

MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA
(MACFAST)



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5.1.5
**Institution's transparent mechanism for
timely Redressal of Student Grievances
including Sexual Harassment and Ragging
cases**

MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA (MACFAST)

Tiruvalla, Pathanamthitta, Kerala 689 101



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**MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA
(MACFAST)**



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Student Grievance Redressal Mechanism

MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA (MACFAST)

Tiruvalla, Pathanamthitta, Kerala 689 101



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**MAR ATHANASIOS COLLEGE FOR
ADVANCED STUDIES TIRUVALLA**
ACCREDITED BY NAAC WITH 'A' GRADE

Institution's Grievance Redressal Mechanism/Policy

The institution has a strong student grievance redressal mechanism for recording both registered and unregistered complaints of students. The grievance redressal committee/ cell constituted as per regulations take prompt action for all reported grievances. The mechanism desires to promote and maintain a conducive and unprejudiced educational environment. The class teachers and Head of the Departments are informally and formally interact with students at regular intervals on various grievances and sort out them. The grievances also can be sent directly to Principal's office via email or in person. The grievance redressal portal is also available in the college website www.macfast.org for all online submission of grievances. The members of grievance redressal committee constantly monitor the portal on sorting out the submitted grievances. All the received grievances were sorted within a maximum period 3 to 5 days. A suggestion box is also kept outside the Principal's office to receive student's recommendations /suggestions on various academic / non-academic or any other matters of relevance. The students can raise their grievances in the meeting of the student council also. The practice of the college is to settle the grievances as and when it is reported. Student representation is strictly ensured in all committee meeting.

Objectives of Student Grievance Redressal Mechanism

- i. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled or for any other academic or non-academic matters of relevance.
- ii. To make officials of the College responsive, accountable and courteous in dealing with the students.
- iii. To ensure effective solution to the students grievances with an unbiased and fair approach.

The Committee enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. The grievance committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to give the right to be heard and right to be treated without bias and prejudice. All cases of grievances were addressed immediately and prompt action was taken by sorting out the matter. In all cases the aggrieved student was informed of the measures taken and ensured there was no repetition of the same.

Functions

- Redressal of Students Grievances to solve their academic and non-academic problems.
- To co-ordinate between students and Departments to redress the grievances.
- To guide ways and means to the students by which their problems are redressed.

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M.Sc Phytomedical Science & Technology

E-mail
principal@macfast.org
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Website
www.macfast.org
www.macfast.in

KERALA, PIN-689101, INDIA TEL : 0469 2730300, 2730301, 2730303, FAX : 0469 2730317

Rev. Fr. Pradeep Vazhapparamalayi
Principal, MACFAST
Tiruvalla-689101

Members of Student grievance redressal committee as on July 2020 are as follows:



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Proceedings of the Principal, Mar Athanasios College for Advanced Studies, Tiruvalla (MACFAST)

Fr. Dr. Cherian J. Kottayil, Principal

Sub: Reconstitution of Grievance Redressal Committee- Orders Issued

Order No: 264/2020/M1

Dated: 28th July 2020

Chairman:

Rev. Dr. Fr. Cherian J Kottayil, Principal

0469-2730300,9605536290

Vice Chairman:

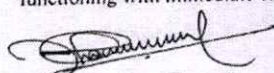
Prof.Varghese Abraham, Administrator

04692730307,9446069036

Members:

- | | |
|---|------------|
| 1. Mr.Tiji Thomas, Head , Department of Computer Applications | 9447918374 |
| 2. Dr.Sudeep .B.Chandramana, Head, Department of Management Studies | 9947736069 |
| 3. Mr.Biju Dharmapalan,Head, School of Biosciences | 9447121718 |
| 4. Ms. Beena Cherian, Dean,School of Bio Sciences | 9744107222 |
| 5. Dr.Nishad P.M, Department of Computer Applications | 949526283 |
| 6. Mrs.Phijo J Cherickal, Department of Computer Applications | 9495216160 |
| 7. Mrs.Preetha G Paniker, Department of Management Studies | 8129237789 |
| 8. Mr. Radhakrishnan Kuttoor, Station Director, Radio MACFAST 90.4 F, | 9447115580 |
| 9. Rev. Fr. Chacko Meledath, Warden, St. Thomas Men's Hostel, MACFAST | 9497334206 |
| 10. Rev. Sr. Jaya S.I.C, Warden, Women's Hostel, MACFAST | 8281341282 |

