



### GRIEVANCE REDRESSAL CELL (2022-23)

#### MEMBERS OF GRIEVANCE REDRESSAL CELL (2022-23)

| SL NO | NAME          | DESIGNATION         | POSITION    |
|-------|---------------|---------------------|-------------|
| 1     | Abdurahiman P | Principal           | Chairman    |
| 2     | Ummer M       | Assistant Professor | Member      |
| 3     | Azhar VA      | Assistant Professor | Member      |
| 4     | Bajeena VP    | Assistant Professor | Coordinator |
| 5     | Rabiya KK     | Assistant Professor | Member      |
| 6     | Sumayya E     | Assistant Professor | Member      |

#### INTRODUCTION

Jamia Nadwiyya Women's Arabic College is dedicated to providing a secure and supportive environment conducive to both academic and personal growth. To maintain this supportive atmosphere, the college has established a comprehensive grievance mechanism. This allows students to voice individual and collective concerns related to academic or non-academic issues without fear or hesitation. The college strictly enforces campus rules and regulations, and the Disciplinary Committee is tasked with overseeing all disciplinary matters. A dedicated team is in place to ensure effective management of campus discipline.

#### OBJECTIVES

The Grievance Redressal Cell (GRC) is designed to address and resolve grievances of students and other stakeholders promptly. The primary objectives are:

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- To address grievances within a reasonable timeframe.
- To strengthen the relationship between students and the institution.
- To provide a conducive academic environment by addressing issues related to facilities and services.

### MECHANISM OF THE GRC

- The GRC will consider only individual grievances of a specific nature related to students and staff.
- Collective grievances or those raised by multiple individuals will not be considered by the GRC.
- Upon receiving a complaint or application, the committee will assess the merit of the case to determine the scope of further discussion, investigation, and action.
- The GRC may mediate between the complainant and the respondent if required.
- The GRC is committed to addressing grievances within a reasonable time.
- The GRC will report to the higher authorities about the cases handled and seek further guidance if necessary.

### SCOPE

Students may lodge grievances concerning:

- The timely issuance of Transfer Certificates, Conduct Certificates, examination matters, and scholarships.
- Financial matters, including dues and payments related to the library, hostels, and other areas.
- Concerns regarding sanitation conditions, food preparation, transport availability, victimization by teachers, and other offensive activities.

### PROCEDURE FOR LODGING COMPLAINTS

Students can lodge complaints through the following methods:

1. **Grievance/Suggestion Box:** Drop written complaints (which may be anonymous) in the grievance/suggestion box.
2. **Website:** Submit complaints via the provision allocated on the college website.
3. **Email:** Send complaints to the email address: jnwac.naac19@gmail.com.

The Grievance Cell will act on complaints that are submitted with the necessary documents.

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