



# Sree Narayana College of Education

(Affiliated to MG University, Approved by NCTE)

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## KEY INDICATOR

### 5.1 STUDENT SUPPORT

#### METRIC: 5.1.3

The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as

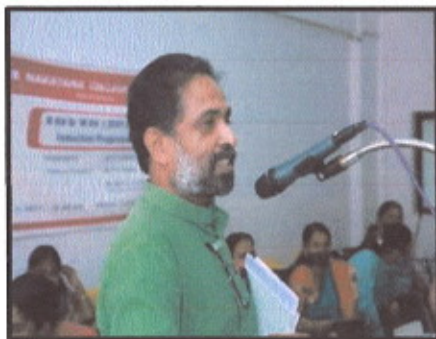
1. Institution has guidelines regarding redressal mechanism approved by appropriate statutory / regulatory bodies
2. Details of members of grievance redressal committees are available on the institutional website
3. Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students
4. Provision for students to submit grievances online/offline
5. Grievance redressal committee meets on a regular basis
6. Student grievances are addressed within 7 days of receiving the complaint

**Awareness programmes to communicate the guidelines of grievance redressal**



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### 5.1.3 Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students.



#### Course Induction-Communicating guidelines for redressal of student




#### Teacher student interaction to collect grievances

Creating awareness about student grievance redressal guidelines is essential for fostering a transparent, supportive, and responsive academic environment. Awareness programs serve as a critical platform to educate students about their rights, the procedures available to address their concerns, and the institutional commitment to resolving grievances efficiently and fairly. By clearly communicating these guidelines, institutions empower students to voice their issues confidently and reinforce their dedication to upholding a respectful and inclusive educational setting.

At Sree Narayana College of Teacher Education (SNCE), policies and guidelines for grievance redressal are thoroughly outlined. Student teachers receive orientation on these procedures through the website or during the course induction day. The course coordinator manages this responsibility, Anish P. Chirackal, comprehensively explains the grievance redressal process, including its scope and procedures. He also elucidates the process for submitting grievances and the methods for achieving resolution.

In SNCE, grievances are addressed at three levels: departmental, institutional, and management/university. Student teachers can state their grievances through various channels, including a grievance box, website, direct communication with concerned teachers, or by seeking the assistance of college union members. The grievances are resolved either formally or informally within seven days. This multi-tiered approach ensures that grievances are handled appropriately and effectively at different institutional levels.



  
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