

SREE NARAYANA COLLEGE, CHATHANNUR

GRIEVANCE REDRESSAL CELL

Grievance Redressal Cell is responsible for addressing any grievances raised by students. Students are encouraged to approach the cell with grievances related to academic matters, health services, library services, or any other services provided by the institution. Any form of annoyance or discontent on the part of the students can be informed to the cell. The cell is also equipped to handle cases of harassment. Students can reach out to the convenor or any member of the cell to report any genuine grievances. The cell is committed to addressing grievances promptly and fairly, which has contributed to a positive work culture and harmonious atmosphere within the institution. In the beginning of each academic year, the Grievance Redressal cell for students was constituted with the objective of tracking and resolving the grievances of students.

Report of Grievance Redressal cell 2017-18

The Grievance Redressal cell was constituted at the beginning of the academic year (2017-18) with the aim of reviewing the grievances from the students. A meeting was constituted with Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry) as convenor and Dr. M. G. Biju (Department of Commerce) as member. During the academic year, there were no written or oral complaints reported from the students. The meeting discussed the action plan of the cell during the academic year. Also, the Cell distributed feedback form to students. The panel found that the methodologies adopted by the college were effective.

Office of the cell

Convenor: Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry)

Member: Dr. M. G. Biju (Department of Commerce)

| Sree Narayana College, Chathannoor | |
|--|---|
| 32. Scholarship Committee | |
| Convenor | - Ms. Bhavya Sree. P.G |
| Members | - Mr. Salu - Ms. N.B. Sreekala - Ms. Nisha. T.V - Ms. Reshma Salim - Mr. Manu |
| 33. Website Committee | |
| Convenor | - Ms. Reshma Salim - Mr. Manu. J |
| 34. Sports Club | |
| Convenor | - Mr. Vinod. A |
| 35. Ethics Committee | |
| Convenor | - Ms. Nisha. T.V |
| Members | - Mr. Kiran Mohan M, Mr. Binoy. S |
| 36. Planning and Purchase Committee | |
| Convenor | - Ms. N.B. Sreekala - Ms. Reshmi. K - Dr. M.G. Biju |
| 37. Grievance Redressal Cell | |
| Convenor | - Ms. N.B. Sreekala |
| Member | - Dr. M.G. Biju |
| 38. De-Addiction Club | |
| Convenor | - Dr. Biju. M.G |
| Member | - Dr. A. Rajasekaran - Mr. Kiran Mohan. M - Dr. A. Rajasekharan - Dr. N.B. Sreekala - Dr. N.B. Sreekala - Dr. A. Rajasekharan - Mr. Kiran Mohan. M - Mr. Kiran Mohan. M - Ms. Nisha T.V - Ms. Reshma Salim - Ms. Bhavya Sree. P.G |
| 1. PTA Secretary | - Dr. A. Rajasekharan |
| 2. Staff Asso. Secretary | - Dr. N.B. Sreekala |
| 3. Exam Nodel Officer | - Dr. N.B. Sreekala |
| 4. Add. Chief Superintendent | - Dr. A. Rajasekharan |
| 5. Staff Adviser | - Mr. Kiran Mohan. M |
| 6. Admission Committee Convenor | - Mr. Kiran Mohan. M |
| Member | - Ms. Nisha T.V - Ms. Reshma Salim - Ms. Bhavya Sree. P.G |
| 7. Scholarship Convenor | - Ms. Bhavya Sree. P.G |

7

Minutes


08/06/2017

Agenda: To constitute 'Grievance Redressal Cell' and action plan formation in 2017-2018

The meeting was started with a school prayer. The Grievance Redressal Cell of the new academic year (2017-18) was constituted in the meeting. Dr. N.B. Sreekala (Head of the Department, Department of Chemistry) was appointed as convenor. Also, the meeting decided to select Dr. M.G. Biju (Assistant Professor, Department of Commerce) as member. The meeting discussed the action plan of the academic year 2017-18. The meeting decided to install suggestion/feedback box in board of the school/college office, in which students who want to remain anonymous.

