



SANATANA DHARMA COLLEGE

ALAPPUZHA

Affiliated to the University of Kerala
Reaccredited by NAAC with A+ grade



Criterion 5

STUDENT SUPPORT AND PROGRESSION

5.1.4

REDRESSAL OF STUDENT GRIEVANCES

(Redressal of Grievances through
Committees)



SANATANA DHARMA COLLEGE

Affiliated to University of Kerala
Alappuzha – 688 003, Kerala, India
(Accredited by NAAC with A+ Grade)
Phone : +91-477-2269350 (Office) / 2266704 (Principal)
Fax : +91-477-2266704
www.sdcollege.in
e-mail : sanatanamalp@gmail.com

Date: 20-02-2023

From

The Principal

To

The HOD

PG Dept. of

Sub -Complaint dated 17-2-23 from

Msc second year

Respected Madam,

I am in receipt of the captioned complaint from a student containing allegations against two teachers of your Department. The copy of the complaint is attached herewith for your perusal. In the circumstances you are requested to get a written explanation from the teachers concerned in the matter. The explanation be forwarded to this office as expeditiously as possible for further action.

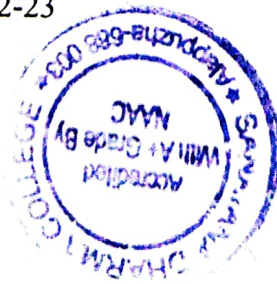
Yours faithful ly

Prema
20/02/23

PRINCIPAL

Prof. (Dr.) PREMA K.H.
PRINCIPAL
PEN : 467693
S.D. COLLEGE ALAPPUZHA

Encl: Copy of complaint dated 17-2-23



From

To

The Principal,

Sanatana Dharma College, Alappuzha

Sub: Status of my complaint reg:-

Ref: Complaint sent by Email to your esteemed office by me on 17/02/2023

I had lodged a complaint regarding the behavior of two teachers,
of the P. G. Department of , Sanatana Dharma College,
Alappuzha on 17/02/2023. The college authorities took the necessary steps to address my
complaint. After open and fair discussions with the said teachers and the concerned college
authorities, we have resolved all the differences and misunderstandings. I am satisfied with
the steps taken by the college and do not wish to proceed with my complaint. I am now
convinced that the teachers and the College authorities have my best interests at heart.

Yours Faithfully

In Presence of

1. Dr. Meena Janardhanan
2. Dr. Bindu Nair (Students' Grievance Cell Coordinator)
3. Dr. Geerija P.

Meena J
24/02/23

Bindu
24/02/2023

Geerija P
24-2-2023

Counter Signed by

PRINCIPAL :

SD-College
Alappuzha

Prof. (Dr.) PREMA K.H.
PRINCIPAL





4. Timely redressal of the grievances through appropriate committees

Timely and proper handling of grievances is essential for ensuring the satisfaction and quality of the campus experience for all stakeholders. In addition to the Grievance Redressal Cell, the institution has duly formed the Discipline Committee, Anti-Ragging Committee, SC/ST Cell, and Minority Monitoring Cell to resolve various categories of grievances. The committees working within this mechanism ensure effective solutions to grievances using a fair approach. The College Level Monitoring Committee (CLMC) takes all measures to ensure that the student grievances are promptly addressed. The CLMC addressed several other grievances effectively during the period.

- Requests for reappearance in internal tests were allowed, leading to subsequent mark improvement.
- Errors in registration for University examinations were rectified through direct correspondence with the Controller of Examinations, University of Kerala.
- Grievances regarding exam fee concessions were resolved in correspondence with the Controller of Examinations and University Computer Centre.
- Technical issues related to the University SLCM portal (including incorrect entries) were successfully resolved through correspondence with the Controller of Examinations and University Computer Centre.

1. Dr. M. Suresh Babu
2. Dr. C. Nagesh Babu
3. Dr. K. S. Suresh Babu
4. Dr. S. Suresh Babu
5. Dr. K. Suresh Babu
6. Dr. Suresh Babu
7. Dr. Suresh Babu

Discipline taken

This meeting was held by the Principal to address a student's complaint regarding an indiscipline case reported on 10/05/2022 at 10 pm in front of the staff & faculty members. The student identified as Abdul Kader was reported to be in the campus area commencing activities in the campus. This was the basis of the case.

It was decided to call a person committee meeting with the student representatives to address the issue and ensure that the functioning of the college.

Parents of student are to be called to appear before the Principal to ensure the seriousness in writing regarding the behavior and activities.

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Meeting with student representatives

Discipline taken

1. Dr. M. Suresh Babu
2. Dr. C. Nagesh Babu
3. Dr. K. S. Suresh Babu
4. Dr. S. Suresh Babu
5. Dr. K. Suresh Babu
6. Dr. Suresh Babu
7. Dr. Suresh Babu

1. Chairman, SFI Unit Secretary
2. Student Rep. - 1500 Representative
3. Student Rep. - 1500 Representative
4. Student Rep. - 1500 Representative
5. Student Rep. - 1500 Representative
6. Student Rep. - 1500 Representative
7. Student Rep. - 1500 Representative
8. Student Rep. - 1500 Representative
9. Student Rep. - 1500 Representative
10. Student Rep. - 1500 Representative
11. Student Rep. - 1500 Representative
12. Student Rep. - 1500 Representative
13. Student Rep. - 1500 Representative
14. Student Rep. - 1500 Representative
15. Student Rep. - 1500 Representative
16. Student Rep. - 1500 Representative
17. Student Rep. - 1500 Representative

