## **Mechanism for Grievance Redressal**

The institution is committed to resolving grievances and has established a systematic mechanism in place. Students are provided with various channels to voice their concerns, including the course facilitator, class tutor, head of the department, campus manager, hostel warden, principal, and the web portal. Grievances are categorized into academic and support facility-related issues to facilitate efficient resolution.

### **A. UNIVERSITY LEVEL**

At the university level, grievances pertaining to syllabus, curriculum, and end-semester University examinations, including syllabus updates, exams, revaluation, duration, and question relevance, are collated by the principal through the Heads of Departments (HoDs) and the Controller of Examination. Subsequently, these concerns are relayed to the examination section of the affiliated University. The university section officer at the college is responsible for conducting necessary follow-ups, ensuring timely communication of updates to the students. Additionally, the college committee actively addresses issues related to the university.

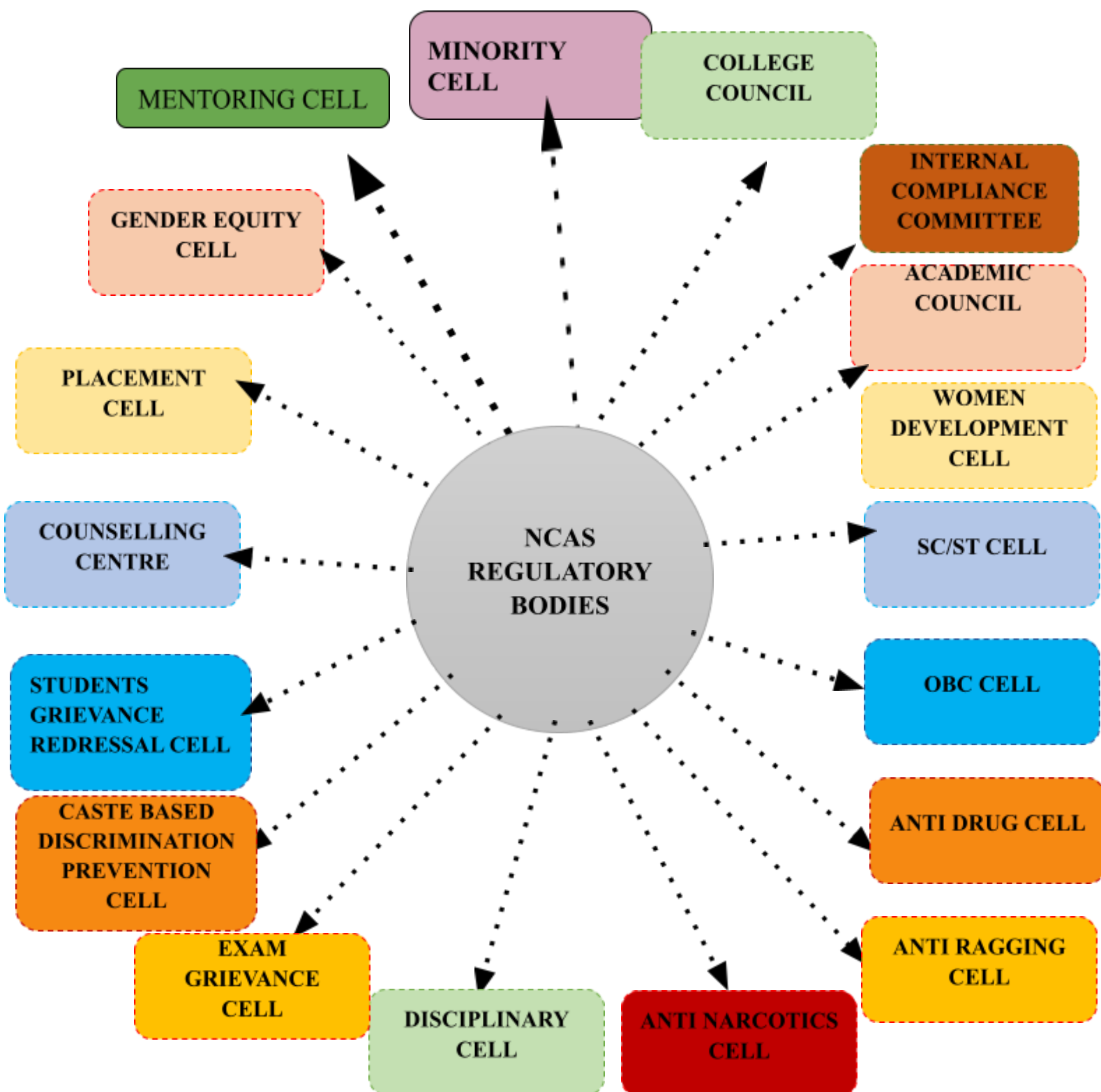
### **A. COLLEGE LEVEL**

At the college level, authority to address grievances lies with the department bodies, academic council, and board of advisors. Should a student have concerns about their exam results not meeting their expectations, they have the option to request revaluation by submitting a letter within 15 days of result declaration. Additionally, students can utilize the web portal or suggestion box to voice their grievances. The principal, IQAC, and Controller of Examinations maintain continuous oversight of the entire grievance redressal process, making necessary improvements as required. The outcomes of grievance resolutions are promptly communicated to students within a defined timeframe.

### **B. DEPARTMENT LEVEL**

At the department level, the authority responsible for addressing grievances includes department faculties, the academic coordinator, and the board of advisors. In the event that a student raises concerns about their academic performance, such as dissatisfaction with the marks obtained in any paper, the student has the option to request revaluation by submitting a letter within 15 days of result declaration. Additionally, students are encouraged to utilize the web portal or suggestion box to express their grievances. Oversight of the entire grievance redressal process is maintained by the principal, IQAC, and

Controller of Examinations at the college level, ensuring necessary improvements and corrections. The outcomes of grievance resolutions will be communicated to students within a specified timeframe.



## **Women Cell**

Promoting equity and fairness with unwavering resolve, in alignment with NAAC guidelines.

