NIRF 84 (2018) 'A' Grade with CGPA **3.52** (III Cycle)

RF 84 (2018) 5**2** (III Cycle)

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

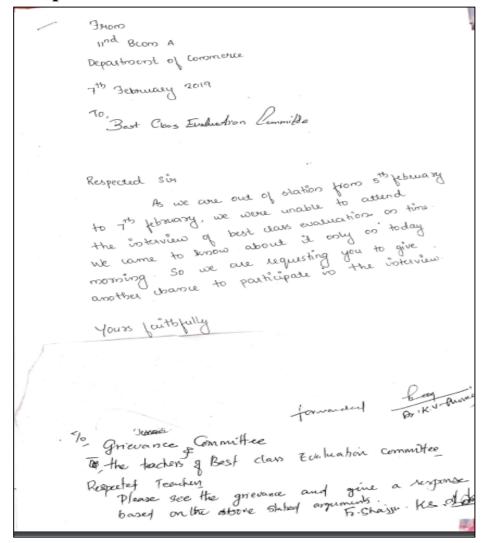




NIRF 84 (2018) 'A' Grade with CGPA **3.52** (III Cycle)

Criterion V - Student Support and Progression

Sample Offline Filled Form





NIRF 84 (2018) 'A' Grade with CGPA 3.52 (III Cycle)

Criterion V - Student Support and Progression

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

Venue: Conference hall

Members Present

1. Fr.Shaiju K.S.

2. Mr.Eric Thomas Joseph

2PM-3 PM

3. Ms.Claries Annie John

Agenda

Time:

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 8th 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









NIRF 84 (2018) 'A' Grade with CGPA **3.52** (III Cycle)

Criterion V - Student Support and Progression

