

VIDYA ACADEMY OF SCIENCE AND TECHNOLOGY TECHNICAL CAMPUS

Kilimanoor

Accredited by NAAC with 'B++' Grade

"A Unit of Vidya International Charitable Trust"

Student's Grievance Redressal Committee

Order No.VAST TC /GEN/ORD/21/2026

Dt:- 15.07.2026

ORDER

The Student's Grievance Redressal Committee is here by constituted with the followings members for the academic year 2026-27.

Sl. No	Name	Designation	Dept	Position
1	Dr. Ansamma John	Principal		Chairperson
1	Dr. C. Brijilal Ruban	Professor & HOD	CSE	Coordinator
2	Mr. Chandu C B	Asst. Professor	ECE	Member
3	Mr. Lenin Babu	Asst. Professor	CE	Member
4	Mr. Gokul Biju	Asst. Professor	ME	Member
5	Ms. Beena V R	Asst. Professor	CSE	Member
6	Ms.Ganga M Pillai	Special Invitee – Student	CSE	Member

Copy to

- 1.Members
2. All HODs
3. Network cell (for upload in site)
4. All staff members (through e-mail)
- 5.. All Notice Boards

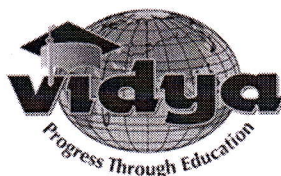



PRINCIPAL

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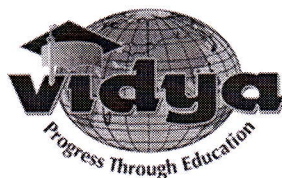
Grievance Redressal Cell for Students

Objectives

The Grievance Redressal Cell for Students is constituted to provide a fair, transparent, accessible, and time-bound mechanism for addressing student grievances related to academic, administrative, and campus-related matters. The Cell is committed to ensuring that every student is heard without fear or prejudice, while promoting a safe, inclusive, and student-friendly learning environment. It strives to uphold the principles of natural justice, equity, confidentiality, and institutional accountability in resolving grievances.

Roles and Responsibilities

1. Establish and maintain an effective, transparent, and confidential mechanism for receiving and addressing student grievances.
2. Receive, acknowledge, register, and maintain records of grievances submitted by students through online or offline modes.
3. Examine grievances impartially and ensure fair and objective inquiry in accordance with institutional policies and applicable regulations.
4. Resolve grievances through counselling, discussion, mediation, or appropriate administrative intervention, wherever feasible.
5. Recommend suitable corrective and preventive measures to the Principal and concerned authorities for effective grievance resolution.
6. Ensure that grievances are resolved within the stipulated timelines prescribed by the institution.
7. Maintain confidentiality throughout the grievance redressal process and protect the privacy and dignity of all parties involved.
8. Ensure that no student is subjected to discrimination, victimization, or retaliation for submitting a grievance in good faith.
9. Address grievances relating to:
 - Teaching-learning process and curriculum delivery.
 - Evaluation, examinations, and academic records.
 - Attendance, mentoring, and student support services.
 - Library, laboratories, hostels, transport, cafeteria, and other campus facilities.



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- Scholarships, fee-related issues, and student welfare schemes.
 - Behaviour of faculty, staff, or fellow students within the scope of institutional regulations.
 - Any other academic or administrative matter affecting students.
10. Refer grievances relating to sexual harassment, ragging, caste or gender discrimination, disability rights, or other matters under the jurisdiction of statutory committees to the appropriate committee for further action.
 11. Create awareness among students regarding the grievance redressal mechanism, institutional policies, code of conduct, student rights, and responsibilities.
 12. Review the nature and frequency of grievances periodically to identify recurring issues and recommend systemic improvements.
 13. Coordinate with Heads of Departments, faculty advisors, mentors, administrative offices, and other committees to facilitate effective grievance resolution.
 14. Submit periodic reports to the Principal and Management on the number, nature, and status of grievances, along with recommendations for institutional improvement while maintaining confidentiality.
 15. Maintain proper documentation of grievances, inquiry proceedings, decisions, and Action Taken Reports for quality assurance, audits, and accreditation purposes.
 16. Monitor the implementation of decisions and ensure that corrective actions are effectively carried out by the concerned departments.
 17. Ensure compliance with the guidelines and regulations of AICTE, UGC, KTU, NBA, NAAC, and other statutory authorities relating to student grievance redressal.
 18. Promote a culture of mutual respect, transparency, fairness, inclusiveness, and student well-being across the institution.
 19. Perform any other functions assigned by the Principal or the Management in the interest of student welfare and institutional development.