The Women's Cell at Nirmala College of Arts and Science was established in 2015 with the overarching objective of fostering self-esteem and self-confidence, promoting intellectual and cultural pursuits, nurturing personality development and critical thinking, and enabling women to make informed choices in areas such as education, employment, and reproductive health. It is committed to addressing women's issues comprehensively, empowering women across all facets of Nirmala College of Arts and Science. The Cell's mission extends to empowering women as societal leaders who advocate against gender-based violence, household and workplace exploitation, dowry practices, and other social injustices. Additionally, the Cell actively promotes hygiene practices and ensures a healthy college environment, with a particular focus on creating awareness regarding human rights and the rights of women and children, as emphasised by NAAC guidelines.

The Women's Cell at the institution is dedicated to safeguarding the rights of female students, faculty, and staff members. Its core responsibility is to address any complaints related to women's grievances within the college. The grievance redressal process begins with students reporting their concerns to their class mentor. Subsequently, the class mentor, in conjunction with the Head of Department and women cell members, examines the grievance and endeavours to find an appropriate resolution. In cases where the grievance remains unresolved at this level, it is escalated to the Principal and legal advisor. If deemed necessary, the complainant is summoned to present their grievances. Following a thorough assessment of the complaints, the committee arrives at a suitable decision in accordance with NAAC guidelines.

### **The Objectives**

#### **Fostering the Empowerment of Women**

- To promote social awareness regarding women's issues, with a specific emphasis on gender discrimination.
- To enhance the self-confidence of women.
- To advocate for spiritual, economic, social, racial, and gender equality.
- To delineate the role of women in society and facilitate a multidisciplinary approach for holistic personality development.

- To facilitate the organisation of seminars and workshops addressing women's development.
- To prevent and address sexual harassment while promoting the overall well-being of female students, teaching and non-teaching women staff within the College.
- To safeguard the rights of female students, faculty, and staff members.
- To establish a platform for receiving and addressing complaints from women students and staff.
- To promote hygiene practices and ensure a healthy college environment.
- To focus on both academic and personality development among students.
- To nurture decision-making abilities.
- To recognize the role of women in contributing to the creation of a healthier society.