Members Present

1. Principal - Dr. Subath Chandran C.S
2. Dr. N.B. Sreekala (Convenor)
3. Dr. M.G. Biju (Member)



Minutes

19/02/2018

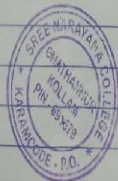
Agenda :- To evaluate the performance of Commerce Referral Cell and to decide the distribution of feedback forms.

The Committee observed that there are no written or oral complaints from the students. Therefore the committee concluded that the methodologies adopted were successful to avoid grievances.

Also, the committee decided to distribute the feedback form to students.

Members present.

- 1. Principal - Dr. Subash Chandran C.S.
- 2. Dr. N.B. Sivakala (Convener)
- 3. Dr. M.G. Raju (Member)



Members - Mr. K. Suresh Babu (Dept. of English)
 Mrs. Anuradha S. (Dept. of English)
 (Dept. of Maths)
 Lady Rep. of the Faculty - Mrs. Mathu S. (Dept. of Chemistry)

Proposed Convener - Dr. V. Suresh Babu
 (Proposed Vice Convener)

Anti-ragging squad -

- Convener - Mr. K. Suresh Babu (Dept. of English)
- Members - Mr. K. Suresh Babu (Dept. of Commerce)
- Dr. Suresh Babu (Dept. of Commerce)
- Mrs. Mathu S. (Dept. of Chemistry)
- Mrs. Anuradha S. (Dept. of English)



Anti-Social Harassment Cell

- Convener - Dr. N.B. Sivakala (Dept. of Trade)
- Members - Mrs. Anuradha S. (Dept. of English)
- Dr. M.G. Raju (Dept. of Commerce)
- Mrs. Anuradha S. (Dept. of English)
- Mrs. S. B. (Dept. of Commerce)

Report of Grievance Redressal cell 2018-19

In the beginning of the academic year (2018-19), the Grievance Redressal cell was constituted for monitoring the grievances from the students. A meeting was constituted with Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry) as convenor and Dr. M. G. Biju (Department of Commerce) as member. The meeting discussed the action plan of the cell during the academic year. The meeting examined the feedback form filled by the last year degree students and concluded that the mechanism and methodologies adopted by the Grievance Redressal cell were successful in the college to avoid grievances. There were no written or oral complaints reported from the students during the academic year. The committee concluded that the methodologies adopted by the college during this academic year were also successful to avoid grievances.

Office of the cell

Convenor: Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry)

Member: Dr. M. G. Biju (Department of Commerce)

| Sree Narayana College, Chathannoor | |
|--|------------------------------|
| 34. Planning and Purchase Committee | |
| Convenor | - Dr. N.B. Sreekala |
| | - Ms. Rasmi. K |
| | - Dr. M.G. Biju |
| 35. Grievance Redressal Cell | |
| Convenor | - Dr. N. B. Sreekala |
| Member | - Dr. M. G. Biju |
| 36. De-Addiction Club | |
| Convenor | - Dr. Biju. M.G |
| Member | - Mr. Kiran Mohan. M |
| 1. PTA Secretary | - Dr. Subhash Chandran. C. S |
| 2. Staff Asso. Secretary | - Ms. Muthu. S |
| 3. Exam Nodel Officer | - Dr. N.B. Sreekala |
| 4. Add. Cheif Superintendent | - Ms. Muthu. S |
| 5. Staff Adviser | - Mr. Kiran Mohan. M |
| 6. Admission Committee Convenor | - Mr. Kiran Mohan. M |
| Member | - Ms. Nisha T.V |
| 7. Scholarship Convenor | - Ms. Bhavya Sree. P.G |
| 8. WWS - Co-ordinator | - Ms. Divya. B |
| 9. SSP - Co-ordinator | - Dr. Nithya. U. S |
| 10. ASAP - Co-ordinator | - Ms. Parvathy Nand |

Minutes

07/06/2018

Agenda: Constitution of 'Conscience Redressal Cell' and its action plan in 2018-2019

The meeting was started with a silent prayer. The 'Conscience Redressal Cell' of the new academic year (2018-2019) was constituted at the Principal's Chamber. Dr. M. B. Sankala (Head of the Department, Department of Chemistry) was appointed as convener. Also, the meeting decided to select Dr. M. G. Biju (Assistant Professor, Department of Commerce) as member. The meeting discussed the action plan of the academic year 2018-19. The meeting analyzed the feedback forms filled by the students in last year and concluded that the mechanism and methodologies adopted by the Conscience Cell were successful in the College to avoid grievances. The meeting decided to distribute the feedback form to the students.