The membership of the members will be for a period of two years. The reconstituted committee will start functioning with immediate effect


Fr. Dr. Cherian J Kottayil
Principal, MACFAST



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Courses @
Main Campus
MBA & MCA

Courses @ Bio campus

M.Sc Biochemistry, M.Sc Biotechnology
M.Sc Bioinformatics, M.Sc Plant Biotechnology
M.Sc Food Technology & Quality Assurance
M.Sc Phytomedicine Science & Technology

E-mail
principal@macfast.org
macfast@macfast.org

Website
www.macfast.org
www.macfast.in

KERALA, PIN-689101, INDIA TEL : 0469 2730300, 2730301, 2730303, FAX : 0469 2730317

Separate committees are formed for addressing general grievances, issues pertaining to sexual harassment and ragging related complaints. The college has constituted Anti-ragging Committee and Anti-ragging Squads.

The Anti-ragging committee meets immediately before the commencement of the first year/semester classes and gets an Affidavit signed by each student and countersigned by their parents. The Principal clearly communicates to the senior students about the consequence of ragging as per the government rules and regulations and sensitize them on the need for a harmonious relationship with the juniors. The Anti-ragging Squad I & II are working under the overall guidance of the Anti-ragging Committee.



The members of anti -ragging committee from February 2021 are as follows:



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Proceedings of the Principal, MACFAST, Thiruvalla

Order No: 111/2021/M1

Dated: 01/02/2021

Sub: Anti Ragging Committee- reconstituted- Orders Issued

Chairman:

Rev. Dr. Fr. Cherian J. Kottayil, Principal

0469-2730300,9605536290

Vice Chairman:

Prof.Varghese Abraham, Administrator

04692730307,9446069036

Members:

Mr. Tiji Thomas, HOD , Department of Computer Applications.

9447918374

Dr. Ashalakshmi R.K, Department of Management Studies.

9249957719

Dr. Nishad P.M., Department of Computer Applications

9495262832

Ms. Beena Cherian, Dean, School of Bio Sciences

9744107222

Mr. Stephan James, Department of Computer Applications.

9746935363

Fr. Chacko Meledath, Warden, St. Thomas Men's Hostel

9497334206

Rev. Sr. JAYA SIC, Warden, St. Alphonsa & St. Teressa Women's Hostel

8281341282

Anti-Ragging Squad – 1

Members:

Mr.Thomas Mathew, Department of Computer Applications. (Captain)

9447144980

Dr. Treesa Varghese, School of Biosciences.

9745569244

Mr. Ajai Krishnan G, Department of Management studies.

9645626109

Anti-Ragging Squad – 2

Members:

Dr. Ashalakshmi R.K, Department of Management Studies. (Captain)

9249957719

Dr. Sreelekshmi C. Warriar, Department of Computer Applications.

9847257188

Dr. Blessan Santhosh George, School Of Biosciences

7025403827

Fr. Dr. Cherian J. Kottayil
Principal, MACFAST

Mor Athanasios College for Advanced Studies Thiruvalla

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Thiruvalla, Kerala, India - 692101. Tel: 0469-2730300, 9220202, 9220203, 9220204, 9220205, 9220206, 9220207, 9220208, 9220209, 9220210, 9220211, 9220212, 9220213, 9220214, 9220215, 9220216, 9220217, 9220218, 9220219, 9220220, 9220221, 9220222, 9220223, 9220224, 9220225, 9220226, 9220227, 9220228, 9220229, 9220230, 9220231, 9220232, 9220233, 9220234, 9220235, 9220236, 9220237, 9220238, 9220239, 9220240, 9220241, 9220242, 9220243, 9220244, 9220245, 9220246, 9220247, 9220248, 9220249, 9220250, 9220251, 9220252, 9220253, 9220254, 9220255, 9220256, 9220257, 9220258, 9220259, 9220260, 9220261, 9220262, 9220263, 9220264, 9220265, 9220266, 9220267, 9220268, 9220269, 9220270, 9220271, 9220272, 9220273, 9220274, 9220275, 9220276, 9220277, 9220278, 9220279, 9220280, 9220281, 9220282, 9220283, 9220284, 9220285, 9220286, 9220287, 9220288, 9220289, 9220290, 9220291, 9220292, 9220293, 9220294, 9220295, 9220296, 9220297, 9220298, 9220299, 9220300, 9220301, 9220302, 9220303, 9220304, 9220305, 9220306, 9220307, 9220308, 9220309, 9220310, 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9221310,

Prevention of sexual harassment committee constituted for ensuring safety and dignity of the female students. The women cell constituted in the college also play a major role in up keeping the interest and well-being of female students. The members of the cell include lady teachers and warden of the ladies hostel. The members of the committee do visit to the hostel and common utility areas to maintain the dignity of female students.

