



Criterion V - Student Support and Progression

## 5.1.5 GRIEVANCE REDRESSAL

### Details of student grievances

Year	No. of grievances appealed	No. of grievances redressed
2021-2022	1	1
2020-2021	1	1
2019-2020	1	1
2018-2019	13	10
2017-2018	nil	nil
2016-2017	nil	nil

\*Three of the grievances appealed during 2018 – '19 on infrastructure development were redressed during the subsequent academic year

### Sample Process

Grievance Received on	Committee formed on and Members	Grievance Redressed Communicated to student	Action Taken Report
07-02-2019	08-02-2019 1. Fr.Shaiju K.S. 2. Mr.Eric Thomas Joseph 3. Ms.Claries Annie John	08-02-2019	Find the minutes attached below





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Sample Offline Filled Form

From  
11<sup>th</sup> Bcom A  
Department of Commerce  
7<sup>th</sup> February 2019  
To,  
Best Class Evaluation Committee

Respected sir  
As we are out of station from 5<sup>th</sup> february  
to 7<sup>th</sup> february, we were unable to attend  
the interview of best class evaluations on time.  
we came to know about it only on today  
morning. So we are requesting you to give  
another chance to participate in the interview.

Yours faithfully

forwarded Pr. K.V. Anand

To, <sup>Members</sup> Grievance Committee  
The teachers of Best class Evaluation committee  
Respected Teachers  
Please see the grievance and give a response  
based on the above stated arguments.  
Fr. Chaitan. K.R. [Signature]





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**5. Minutes of the meeting held on 8 /02/2019**

Venue: Conference hall

Time : 2PM-3 PM

**Members Present**

1. Fr.Shaiju K.S.
2. Mr.Eric Thomas Joseph
3. Ms.Claries Annie John

*A. K. Kuttikkanam*  
*Eric Thomas Joseph*  
*Claries Annie John*

**Agenda**

To discuss the grievances raised by II BCom students

A meeting of grievance committee along with the teachers of best class evaluation committee was conducted on 8<sup>th</sup> February 2019 to discuss the grievances of II BCom students regarding the best class evaluation. Students requested that they could not attend the interview of best class evaluation on the allotted time. Following are the decisions made during the meeting.

**Decisions and actions**

The written grievance was submitted to the best class evaluation committee and they conducted a meeting with students' representatives. Students were agreed with the decision made by the committee and issues were resolved.

**Sample Online Filled Form**



**ICC/Grievance List -Bachelor of Commerce**

1) Name : \*\*\*\*\* Class : \*\*\*\*\* Admn.No : \*\*\*\*

**Subject** :Unable to Pay Exam Fee

**Description** :I tried to pay my Exam Fee today. But site is saying to pay semester fee 5000 which I already paid on 17/07/2020 to South Indian Bank account vide Tx.No.UA0289444456. Please advise.

**Posted On:** 2020-11-11

**Replies :**

- 1 . Dear Della, I will inform this matter to the college office and get back to you

Replied By : Lumy Joseph Replied on 2020-11-13

2. Dear Della, We have informed this matter to the office accountant and technical support team and resolved the issue.Now you can pay the exam fee.

Replied By : Lumy Joseph Replied on 2020-11-14





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Showing rows 1-4 (0 total, query took 0.0006 seconds)

SELECT FROM `mgsr332`

Profiling [Edit inline] [Edit] [Explain SQL] [Create PHP code] [Refresh]

UPDATE `mgsr332` SET `closing\_statement` = 'Made a direct conversation between the user with ID: 18ubc191 and the coordinator on 1/11/2018...' WHERE `mgsr332`.`id` = 1043;

[Edit inline] [Edit] [Create PHP code]

Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None

Options	id	gmo	usertype	userid	grstyp	details	date_incident	date_raised	date_received	status	date_closed	closing_statement	handled_by
<input type="checkbox"/> Edit <input type="checkbox"/> Copy <input type="checkbox"/> Delete	1038	10pmm215-24092018003728	Student	10pmm215	General Issues	Hi Myself jihin George of M.com PGDM (2018-18). For the purpose of taking my semesterwise result i have updated my password in the login/exam portal Unfortunately now doesnot display my result link.it showing only update password update profile and grievance option.I need my semester wise results on urgent basis Could please provide my solution to this problem today itself	24-09-2018	24-09-2018	03-10-2018	Closed	03-10-2018	Contact COE's Office.	MCK243
<input type="checkbox"/> Edit <input type="checkbox"/> Copy <input type="checkbox"/> Delete	1038	17pmc315-03102018138410	Student	17pmc315	General Issues	Exam result not found	03-10-2018	03-10-2018	04-10-2018	Closed	04-10-2018	Contact COE's Office	MCK243
<input type="checkbox"/> Edit <input type="checkbox"/> Copy <input type="checkbox"/> Delete	1043	18ubc191-08102018203247	Student	18ubc191	General Issues	I really feel about the problem faced last two months back it is very sad to hear about college hostel facilities may be it will be a situation problem any way we all feel better about our facilities	20-07-2018	08-10-2018	31-10-2018	Closed	05-11-2018	Made a direct conversation between the user with ID: 18ubc191 and the coordinator on 1/11/2018.	MCK190
<input type="checkbox"/> Edit <input type="checkbox"/> Copy <input type="checkbox"/> Delete	1044	17PMH102-12122018220538	Student	17PMH102	General Issues	Exam result page is not loading	12-12-2018	12-12-2018	13-12-2018	Closed	09-02-2019	Consulted in the examination office and settled the issues.	MCK190
<input type="checkbox"/> Edit <input type="checkbox"/> Copy <input type="checkbox"/> Delete	1045	18uma102-19122018222045	Student	18uma102	General Issues	Please provide necessary Sign Boards to Department of Mathematics on the Front of New Academic Block. Also please provide curtains to the top most classes of new academic block (3rd BSc: Mathematics and 2nd BSc: Mathematics) for the better view of Boards.	19-12-2018	19-12-2018	09-02-2019	Closed	20-02-2019	Discussed this matter with concerned class representative and found that curtains were provided in the class room and they are very much satisfied. Regarding sign board, it is informed to the college authorities and they will do necessary action at the earliest.	MCK190

Check all | With selected: Edit Copy Delete Export

Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None

Query results operations