Members present:

1. Principal - Dr. T. Pradeep
2. Dr. M. B. Sankala - (Convener)
3. Dr. M. G. Biju (Member)



Minutes

08/06/2019

Agenda: To evaluate the activities of Conscience Redressal Cell of 2018-2019.

The meeting started with a silent prayer. The meeting analyzed the feedback forms filled by the students and concluded that the mechanism and methodologies adopted by the Conscience Cell were successful. Also, the Committee observed that there were no written or oral complaints from the students, which confirmed that the mechanism adopted were successful among the students to avoid grievances in the College.

Members present

1. Principal - Dr. T. Pradeep
2. Dr. M. B. Sankala (Convener)
3. Dr. M. G. Biju (Member)



Report of Grievance Redressal cell 2019-20

In the beginning of the academic year (2019-20), the Grievance Redressal cell for students was constituted with the objective of tracking and resolving the grievances of students. A Cell was constituted with Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry) as convenor and Dr. M. G. Biju (Department of Commerce) as member. The meeting discussed the action plan of the cell during the academic year. The meeting analyzed the feedback form filled by the students during last year and concluded that the mechanism and methodologies adopted by the Cell were successful to avoid grievances. The meeting conducted an awareness class by Discipline committee to encourage students to express grievance freely without any fear of being victimized. During the discussion held on 29/07/2019, the issue with the classroom's malfunctioning fans and lights were raised. The members of the Cell discussed the grievances with Principal and PTA and ensured the redressal of the matter as early as possible. Based on the discussion, with immediate effect, the college PTA approved to repair or replace fans and lights in the class rooms and to fix new lights and fans, where there were not fixed yet. Another grievance regarding the non-working of purifiers was resolved by repairing them and installing two water purifiers in the college to resolve the lack of drinking water. The grievances that were reported before the Grievance Redressal cell during the year (2019-20) were resolved satisfactorily.

Office of the cell

Convenor: Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry)

Member: Dr. M. G. Biju (Department of Commerce)

31. *Website Committee*
 Convenor - Dr. S. Vishnu
32. *Sports Club*
 Convenor - Dr. Biju Sukumar
33. *Ethics Committee*
 Convenor - Ms. Nisha T.V
 Members - Mr. Kiran Mohan M
 - Mr. Binoy S
34. *Planning and Purchase Committee*
 Convenor - Dr. N. B Sreekala
 Members - Dr. Rani Rajeevan
 - Dr. M. G Biju
35. *Grievance Redressal Cell*
 Convenor - Dr. N. B Sreekala
 Member - Dr. M. G Biju
36. *De-Addiction Club*
 Convenor - Dr. Biju M.G
 Members - Dr. Biju Sukumar
 - Dr. Vishnu S
37. *PGCLMC*
 Convenor - Ms. Biji B
 Member - Ms. Rasmi Kundancheri
38. *UGCLMC*
 Convenor - Ms. Rasmi Kundancheri
 Members - Dr. N.B. Sreekala
 - Dr. M.G Biju
39. *Financial Literacy Club*
 Convenor - Dr. M.G Biju
 Members - Ms. Parvathy Nand
 - Ms. Biji B
40. *Investors Club*
 Convenor - Dr. Vishnu S
 Member - Ms. Parvathy Nand

Minutes

10/06/2019

Agenda: Constitution of Grievance Redressal Cell and its action plan in 2019-2020

The meeting was started with a silent prayer. The Grievance Cell of the new academic year (2019-2020) was constituted in this meeting. Dr. N.B. Sreekala (Head of the Department, Department of Chemistry) was appointed as convener. The meeting also decided to select Dr. M.G. Biju (Assistant Professor, Department of Commerce) as member. The meeting discussed the action plan of 2019-2020 and they have decided to distribute forms among students. Also, the meeting decided to take an awareness class by discipline committee to encourage the students to express grievances freely without any fear of being victimized.