#### Steering Committee Members

SL.NO	NAME	DESIGNATION
1	Ms. Anusha Jenson	Convenor
2	Ms. Dini Davis	Joint Convenor
3	Ms. Mini Varghese	Member

#### Class Wise Student Representatives

SL.NO	NAME	CLASS
1	Ms. Amruthakrishna P A	BBA
2	Ms. Lakshmi C B	BTTM

#### Internal Complaints Committee

The Indian preventative of Sexual Harassment (PoSH) at Workplace Act requires every company to outline its sexual harassment policies, preventative systems, processes, and service regulations for its employees.

Nirmala College of Arts and Science is dedicated to offering a working environment that guarantees each employee is treated fairly and with respect. The organization is likewise dedicated to fostering an environment at work that supports employees' professional development and promotes equality of opportunity. NCAS is dedicated to taking all necessary measures to prevent its employees from experiencing any sort of harassment and will not accept any form of sexual harassment. A policy has been developed to ensure all staff a safe work environment devoid of any taint of sexual harassment and to build a work culture where staff members respect each other regardless of their designation, religion, or faith.

This policy would assist in outlawing, preventing the commission of acts of sexual harassment at work, and outlining the process for handling complaints related to such behaviour.

#### Internal Complaint Committee Members

Sl.No.	Name	Position
1.	Prof. Dr. Shaju Ouseph	Principal
2.	Mrs. Lekha Vasudevan	HOD, Dept. of CS
3.	Ms. Suma Menon	HOD, Dept of Management
4.	Mr. Jaisemon Jacob	Faculty
5.		Legal advisor NCAS
6.	Ms. Indira Prakash	ICDS member

#### SC/ST Monitoring Committee

Nirmala College of Arts and Science, Meloor, has established an SC/ST Monitoring Committee to diligently oversee and ensure the efficacious execution of the reservation policy mandated by the Ministry of Human Resource Development, Government of India, in adherence to NAAC standards.

## Vision

To foster an inclusive societal framework, wherein individuals belonging to the designated categories of Scheduled Castes (SCs) and Scheduled Tribes (STs) can lead purposeful and dignified lives with the fulfilment of their fundamental requirements, while concurrently promoting equitable prospects for the advancement and growth of SCs/STs, providing them with requisite support and opportunities as mandated by NAAC guidelines.

## Mission

The primary objective of the Ministry of Social Justice and Empowerment is to empower its designated beneficiary groups, namely, (i) Scheduled Castes, (ii) Backward Classes, (iii) Persons with disabilities, (iv) Senior citizens, and (v) Victims of alcoholism and substance abuse, through the implementation of comprehensive programs focused on educational, economic, and social development, as well as suitable rehabilitation measures as per NAAC guidelines.

## Objectives

1. To eliminate caste-based discrimination within the college environment.
2. To address and resolve grievances raised by students from Scheduled Castes (SC) and Scheduled Tribes (ST).
3. To augment the employability prospects of SC/ST students, in accordance with NAAC standards.

## Steering Committee Members

SL.N O	NAME	DESIGNATION
1	Ms. Radhu Raj S	Convenor
2	Ms. Nima A V	Joint Convenor

## OBC cell

The OBC (Other Backward Class) cell at Nirmala college serves as a support system for OBC students and has specific objectives and mechanisms in place

to empower and assist these students. Here is an overview of the objectives and mechanisms of the OBC cell:

#### Objectives:

1. The OBC cell aims to ensure that OBC students have access to educational opportunities in accordance with state and central legislations. This may involve implementing affirmative action policies or reservations to support OBC students in their pursuit of education.
2. OBC students are informed about the financial support available to them from both governmental agencies and non-governmental organizations (NGOs). This can include scholarships, grants, or other forms of financial assistance to help them with their educational expenses.
3. The OBC cell is responsible for educating OBC students about their rights as well as opportunities for career enhancement. This may involve workshops, seminars, or guidance on career development, further education, and job opportunities.
4. The OBC cell acts as a platform for addressing grievances. It is committed to addressing any complaints registered by OBC students promptly and ensuring that their concerns are resolved effectively.