Objectives of the committee

The Committee has to conduct awareness programmes among the staff and students. The Committee aims to evolve a mechanism for the prevention and redressal of sexual harassment cases and other acts of gender based violence in the institution. The committee shall also ensure to:

- Implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
- Provide an environment free of gender-based discrimination.
- Ensure equal access of all facilities and participation in activities of the college
- Create a secure physical and social environment which will deter acts of sexual harassment
- Promote a social and psychological environment that will raise awareness about sexual harassment in its various forms.

Roles and Responsibilities

The Committee is responsible for all complaints of sexual harassment made:

- By a member of the institution against any other member irrespective of whether the harassment is alleged to have taken place within or outside the campus.
- By an outsider against a member of the college or by a member of the college against an outsider if the sexual harassment is alleged to have taken place within the campus.



- By a member of the college against an outsider if the sexual harassment is alleged to have taken place outside the campus. In such cases the Committee shall recommend that the college authorities initiate action by making a complaint with the appropriate authority. Further, the committee will actively assist and provide available resources to the complainant in pursuing the complaint.



The members of Prevention of Sexual harassment Committee are as follows:



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**MAR ATHANASIOS COLLEGE FOR
ADVANCED STUDIES TIRUVALLA**
ACCREDITED BY NAAC WITH 'A' GRADE
RECOGNIZED BY DSIR, GOVT. OF INDIA

Proceedings of the Principal, Mar Athanasios College For Advanced
Studies, Tiruvalla (MACFAST)

Present: Fr. Dr. Cherian J Kottayil, Principal - Chairman

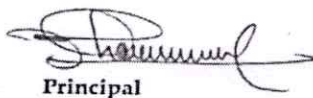
Order no: 26767/ACA1 SO/2020/AC A 1 Dated 7-7-2020

**SUB: PREVENTION OF SEXUAL HARASSMENT AND GENDER EQUALITY
COMMITTEE**

Ref:nil

The prevention of sexual Harassment Committee constituted as follows:

1. Fr. Dr. Cherian J Kottayil, Principal-Convenor
2. Mr. Varghese Abraham , Administrator - Member
3. Mr. Tiji Thomas, Head, Dept. of Computer Applications- Member
4. Dr. Sudeep B Chandramana, Head, Dept. of Management Studies - Member
5. Dr. Neethu Ann Georgie, Dept. of Management Studies - Member
6. Mr. Stephen James, Head, Dept. of Biosciences - Member
7. Mrs. Phiyo J Cherickal, Dept. of Computer Applications -Member
8. Mrs. Preetha G Panicker, Dept. of Management Studies - Member
9. Ms. Treesa Varghese, Dept. of Biosciences - Member


Principal



Fr. Dr. CHERIAN J KOTTAYIL
PRINCIPAL
Mar Athanasios College for Advanced Studies
Tiruvalla - 689101, Kerala

A Minority Institution of the
Corporate Educational Agency of the
Catholic Archdiocese of Tiruvalla

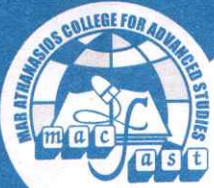
Approved by AICTE
and Affiliated to
M.G. University

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MACFAST
the trendsetter in education

**MAR ATHANASIOS COLLEGE FOR
ADVANCED STUDIES TIRUVALLA**
ACCREDITED BY NAAC WITH 'A' GRADE

**Proceedings of the Principal, Mar Athanasios College For Advanced
Studies, Tiruvalla (MACFAST)**

Present: Fr. Pradeep Vazhatharamalayil , Principal - Chairman

Order no: 813/2010/A1.Dated 15/01/2016

Sub: Grievance Redressal Cell - reconstitution of - reg

Ref: nil

The Grievance Redressal Cell reconstituted as follows:

1. Mr. Christy Bastian, Administrator - Convenor
2. Mr. Tiji Thomas, Head, Dept. of Computer Applications - Member
3. Dr. Sukumaran Nair, Dept. of Management Studies - Member
4. Mr. Ligo Koshy, Head, Dept. of Management Studies - Member
5. Mr. Biju Dharmapalan, Head, Dept. of Biosciences - Member
6. Dr. Nishad P M, Dept. of Computer Applications - Member
7. Mrs. Phijo J Cherickal, Dept. of Computer Applications - Member
8. Mrs. Preetha G Panicker, Dept. of Management Studies - Member


Principal



A Minority Institution of the
Corporate Educational Agency of the
Catholic Archdiocese of Tiruvalla

Approved by AICTE
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മഹാത്മാഗാന്ധി സർവകലാശാല

പ്രിയദർശിനി ഹിൽസ് പി.ഒ. കോട്ടയം, കേരളം - 686 560

(കേരള സംസ്ഥാന നിയമസഭയുടെ 1985 ഏപ്രിൽ 17ലെ 3431/ലെജി. സി/85/നിയമം നമ്പർ വിജ്ഞാപനപ്രകാരം സ്ഥാപിതമായത്)

Draft #1 of File 26767/ACA1 SO/2020/ACA approved by ASSISTANT REGISTRAR I (ACADEMIC) on 07-Jul-2020 08:18 AM - Page 1

നമ്പർ. 26767/ACA1 SO/2020/AC A 1

തീയതി: 07.07.2020

പ്രേഷകൻ

രജിസ്ട്രാർ

സ്വീകർത്താവ്

പ്രിൻസിപ്പാൾ

സർ

വിഷയം:- യൂണിവേഴ്സിറ്റി ഗ്രാന്റ്സ് കമ്മീഷൻ(Redress of Grievances of Students) റെഗുലേഷൻ,2019 -കോളേജ് തല സ്റ്റുഡന്റ്സ് ഗ്രീവൻസ് റിഡ്രസ്സൽ സമിതി രൂപീകരിക്കുന്നതു-സംബന്ധിച്ച്.

- സൂചന:-
1. യൂണിവേഴ്സിറ്റി ഗ്രാന്റ്സ് കമ്മീഷൻ(റിഡ്രസ്സ് ഓഫ് ഗ്രീവൻസസ് ഓഫ് സ്റ്റുഡന്റ്സ്) റെഗുലേഷൻ, 2019.
 2. 29.06.2020 തീയതിലെ വൈസ് ചാൻസിലറുടെ കറിപ്പ് നം. വി.സി.702/01/064/2020.

സൂചന (1) പ്രകാരമുള്ള യൂണിവേഴ്സിറ്റി ഗ്രാന്റ്സ് കമ്മീഷന്റെ 2019-ലെ റെഗുലേഷൻ പ്രകാരമുള്ള കോളേജ് തല സ്റ്റുഡന്റ്സ് ഗ്രീവൻസ് റിഡ്രസ്സൽ സമിതി ജൂലൈ അഞ്ചിനകം രൂപീകരിച്ച്, സമിതി രൂപീകരിച്ചതിന്റെ കംപ്ലെയ്ൻസ് റിപ്പോർട്ട് ജൂലൈ പത്തിനകം സമർപ്പിക്കണമെന്ന് സൂചന (2) പ്രകാരം ബഹു. വൈസ്-ചാൻസിലർ നിർദ്ദേശിച്ചിട്ടുള്ളതാണ്. ആയതിനാൽ മേൽ പരാമർശിച്ചിരിക്കുന്ന സമിതി രൂപീകരിച്ച്, ആയതിന്റെ കംപ്ലെയ്ൻസ് റിപ്പോർട്ട് നിർദ്ദിഷ്ട തീയതിക്കുള്ളിൽ സർവകലാശാലയിൽ സമർപ്പിക്കണമെന്നു അറിയി ക്കുന്നു.