Members Present

1. Dr. Subhash Chandran C.S (Principal)
2. Dr. N.B. Sreekala (Convener)
3. Dr. M.G. Biju (Member)



Minutes

29/07/2019

Agenda: To discuss various complaints received from students

The meeting was started with silent prayer. Grievance Redressal Cell received some complaints from the students. One of the complaints was non working of fans and lights in the class room, from the Chemistry Department students. Another complaint was the non working of lights and fans in some class rooms, from the Commerce Department students. The meeting discussed these complaints with HoD of respective Department. Then the complaints were immediately forwarded to P.T.A.

Members present

1. Dr. Subhash Chandran C.S (Principal)
2. Dr. N.B. Sreekala (Convener)
3. Dr. M.G. Biju (Member)



Minutes

21/08/2019

Agenda: Follow up of complaints received last time and other complaints received from the students.

The meeting started with short program PTA sanctioned to repair or replace fans and lights in the Chemistry Department classroom. And also, PTA decided to fix new lights and fans in Commerce Department classroom, where there were not fixed yet.

The Complaints received from the student from Mathematics Department regarding 'the functioning of the library'. The complaint was 'they ~~had not~~ had not allow to enter into library in free time. The Redressal Committee discussed the matter in the presence of Librarian.

Decisions

1. The Committee has decided to allow students to use the library in their free time.
2. The Committee decided to permit the students to enter the library only with college identity card and their library card.

Members present

1. Dr. Subash Chandran C.S (Principal)

2. Dr. N.B. Sreekala (Convener)

3. Dr. M.V. Biju (Members)



Minutes

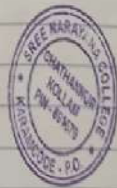
22/10/2019

Agenda: To discuss the complaints regarding non-working of purifier.

The meeting started with short prayer. The meeting discussed the grievance from the Commerce Department regarding the non-working of purifier and there by students had not available water for drinking purpose on time. The meeting discussed the matter seriously and forwarded to PTA and Principal.

Members present

1. Dr. Subhash Chandra G.S (Principal)
2. Dr. M.B. Sankala (Convener)
3. Dr. M.G. Biju (Member)



Minutes

18/01/2020

Agenda: 1) Follow up of complaints regarding the non-working of purifier.
2) Evaluation of activities of Governance Redressal Cell of 2019-2020.

The meeting started with short prayer. Based on the complaint received with respect to drinking water, PTA repaired water purifier which was damaged and it is also decided to install one more water purifier.

The Governance Redressal Cell could resolve the complaints raised by students during the academic year 2019-2020. Thus the methodology adopted by cell were successful to award students grievance.

Members present

1. Dr. Subhash Chandra G.S (Principal)
2. Dr. M.B. Sankala (Convener)
3. Dr. M.G. Biju (Member)



Report of Grievance Redressal cell 2020-21

In the beginning of the academic year (2020-21), the Grievance Redressal cell for students was constituted with the objective of tracking and resolving the grievances of students. A meeting was constituted with Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry) as convenor and Dr. M. G. Biju (Department of Commerce) and Dr. Subhash Chandran C. S. (Dept. of Hindi) as members through google meet. The meeting discussed the action plan of the cell during the academic year. The regular classes were switched to online classes, as a result of the epidemic and the beginning of lockdown. Students faced different difficulty in attending the online classes. Aiswarya L., II DC Industrial chemistry student complained the cell about the need for smart phone claiming she could not attend online classes without one. The cell advised the college council to gather any complaints about not having a smart phone to take online classes. Our teaching faculty from Chemistry Department Mrs. Muthu S. gifted smart phone to Aiswarya L. and another student Sneha G., from History Department who raised the same grievance. The meeting analyzed the feedback form filled by the students and concluded that mechanism and methodologies adopted by the Grievance Redressal cell were successful.

