



PAYYANUR COLLEGE, PAYYANUR

(AFFILIATED TO KANNUR UNIVERSITY, ACCREDITED BY NAAC AT 'B+' GRADE)

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MECHANISM OF GRIEVANCE REDRESSAL

The institution has a clear-cut Grievance Redressal Mechanism to ensure an equitable existence and academic sojourn of the students. Grievance Redressal Cell of the college strictly adheres to a zero-tolerance policy that checks discrimination of all sorts within the campus. It strongly backs the students to lodge their grievances about all academic and non-academic issues pertaining to internal assessment, ragging, sexual assault, inequity towards SC/ST/OBC students etc. These concerns are then readily addressed through a three-tier system, thereby maintaining an inclusive ambience within the campus.


The Grievance Redressal committee is constituted with Principal as its appellate authority, one faculty as its co-ordinator and teachers from various departments as its members. Details of the committee is added to the college calendar and college website alike. The functioning of this is intimated to all the new students through an orientation programme, which is arranged immediately after the admission. Continuous awareness on the need to speak out without getting victimised is provided through display boards placed within various parts of the campus and hostel. Surveillance cameras are installed at various locations within the campus to keep track of any dubious activities related to ragging and other malpractices.

The committee meets on a periodical basis to discuss upon the grievances received, take actions on the same, records the meetings and forwards the issues if needed to the college management. The effective functioning of the same has aided the institution in keeping the intolerant behaviours of all sorts under strict check, and it has also brought down the number of complaints received over the years. Various mandatory Committees like Anti-ragging Cell, SC/ST Cell, OBC Cell and Internal Assessment Grievance Redressal Cell are also constituted in the institution as per the UGC guidelines and statutory regulations, and they actively function as well to attend to the particular concerns of the students. Meetings of these committees are held on a regular basis and the issues are taken care of on an urgent basis.

At the initial level, a student can directly share his/her complaint to the mentor in the weekly mentoring sessions which will be then forwarded to the HoDs concerned. The complainant may also make use of the complaint/suggestion boxes installed at various places within the college. Online provision of a google form for grievance submission is also made available in the college website. General grievances of the student community will be then forwarded to the College level Grievance Redressal Cell for further action. If the complaint remains unresolved at the lower levels, the student can finally lodge their grievances through University Grievance Redressal portal link provided in the college website.

Yours sincerely,




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Principal,
Payyanur College, Payyanur.