വിശ്വസ്തയോടെ



അന്വേഷണം : 0481 - 2731020, 2733300
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बशर्ते कि, इस विनियमों के तहत आयोग द्वारा कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (शिकायत निवारण) विनियम, 2012 के उपबंधों के तहत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल, की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) संबंधी विनियम, 2019 के अनुरूप की जाएगी।

प्रो. रजनीश जैन, सचिव

[विज्ञापन-III/4/असा./30/19]

UNIVERSITY GRANTS COMMISSION NOTIFICATION

New Delhi, the 6th May, 2019

F.No. 14-4/2012(CPP-II).—In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.
- b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redress of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
- (e) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (f) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (g) "Departmental Student Grievance Redressal Committee" (DSGRC) means a committee constituted under these regulations, at the level of a Department, School or Centre of a University.
- (h) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.
- (n) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;
- (p) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (q) "University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
 - the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is

- (ii) The term of the Chairperson, members of the Committee, and the special invitee shall be of two years.
- (iii) The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the DSGRC shall follow principles of natural justice.
- (v) The DSGRC shall submit its report with recommendations, if any, to the Head of the Institution/ Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

C. Institutional Student Grievance Redressal Committee (ISGRC)

- (i) Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:
 - (a) Pro-Vice Chancellor/Dean/Senior Professor of institution – Chairperson;
 - (b) Dean of students/Dean, Students Welfare – Member;
 - (c) One senior academic, other than the Chairperson – Member;
 - (d) Proctor/Senior academic – Member;
 - (e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (v) The ISGRC shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

D. University Student Grievance Redressal Committee (USGRC)

- (i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
 - a) A senior Professor of the University – Chairperson;
 - b) Dean, Student Welfare or equivalent – Member;
 - c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
 - d) One Professor of the University - Member;
 - e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The Chairperson, members and the special invitee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

- (vi) The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
- (vii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University Grants Commission, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (viii) The State Government, in the case of an Ombudsperson of a State, and the Central Government, in the case of an Ombudsperson of a region, may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior as defined under these regulations.
- (ix) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.

**Proceedings of the Principal, Mar Athanasios College For Advanced
Studies, Tiruvalla (MACFAST)**

Present: Fr. Pradeep Vazhatharamalayil , Principal - Chairman

Order no: 813/2010/A1.Dated 15/01/2016

Sub: Grievance Redressal Cell - reconstitution of - reg

Ref: nil

The Grievance Redressal Cell reconstituted as follows:

1. Mr. Christy Bastian, Adminstrator - Convenor
2. Mr. Tiji Thomas, Head, Dept. of Computer Applications - Member
3. Dr. Sukumaran Nair, Dept. of Management Studies - Member
4. Mr. Ligo Koshy, Head, Dept. of Management Studies - Member
5. Mr. Biju Dharmapalan, Head, Dept. of Biosciences - Member
6. Dr. Nishad P M, Dept. of Computer Applications - Member
7. Mrs. Phijo J Cherickal, Dept. of Computer Applications - Member
8. Mrs. Preetha G Panicker, Dept. of Management Studies - Member



Principal



**Proceedings of the Principal, Mar Athanasios College For Advanced
Studies, Tiruvalla (MACFAST)**

Present: Fr. Pradeep Vazhatharamalayil , Principal - Chairman

Order no: 813/2010/A1.Dated 16/01/2017

Sub: Grievance Redressal Cell - reconstitution of - reg

Ref: nil

The Grievance Redressal Cell reconstituted as follows:

1. Mr. Tiji Thomas, Head, Dept. of Computer Applications - Convenor
2. Dr. Sukumaran Nair, Dept. of Management Studies - Member
3. Mr. Ligo Koshy, Head, Dept. of Management Studies - Member
4. Mr. Biju Dharmapalan, Head, Dept. of Biosciences - Member
5. Dr. Nishad P M, Dept. of Computer Applications - Member
6. Mrs. Phijo J Cherickal, Dept. of Computer Applications - Member
7. Mrs. Preetha G Panicker, Dept. of Management Studies - Member



Principal



Proceedings of the Principal, Mar Athanasios College For Advanced Studies, Tiruvalla (MACFAST)

Present: Fr. Dr. Cherian J Kottayil, Principal - Chairman

Order no: 813/2010/A1.Dated 06/02/2018

Sub: Grievance Redressal Cell - reconstitution of - reg

Ref: nil

The Grievance Redressal Cell reconstituted as follows:

1. Prof. Varghese Abraham, Dept. of Management Studies - Convenor
2. Mr. Tiji Thomas, Head, Dept. of Computer Applications - Member
3. Mr. Ligo Koshy, Head, Dept. of Management Studies - Member
4. Mr. Biju Dharmapalan, Head, School of Biosciences - Member
5. Ms. Beena Cherian, Dean, School of Biosciences - Member
6. Dr. Nishad P M, Dept. of Computer Applications - Member
7. Mrs. Phijo J Cherickal, Dept. of Computer Applications - Member
8. Mrs. Preetha G Panicker, Dept. of Management Studies - Member



Principal



MINUTES OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING ON 23rd March 2021

The meeting of the student grievance committee is held on 23rd March 2021 at Principal Office.