#### Mechanism:

1. OBC students can directly approach the Head of the Institution to report any complaints or grievances they may have. This is a straightforward and immediate channel for seeking resolution.
2. If a student prefers not to approach the Head of the Institution directly, they can report their complaint to the convener of the OBC cell. The convener is responsible for coordinating and managing the activities of the OBC cell, including grievance resolution.
3. The OBC cell provides an online grievance portal for OBC students to register their complaints. This offers a convenient and accessible way for students to report their grievances, which can then be reviewed and addressed by the OBC cell.

### OBC Cell Committee Members

SL.N O	NAME	DESIGNATION
1	Ms. Cija K.G.	Convenor
2	Ms. Vineetha	Joint Convenor

### ANTI DRUG CELL

The college's Anti-Drugs Cell has been established with the primary goal of promoting a drug-free society. This is achieved through a comprehensive ban on the possession, consumption, or use of drugs and alcohol by students, whether on or off the campus or in hostels.

The responsibilities of the Anti-Drugs Cell encompass conducting awareness programs within the college and hostels in collaboration with government-authorized agencies and organizations. Their role involves educating students about the adverse effects of drugs and alcohol. Furthermore, the cell encourages peer monitoring among students to deter drug use and mandates reporting any observed instances of drug use by students to the Student Affairs Committee.

### Student Affairs Committee Members

SL.N O	NAME	DESIGNATION
1	Mr. R K Vishnu	Convenor
2	Ms. Sruthy Vijayan	Joint Convenor
3	Ms. Josna T	Member



### **Anti-Ragging Committee**

In college premises any kind of ragging is strictly prohibited. Any student who engages in ragging activities in the campus shall strictly face disciplinary action. Any student subjected to or affected by ragging should submit a written complaint through the official mail id of Anti-ragging cell. NCAS will not encourage any kind of ragging activities.

#### **Anti-Ragging committee Members**

S. No	Name	Position
1	Prof. Dr. Shaju Ouseph	Principal
2	Mrs. Suma Menon	Faculty
3	Mr. Arun K B	Inspector of Police
4	Mr. Jaise Jacob	Faculty
5	Mrs. Lekha Vasudevan	Faculty
6	Mr. Shahafas KA	Student Counsellor
7	Ms. Farshana T (B.A. English)	III-year student
8	Ms. Aliya Anwar (B.Sc. FT)	II-year student
9	Mr. Benedict	I year student

### **Anti-Narcotic Committee**

The Anti-Narcotic Cell of Nirmala college of Arts and Science is established with the primary goal of promoting a drug-free and safe environment on campus. The college will take appropriate disciplinary actions against individuals found guilty of possessing, using, distributing, or promoting narcotics on campus, following the college's code of conduct and relevant legal procedures.

## Anti-Narcotic Committee Members

S. No	Name	Position
1	Prof. Dr. Shaju Ouseph	Principal
2	Mr. Abdul Wahid	Staff Representative
3	Dr. Bindu V	Staff Representative
4	Mr. Bibin Raj	Ward Member
5	Ms. Soumya	Ward Member
6	Mr. Krishna M P	Student Representative
7	Mr. Mohammad Faris	Student Representative
8	Ms. Edwin Joy	Student Representative
9	Ms. Annmaria	Student Representative

## Disciplinary Committee

The Disciplinary Committee shall oversee the campus's discipline standards, guaranteeing students' compliance with college rules and regulations, and promptly intervening to maintain academic rigor.

