

**Grievance Redressal Cell
Report
2020- 21**

Members : Dr Ajims P Mohammad (Principal) , Dr Bindu Jamal (Convenor), Dr Susan Varghese, Dr Jasmine PM, Dr Manzur Ali PP, Sri Sabu Thomas

Number of grievances reported: 3

Nature of grievances: Reduction of Semester Fee in view of the pandemic; lack of learning tool for online learning due to financial paucity

In the year of the Covid 19 Pandemic, when classes went online, students faced multiple challenges that included shortage of money to remit Semester fee, lack of mobile or laptops to access the online classes due to financial constraints at home. The College Management and the Principal took a lenient and concerned view of the same and intervened to reduce the financial burden of the students. Acting on the grievances raised by the student, the College Management implemented the following measures regarding payment of Semester fees

1. Deferred payment of Semester fees from June to October
2. 10% waiver of semester fee
3. Mobile phone and laptop made available to meritorious but needy students

No other student grievance was reported.