Office of the cell

Convenor: Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry)

Members: Dr. M. G. Biju (Department of Commerce)

: Dr. Subhash Chandran C. S. (Dept. of Hindi)

- | | |
|--|-----------------------------|
| | - Ms. Biji B |
| | - Mr. Binoy S |
| 25. <i>Scholarship Committee</i> | |
| Convenor | - Ms. Bhavya Sree. P.G |
| Members | - Dr. Biju Sukumar |
| | - Ms. Divya B |
| 26. <i>Website Committee</i> | |
| Convenor | - Dr. S. Vishnu |
| Members | - Dr. Nisha Somarajan |
| | - Dr. Vidhy R. V |
| | - Mr. Kiran Mohan M |
| 27. <i>Sports Club</i> | |
| Convenor | - Dr. Biju Sukumar |
| Member | - Dr. C.S. Subhash Chandran |
| 28. <i>Ethics Committee</i> | |
| Convenor | - Ms. Nisha T.V |
| Members | - Mr. Kiran Mohan M |
| | - Ms. Rasmi K |
| 29. <i>Planning and Purchase Committee</i> | |
| Convenor | - Dr. Rani Rajeevan |
| Members | - All Dept. HOD's |
| 30. <i>Grievance Redressal Cell</i> | |
| Convenor | - Dr. N. B Sreekala |
| Member | - Dr. M. G Biju |
| | - Dr. C.S. Subhash Chandran |
| 31. <i>De-Addiction Club</i> | |
| Convenor | - Ms. Nisha T.V |
| Members | - Dr. Biju Sukumar |
| | - Dr. Vishnu S |
| 32. <i>PG/UG CLMC</i> | |
| Convenor | - Dr. Rani Rajeevan |
| Members | - Dr. N.B. Sreekala |
| | - Dr. M.G Biju |

Minutes

18/06/2020
 Agenda: Constitution of Grievance Redressal Cell in 2020-21 and its action plan in ~~2020~~ 2020-21 through online

The meeting started with short prayer. The Grievance Redressal Cell of the new academic year 2020-21 was constituted in the meeting through online. Dr. M.B. Sreekala (HOD, Dept. of Chemistry) was appointed as Convener and Dr. M.G. Biju (Department of Commerce) and Dr. Subhash Chandran (C.S. Dept. of Hindi) were selected as members. The meeting discussed the action plan of 2020-21. Also, the meeting decided to take an awareness class by Discipline Committee to encourage the students to express grievance freely without any fear of being victimized.

Members present

Principal: Dr. M.S. Latha
 Convener: Dr. M.B. Sreekala (HOD, Dept. of Chemistry)

Members: Dr. M.G. Biju (Dept. of Commerce)

Dr. Subhash Chandran (C.S. Dept. of Hindi)



Minutes

18/12/2021

Agenda: To discuss the complaints regarding the difficulties in attending online classes due to COVID 19 pandemic.

The meeting started with short prayer. The meeting discussed serious problems arisen due to the COVID 19 pandemic. The regular classes were transferred into online classes, because of lockdown started. Students faced difficulty in attending the online classes without smart phones. Convener by smart phones him Anwaraya L. (B. Sc Industrial Chemistry) was given to Grievance Redressal cell to state their inability to attend online classes without smart phone. The meeting discussed this grievance seriously with appropriate do the needful.

Also, the Grievance Redressal Cell recommended the College Council for collecting the grievance, if any regarding the lack of smart phones to attend online classes.

Members present

Principal: Dr. M.S. Latha
 Convener: Dr. M.B. Sreekala

Members: Dr. M.G. Biju

Dr. Subhash Chandran C.S.



Minutes

26/02/2021

Agenda: To follow up of grievance regarding the lack of smart phone to attending online classes.

The meeting started with silent prayer. Upon the request of The student, Arunoyya (CII IV Industrial Chemistry), the Grievance Redressal Cell recommended the College Council to do the needful. As per the recommendation, our teaching faculty from Chemistry Department Mrs. Mathu S & distributed smart phone to Arunoyya. The meeting discussed student's difficulties in attending online classes.

As per the Grievance Redressal Cell's recommendation, Snaha students from History Department had given request to the Grievance Redressal cell, regarding the inability to attend online classes without smart phone. The meeting discussed this grievance seriously with Principal and PTA to do the needful.

Members present

Principal: Dr. M.S. Latha

Convener: Dr. M.B. Sankala

Members: Dr. M.G. Biju

Dr. Sibhash Chandran C.S.