- **Enforcing Discipline:** Ensuring that students adhere to the rules and regulations of the college.
- **Maintaining Order:** Promoting a peaceful and conducive learning environment within the campus.
- **Handling Violations:** Addressing and taking appropriate action in response to breaches of college policies, which may include academic misconduct, behavioural issues, and code of conduct violations.
- **Investigations:** Conducting inquiries into disciplinary matters and gathering evidence as needed.
- **Conflict Resolution:** Mediating conflicts and disputes among students when necessary.
- **Promoting Academic Rigor:** Implementing measures to maintain academic rigor and integrity in the college.
- **Counselling and Guidance:** Offering support and guidance to students who may need assistance in adhering to college regulations or improving their behaviour.
- **Educational Programs:** Organizing awareness programs and workshops to educate students about college rules and disciplinary procedures.

- Documentation: Maintaining records of disciplinary actions, incidents, and interventions.
- Reporting: Keeping the college administration informed about disciplinary issues and trends.
- Collaboration: Coordinating with faculty, staff, and other relevant departments to ensure a holistic approach to maintaining discipline and order.
- Supporting a Safe Environment: Ensuring the safety and well-being of all students and staff.
- Policy Review: Periodically reviewing and updating college policies and rules related to discipline.
- Applying Fairness: Ensuring that disciplinary actions are carried out fairly and justly, adhering to the principles of natural justice.

#### Disciplinary Committee Members

SL.N O	NAME	DESIGNATION
1	Prof.Dr.Shaju Ouseph	Principal
2	Mr. Jaisemon Jacob	Convenor
3	Ms. Shibi Gopi	Joint Convenor
4	Ms. Sheela Martin	Member
5	Mr. Jagadeesh Chandran	Member

#### Examination Grievance Redressal Committee

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 approach the department members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

## Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

## Scope:

The Grievance Cell at our institution is responsible for addressing grievances received in writing from students pertaining to academic matters, financial matters, and other concerns. The cell's functions include prompt response to student grievances, formal review of cases, and reporting to higher authorities.

## Functions:

- Promptly address written grievances from students.
- Review cases and act in accordance with the institution's policies.
- Provide reports to authorities on cases handled and any pending matters requiring higher authority guidance.

## Procedure for Lodging Complaints:

- Students can submit written grievances or use the provided format available in the examination cell department.
- Grievance Cell processes cases accompanied by necessary documents.
- Ensures timely resolution of grievances within stipulated timeframes.

## Exam Related Grievances:

### i. Assistance with University Exam Form:

- Handling issues such as backlogs, elective subject choices, exam date conflicts, and server breakdowns.
- Faculty and staff convey concerns to university authorities and provide feedback to students.

### ii. Guidance on Exam Schedules and Patterns:

- Addressing specific student concerns on a need-to-know basis.

Guidance on University Exam Results: i. Rechecking and Re-evaluation

### Process:

- Faculty members guide students on the rechecking and re-evaluation procedure.
- Students can obtain photocopies of their answer papers for review.
- Teachers assess the need for re-evaluation, rechecking, or redressal.

### ii. Transparent and Efficient Grievance Handling:

- Ensuring a transparent, time-bound, and efficient mechanism for resolving examination-related grievances.

## Additional Exam-Related Services:

- Timely display of all notices related to university exams.
- Systematic management of activities related to examinations, including exam schedule checks, grievance resolution, and guidance for students.
- Clear and timely communication of practical exam schedules.

- Assistance with university exam form filling, offering a dedicated clerk for the task.
- Ensuring convenience for students by arranging form filling in departmental classrooms.
- Handling online and offline work related to exam forms.

Overall, our institution maintains a well-structured and efficient process for managing student concerns and exam-related services, ensuring timely resolution and communication of critical information.

SL.NO	NAME	DESIGNATION
1	Prof. Dr. Shaju Ouseph	Chief Supdt
2	Ms.Femi Geo	Sr.Asst.Supdt
3	Ms.Reshma Suresh	Clerk
4	Ms.Jibi Antony	Peon
5	Ms.Leela.T.K	Sweeper

## **CASTE BASED DISCRIMINATION PREVENTION CELL**

Caste Discrimination Prevention Cells play a significant role in raising awareness, providing support to victims, and working towards a more inclusive and equal society.