The meeting was started at 11am under the chairmanship of Fr. Dr. Cherian J Kottayil.

Following were Present:

- | | |
|-------------------------------|------------------------|
| 1. Fr. Dr. Cherian J Kottayil | Chairman |
| 2. Prof. Varghese Abraham | Vice –chairman |
| 3. Mr. Tiji Thomas | Member |
| 4. Dr.Sudeep B Chandramana | Member |
| 5. Ms. Beena Cherian | Member |
| 6. Ms. Preetha G Panicker | Member |
| 7. Achamma N Thangalathil | Student Representative |

The meeting was held up to take up the following student grievances.


1. Students put forward a concern about the water purifier near to Examination hall. Since the purifier near to the exam hall is not using regularly the water may not be good for drinking.
2. Some fans in the MBA classroom is not working properly.
3. Since the students are attending the class through both online and offline. Online students cannot hear the class properly when the teacher is far away from the smart board.

Decision taken:

1. The committee takes a decision regarding this problem and decided to inform cleaning staff to make sure that the purifier is cleaned before all the examination.
2. It was decided to contact electrician for repairs immediately
3. It was decided to purchase required number of Bluetooth head set .

As there was no other matter, the meeting came to an end by 12pm with a vote of thanks to the Chair.




Fr. Dr. CHERIAN J KOTTAYIL
PRINCIPAL
Mar Athanasios College for Advanced Studies
Tiruvalla - 689101, Kerala

MINUTES OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING ON 11th September 2019

The meeting of the student grievance committee is held on 11th September 2019 at Board Room

The meeting was started at 2pm under the chairmanship of Fr. Dr. Cherian J Kottayil.

Following were Present:

- | | |
|-------------------------------|------------------------|
| 1. Fr. Dr. Cherian J Kottayil | Chairman |
| 2. Prof. Varghese Abraham | Vice –chairman |
| 3. Mr. Tiji Thomas | Member |
| 4. Dr.Sudeep B Chandramana | Member |
| 5. Ms. BeenaCherian | Member |
| 6. Dr.Nishad PM | Member |
| 7. Jikson Thomas | Student Representative |

The meeting was held up to take up the following student grievances.

1. Women's Hostel students requested to place a purifier (both hot water and cool water) outside the hostel.
2. Also requested to replace the cooler in front of the Principal to the place in front of ladies mess hall.

Decision taken:

1. Committee decided to place a purifier in front of the St.Alphonsa Girls Hostel and informed to Hostel warden
2. Committee decided to replace the position of the cooler.

As there was no other matter, the meeting came to an end by 3pm with a vote of thanks to the Chair.



Fr. Dr. CHERIAN J KOTTAYIL
PRINCIPAL
Mar Athanasios College for Advanced Studies
Tiruvalla - 689101, Kerala

MINUTES OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING ON 3rd July 2019

The meeting of the student grievance committee is held on 3rd July 2019 at Board Room

The meeting was started at 2pm under the chairmanship of Fr. Dr. Cherian J Kottayil.

Following were Present:

- | | |
|-------------------------------|------------------------|
| 1. Fr. Dr. Cherian J Kottayil | Chairman |
| 2. Prof. Varghese Abraham | Vice –chairman |
| 3. Mr. Tiji Thomas | Member |
| 4. Dr.Sudeep B Chandramana | Member |
| 5. Ms. Beena Cherian | Member |
| 6. Dr.Nishad PM | Member |
| 7. Mrs. Preetha G Panicker | Member |
| 8. Phijo J Cherickal | Member |
| 9. Soumya Thomas | Student Representative |
| 10. Jikson Thomas | Student Representative |

The meeting was held up to take up the following student grievances.


1. Students put forward a suggestion regarding canteen renovation. They requested to change the canteen food menu and also requested for an attached wash room.

Decision taken:

1. Committee decided for the renovation of the canteen and also decided to build a wash room attached to the canteen.

As there was no other matter, the meeting came to an end by 3pm with a vote of thanks to the Chair.