Minutes

19/03/2021

Agenda: Follow up the complaints on the last meeting and evaluate the activity of Grievance Redressal Cell 2020-21

The meeting started with silent prayer. Upon the request received from (Dept. of History), the Grievance Redressal Cell recommended the College Council to do the needful. As per the recommendation, our teaching faculty from Dept. of Chemistry, Mrs. Mathu S distributed smart phone to Snaha for attending online class.

Also, meeting analyzed the feedback forms filled by the students and concluded that mechanisms and methodologies adopted by the Grievance Cell were successful.

Members present

Principal: Dr. M.S. Latha

Convener: Dr. M.B. Sankala

Members: Dr. M.G. Biju

Dr. Sibhash Chandran C.S.



Report of Grievance Redressal cell 2021-22

In the beginning of the academic year (2021-22), the Grievance Redressal cell for students was constituted with the objective of tracking and resolving the grievances of students. A meeting was constituted with Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry) as convenor and Dr. M. G. Biju (Department of Commerce) and Dr. Subhash Chandran C. S. (Dept. of Hindi) as members. The meeting discussed the action plan of the cell during the academic year. The meeting decided to give an awareness class by Discipline committee to encourage the students to express their grievance freely without any fear of being victimized. The Grievance Redressal cell received a complaint from History Department regarding the non-working of fans and lights in classrooms. Another complaint from PG students of Chemistry Department regarding the lack of first aid kit in the Chemistry lab. These matters were discussed with their respective HODs. As a result, the PTA repaired the fans and lights and distributed first aid kit to the chemistry lab. Students from the Mathematics department gave a complaint regarding the shortage of water supply. The meeting discussed the complaint seriously and initiated the maintenance process of pipelines and the damaged pipes were replaced and new pipelines were installed. The next complaint was received from the students of Commerce Department regarding the water purifier maintenance and the issue was resolved. The Grievance Redressal cell resolved all the complaints raised by students during the academic year. The meeting analyzed the feedback form from the students and concluded that mechanism and methodologies adopted by the Grievance Redressal cell were successful.

Office of the cell

Convenor: Dr. N. B. Sreekala (Head of the Department, Dept. of Chemistry)

Members: Dr. M. G. Biju (Department of Commerce)

: Dr. Subhash Chandran C. S. (Dept. of Hindi)

- 25. **Scholarship Committee**
 - Convenor
 - Ms. Biji B
 - Mr. Binoy S
 - Members
 - Ms. Bhavya Sree. P.G
 - 1st year Tutors
- 26. **Website Committee**
 - Convenor
 - Dr. S. Vishnu
 - Dr. Nisha Somarajan
 - Dr. Vidhy R.V
 - Dr. Kiran Mohan M
 - Members
 - Dr. Biju Sukumar
 - Dr. C.S. Subhash Chandran
- 27. **Sports Club**
 - Convenor
 - Ms. Nisha T.V
 - Dr. Kiran Mohan M
 - Ms. Rasmi K
 - Member
 - Dr. Rani Rajeevan
 - All Dept. HOD's
- 28. **Ethics Committee**
 - Convenor
 - Dr. N. B Sreekala
 - Dr. M. G Biju
 - Dr. C.S. Subhash Chandran
 - Members
 - Ms. Nisha T.V
 - Dr. Biju Sukumar
 - Dr. Vishnu S
- 29. **Planning and Purchase Committee**
 - Convenor
 - Dr. Rani Rajeevan
 - All Dept. HOD's
 - Members
 - Dr. N. B Sreekala
 - Dr. M. G Biju
 - Dr. C.S. Subhash Chandran
- 30. **Grievance Redressal Cell**
 - Convenor
 - Ms. Nisha T.V
 - Dr. Biju Sukumar
 - Dr. Vishnu S
 - Member
 - Dr. Rani Rajeevan
 - Dr. N.B. Sreekala
 - Dr. M.G Biju
- 31. **De-Addiction Club**
 - Convenor
 - Dr. Rani Rajeevan
 - Dr. N.B. Sreekala
 - Dr. M.G Biju
 - Members
 - Ms. Nisha T.V
 - Dr. Biju Sukumar
 - Dr. Vishnu S
- 32. **PG/UG CLMC**
 - Convenor
 - Dr. Rani Rajeevan
 - Dr. N.B. Sreekala
 - Dr. M.G Biju
 - Members
 - Ms. Nisha T.V
 - Dr. Biju Sukumar
 - Dr. Vishnu S

