

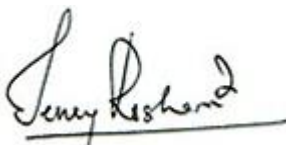
## Annual Report 2019- 20

### Grievance Redressal Cell

During the academic year 2019-20, the Grievance Redressal Cell of St. John's College diligently worked towards fostering inclusivity and providing support to students. Through a series of class campaigns and awareness programmes using Power point presentation, poster exhibition etc, we aimed to promote diversity and understanding within the college community. These efforts helped to create awareness among students about their rights and the mechanisms available in college to address their grievances. The college has a policy for the working of various grievance redressal mechanisms and methods to address the grievances. **No complaints were received from students throughout this academic year,** indicating the success of the initiatives in creating a supportive environment.

Amidst the COVID-19 pandemic, a significant transformation was necessitated in the educational sector, prompting institutions worldwide to adapt rapidly to continue their academic and support services. During this period, the college was closed following the lockdown measures implemented to curb the spread of the virus, leading to a swift transition to online platforms for the continuation of educational activities. This digital shift also extended to grievance redressal mechanisms, which are crucial for addressing students' concerns and ensuring their well-being. These activities were carried out virtually, allowing students to express and resolve their issues effectively from the safety of their homes.

In addition to adapting academic and support services to online formats, the college also recognized the importance of mental health and well-being during these challenging times. Awareness programs and counselling sessions were organized online, offering much-needed support and guidance to students navigating the uncertainties of the pandemic like digital divide. These initiatives not only provided a platform for students to seek help and advice but also fostered a sense of community and resilience among the student body. The college's proactive approach in transitioning to online platforms for lectures, grievance redressal, and support services exemplifies the commitment to ensuring educational continuity and student welfare, even in the face of unprecedented global challenges.



Convener



Principal