Fr. Dr. CHERIAN J KOTTAYIL
PRINCIPAL
Mar Athanasios College for Advanced Studies
Tiruvalla - 689101, Kerala

MINUTES OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING 20th April 2018

The meeting of the student grievance committee is held on 20th April 2018 at Principal Office.

The meeting was started at 2pm under the chairmanship of Fr. Dr. Cherian J Kottayil.

Following were Present:

- | | |
|-------------------------------|------------------------|
| 1. Fr. Dr. Cherian J Kottayil | Chairman |
| 2. Prof. Varghese Abraham | Vice –chairman |
| 3. Mr. Tiji Thomas | Member |
| 4. Ligo Koshy | Member |
| 5. Ms. Beena Cherian | Member |
| 6. Dr.Nishad PM | Member |
| 7. Mrs. Preetha G Panicker | Member |
| 8. Phijo J Cherickal | Member |
| 9. Jayashree J | Student Representative |
| 10. Jaison James | Student Representative |

The meeting was held up to take up the following student grievances.


1. Student requested for College bus service towards Chenaganur, Kozhencherry, Mavelikkara etc.
2. Students raised the concern of cleaning the basketball ground.
3. Students requested to provide parking facility for their vehicle somewhere near college campus

Decision taken:

1. Committee decided that depending upon the number of students the bus service can provide.
2. Decision taken to clean ground by removing debris
3. Decision taken to provide parking facility of students vehicle in the adjacent property possessed by the college

As there was no other matter, the meeting came to an end by 3pm with a vote of thanks to the Chair.




Fr. Dr. CHERIAN J KOTTAYIL
PRINCIPAL
Mar Athanasios College for Advanced Studies
Tiruvalla - 689101, Kerala

MINUTES OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING ON 9th February 2017

The meeting of the student grievance committee is held on 9th February 2017 at Board Room

The meeting was started at 11:30 under the chairmanship of Fr. Pradeep Vazhatharamalayil

Following were Present:

- | | |
|---------------------------------|------------------------|
| 1. Fr. Pradeep Vazhathramalayil | Chairman |
| 2. Mr. Tiji Thomas | Member |
| 3. Ligo Koshy | Member |
| 4. Dr. Nishad PM | Member |
| 5. Mrs. Preetha G Panicker | Member |
| 6. Linto Thomas | Student Representative |
| 7. Manisha Mathew | Student Representative |

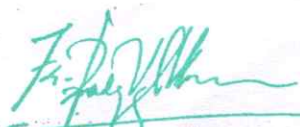
The meeting was held up to take up the following student grievances.

1. Some classrooms do not have waste bin and also some speaker phone in the class rooms are not working properly
2. White board in Lecture hall 302 is not clear
3. Students requested for a common mechanism for addressing their suggestions or feedback other than academics.

Decision taken:

1. Informed to the concerned authority to place waste bin in the class rooms
 2. Decided to replace the white board
 3. It is decided to place a suggestion box in front of the Principal Office
- As there was no other matter, the meeting came to an end by 12:30pm with a vote of thanks to the Chair.




Rev. Fr. Pradeep Vazhatharamalayil
Principal, MACFAST
Tiruvalla-689101

MINUTES OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE MEETING ON 25th October 2016

The meeting of the student grievance committee is held on 25th October 2016 at Board Room

The meeting was started at 3pm under the chairmanship of Fr. Pradeep Vazhatharamalayil

Following were Present:

- | | |
|---------------------------------|----------|
| 1. Fr. Pradeep Vazhathramalayil | Chairman |
| 2. Mr. Tiji Thomas | Member |
| 3. Ligo Koshy | Member |
| 4. Dr.Nishad PM | Member |
| 5. Mrs. Preetha G Panicker | Member |

Committee discussed about the following matters:

The meeting was held up to take up the following grievances:

1. Internet connectivity are showing poor signal strength in MBA Classroom
2. Need of drinking water facility outside exam hall
3. Need of a stationery store inside college campus

Decision taken:

1. It is decided to install router near the MBA class room for better accessibility
2. Decided to provide water purifier near by the exam hall
3. Decided to utilize the vacant room nearby college office to provide store facility.

As there was no other matter, the meeting came to an end by 3:30pm with a vote of thanks to the Chair.



Fr. Pradeep Vazhatharamalayil
Rev. Fr. Pradeep Vazhatharamalayil
Principal, MACFAST
Tiruvalla-689101