Responsibilities of a Caste-Based Discrimination Prevention Cell:

1. Addressing Complaints: These cells handle complaints related to caste discrimination. They provide a platform for individuals to report incidents of discrimination, harassment, or violence based on their caste.
2. Investigation: They conduct impartial investigations into reported cases of caste-based discrimination, ensuring that the process is fair and transparent.
3. Legal Support: Provide legal support and guidance to victims of caste-based discrimination to pursue justice through the legal system.
4. Awareness and Education: Conduct awareness campaigns and educational programs to raise awareness about the harmful effects of caste-based discrimination and to promote a more inclusive society.

5. **Advocacy:** Advocate for policies and laws that promote equality and social justice, as well as work towards the enforcement of existing anti-discrimination laws.
6. **Research and Documentation:** Research and document cases of caste-based discrimination to build a comprehensive understanding of the issue and present evidence for policy reform.
7. **Counselling and Support:** Offer counselling and support services to individuals who have experienced discrimination to help them cope with the emotional and psychological impact.
8. **Collaboration:** Collaborate with governmental and non-governmental organizations, human rights groups, and civil society to strengthen the fight against caste-based discrimination.
9. **Policy Development:** Contribute to the development of policies and initiatives aimed at eradicating caste discrimination, as well as monitor the implementation of such policies.
10. **Data Collection:** Collect data on caste-based discrimination to understand its prevalence, trends, and impact better.

Caste Based Discrimination Prevention Committee Members:

SL.NO	NAME	DESIGNATION
1	Prof.Dr.Shaju Ouseph	Principal
2	Ms. Jessy Raphael	Convenor
3	Mr. Jithin M Varghese	Joint Convenor

### **Grievance Redressal cell**

The college has a Students Grievance Redressal Cell and Hostel Grievance Redressal Cell that lends a hand to the students in their psychological, social, emotional and other day to day concerns.

The Student's Grievance Redressal Cell is a statutory committee to facilitate the redressal of grievances and complaints lodged by the students and to examine the issue in a fair manner and arrive at inferences for recommending remedial measures.

Grievance Redressal cell Members

<b>S. No</b>	<b>Name</b>	<b>Position</b>
1	Prof.Dr.Shaju Ouseph	Principal
2	Dr. Bindu.V	HOD, Dept of Commerce
3	Mrs. Shibi Gopi	HOD, Dept of Travel and Tourism
4	Mr.Jaisemon Jacob	Asst.Professor,Dept of Commerce
5	Ms. Sindhu Francis	HOD, Dept of C&FD
6	Ms. Sumy Joy	Asst.Professor, Dept of Computer Science
7	Mr. Roshan James	Asst.Professor,Dept of Multimedia
8	Mr. Vishwajith K S	Union Member
9	Ms. Marzooka	Student representative

## **PLACEMENT CELL**

The Placement Cell is acutely aware of the ever-evolving demands in the workplace, which are changing at an unprecedented pace. Consequently, it places a strong emphasis on ensuring that students remain well-informed and updated in this dynamic environment, with minimal inconvenience. The primary goal of the Placement Cell is to serve as a robust support system for students, helping them navigate their career paths and make confident choices as they strive to achieve their career aspirations, even when aiming for overseas educational opportunities in the country of their choice.

In pursuit of this mission, the Placement Cell maintains close coordination and fosters meaningful interactions with college management, highly qualified industry professionals, and accomplished trainers. Through these connections, the Placement Cell provides the most advanced and cutting-edge information



regarding the latest trends, techniques, and workplace culture. While real-world experience and practical training in the job market are invaluable, the Placement Cell complements this by offering a comprehensive array of resources, including regular training sessions, both online and offline counselling, career development workshops, webinars, and talks by eminent individuals.