Minutes

15/06/2021

Agenda: Constitution of Grievance Redressal Cell and its action plan in 2021-2022

The meeting started with silent prayer. The 'Grievance' cell of the new academic year (2021-2022) was constituted in this meeting. Dr. M.B. Sreekala (HOD, Department of Chemistry) was appointed as convenor. The meeting also selected as Dr. M.G. Biju (Assistant Professor, Department of Commerce) and Dr. Subhash Chandran C.S. (Assistant Professor, Department of Hindi) members. The meeting discussed the action plan of 2021-2022. Also, the meeting decided to take an awareness class by Discipline Committee to encourage the students to express grievance freely without any fear of being victimized.

Members present

Principal: Dr. M.S. Latha
Convenor: Dr. M.B. Sreekala

Members: Dr. M.G. Biju
Dr. Subhash Chandran C.S.



Minutes

21/06/2021

Agenda: To discuss various complaints received from students

The meeting started with silent prayer. The Grievance Redressal Cell received one complaint from History Department student and was concerned about lack of light in their classroom. Another complaint was 'lack of first aid kit in the Chemistry Lab - from PG Analytical Chemistry students. These complaints discussed with respective HODs and then the matter was immediately forwarded to PTA.

Action Taken

→ PTA sanctioned to repair or replace fans and lights in the History Department

→ Also, PTA decided to fix first Aid kit in the Chemistry Lab.

Members present

Principal: Dr. M.S. Latha

Convenor: Dr. M.B. Sreekala

Members: Dr. M.G. Biju
Dr. Subhash Chandran C.S.



Minutes

3/12/2021


Agenda: To discuss complaints received from students


The meeting started with silent prayer. The Conveyance Redressal Cell of the College received a complaint from Mathematics Department students pertaining to the water shortage issue. Due to scarcity of water, students find it difficult to drink water, to clean their tiffin boxes after lunch and to using toilets. Therefore, the students had requested for a quick solution to the above complaint. The meeting discussed this complaint seriously and is forwarded to PTA for further action.


Action Taken


⇒ PTA sanctioned for the plumbing work to solve leakage of pipes.

Members present

Principal: Dr. M.S. Latha (Principal) 

Convener: Dr. N.B. Sreekala 

Members: Dr. M.G. Biju 

Dr. Subhath Chandan C.S. 



Minutes


23/02/2022


Agenda: Follow up of complaints in the last meeting and discuss the complaint received in Conveyance Redressal Cell.


The meeting started with silent prayer. Upon the request received from the students in Mathematics Department, regarding the shortage of water, PTA initiated maintenance process of pipelines. It found that there were leakage in various points due to the cracking of pipes. The damaged pipes were replaced and new pipelines were installed in cracking areas. Thus the water shortage issue was resolved.


The Conveyance Redressal of the College received a complaint from Commerce Department students regarding the non-working of purifier and thereby students had not available water for drinking purpose on time. The meeting discussed this matter seriously and forwarded to PTA and Principal.

Members present

Principal: Dr. M.S. Latha (Principal) 

Convener: Dr. N.B. Sreekala 

Members: Dr. M.G. Biju 

Dr. Subhath Chandan C.S. 



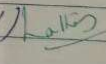
07/03/2022


- Agenda : i) Follow up of complaint regarding the non-working of purifier
 ii) Evaluation of activities of Grievance Redressal Cell of 2021-22.

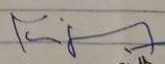
The meeting started with silent prayer. Based on the complaint received with respect to drinking water, PTA repaired water purifier, which was installed in front of the office and ~~in~~ General Department. Thus the drinking water shortage issue was resolved.

The Grievance Redressal Cell resolve all the complaints raised by students during the academic year 2021-22. Also, the meeting analyzed the feedback forms filled by the students. Thus the meeting concluded that the mechanism and methodologies adopted by the Grievance Cell were successful.

Members present

Principal : Dr. M.S. Latha (Principal) 

Convener : Dr. N.B. Sreekala 

Members : Dr. M. G. Bijus 

Dr. Subhash Chandran C.S. 