

## **Grievance Redressal Cell Report 2020-21**

Members: Anas E. (Principal)  
Sajitha Mohan (Coordinator)  
Shamiyath (Member)  
Abdul Nasar.U (Member)  
Muhammed Naseer CT (Member)  
Sherin K.Rahiman (Member)

**Number of grievances reported: 7**

**Nature of grievances:**

1. Covid restrictions and online classes
2. Network issues during online classes
3. Covid fee relaxation
4. Lack of devices
5. Concerns regarding Online examinations
6. Stress related to Covid
7. Reopening of college

The following measures were taken to redress the grievances:

1. Forwarded the complaints related to online class to the college council
2. Instructed teachers to provide recorded classes and study materials.
3. Deferred the payment of Semester fees from June to October. 10% waiver of semester fee was introduced during Covid restriction period.
4. Provided Mobile phone and laptop to needy students
5. Provided proper guidance on online exams via LMS
6. Counselling sessions were provided to students
7. College reopening after Covid outbreak was based on government orders and it was informed to students. Meanwhile classes were arranged according to Covid restrictions