These resources cover a wide range of areas, including problem-solving, critical thinking, time management, stress management, and much more. This holistic approach spans several days, enabling students to transition seamlessly from their college life to becoming competent professionals in the corporate world. The Placement Cell employs various methods to ensure that students are well-prepared for the challenges they may encounter in the job market, including:

- Quantitative Aptitude
- Logical and Analytical Reasoning
- Language Skills (Written)
- Communication Skills
- Technical Skills, including the basics of computer operation and understanding operating systems
- Group Discussion Techniques
- Personal Interview and Personal Grooming
- Internship Opportunities
- Resume Building

It's a matter of great pride that the Placement Cell has successfully connected students with major recruiters, such as TCS, Wipro, and other renowned organizations, even midst the challenges posed by the pandemic. The statistics for successful placements have been consistently improving year after year, making the Placement Cell's achievements increasingly remarkable. This continued success underscores the commitment of the Placement Cell to equip students with the skills and knowledge necessary for thriving in a rapidly changing job market

## Steering Committee Members

NAME	DESIGNATION
Ms. Tessy Francis	Placement Co-Ordinator
Ms. Neethu P.S	Placement Co-Ordinator
Mr. Roshan James	Placement Co-Ordinator

## GENDER EQUITY CELL

A Gender Equity Cell is an institutional mechanism established to promote gender equity, address issues related to gender-based discrimination, and ensure a safe and inclusive environment for all genders, particularly in educational institutions and workplaces. Gender Equity Cell plays a crucial role in fostering a more inclusive and equitable environment and in preventing gender-based discrimination, harassment, and violence. The Cell conducts awareness campaigns and workshops to sensitize students, employees, and other stakeholders about gender-related issues, stereotypes, and biases. The cell develops and implements preventive measures and intervention strategies to address gender-based discrimination and harassment effectively. The Cell provides support services, counselling, and guidance to victims of gender-based discrimination and harassment. The Cell ensures compliance with national and international laws and regulations related to gender equity, such as the Prevention of Sexual Harassment at Workplace Act.

### Steering Committee Members

NAME	DESIGNATION
Ms. Jasmin Rejoy	Convenor
Ms. Shinita P.T.	Joint Convenor
Ms. Asha Antony	Member

## **MINORITY CELL**

The College's Minority Cell was established with the primary objective of empowering students belonging to minority communities within the institution. This dedicated cell is deeply committed to providing comprehensive services that address the educational and cultural needs of not only the minority community but also individuals from diverse backgrounds, regardless of their caste, creed, or nationality. The core mission of the cell revolves around fostering the academic development of minority students and actively encouraging their participation in career-oriented programs.

Moreover, the Minority Cell plays a pivotal role in facilitating financial support for students from various governmental agencies and other funding sources. It remains steadfast in its commitment to provide guidance and support to minority students, offering services like counselling, personality development, communication skill enhancement, remedial coaching, tutorial classes, and preparatory classes tailored for professional and employment purposes.

This diligent cell actively engages in the coordination and resolution of challenges faced by minority students, with a clear aim of ensuring that the education system achieves a level of quality and quantity indistinguishable from that of the broader society.

### **Steering Committee Members**

NAME	DESIGNATION
Ms. Radhu Raj S	Convenor
Ms. Nima A V	Convenor

## **MENTORING CELL**

The Mentor-Mentee Cell has a vision to provide support and guidance to college students to enhance their academic and professional development, contributing to the betterment of the nation. This effective system aims to bridge the gap between mentors and mentees, benefiting society at large.

Students often encounter challenges during their degree programs, including academic and adjustment difficulties. To help them overcome these issues and

excel in their academic and professional pursuits, the institution has established a Mentor-Mentee program.

We offer counselling to students through personal attention, regular dialogues while they are on campus, via telephone, and by visiting the homes of assigned mentees. Mentors provide guidance on studies, personal counselling, and career choices to help students succeed in university examinations. We also support mentees with information on courses, fees, college admission processes, scholarships, and more.

This program has been remarkably successful in fostering a strong connection between teachers and students. It has played a vital role in creating a harmonious relationship between learners, their families, and the institution as a whole. This has instilled a sense of trust and confidence in the alma mater

Steering Committee Members:

- TUTORS
- HoD
- STUDENT

