

Grievance Redressal Cell

Ideal College for Advanced Studies, Kadakassery
(Affiliated to University of Calicut)
Kadakassery, Thavanur 679573

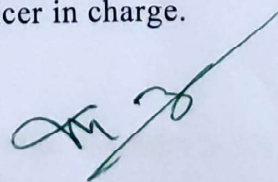
2018-2019

Grievance Redressal Mechanism is very important to provide value to the stakeholders and to maintain peace, harmony, and quality of any Higher Education Institution. The College has a very transparent and efficient mechanism for Grievance Redressal. Grievances of Students, Teachers, and Non- Teaching Staff is addressed and amicable solutions are arrived at in a short span of seven days. The Grievance Redressal Cell is constituted by a Convenor and the representative members of committees like Examination Grievance Redressal, Ethics & Anti-ragging Committee, Internal Complaint Committee (ICC), and General Grievance Committee.

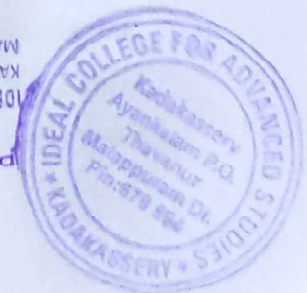
As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a remedial measures for students' grievances. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.

Anyone with a genuine grievance may inform their grievance.

- To the department member in person.
- To Grievance Redressal Cell officer in charge.
- By Dropping a written letter in Suggestion box kept in the Main Block.
- By Sending E Mail to the officer in charge.



PRINCIPAL
Prof. KOYAKUTTY, K.
IDEAL COLLEGE FOR ADVANCED STUDIES
KADAKASSERY, AVANKALAM, POTHAVANUR
MALAPPURAM DIST., KERALA, PIN: 679 594



Minutes

Date: 20/6/2018

Time :- 10.30 am

Venue:- BCA Seminar Hall

Agenda

- Formation of Grievance redressal Cell for the year 2018-2019
- Action plan for the year 2018-2019

Decision

- Members were selected for the cell .
- Discussed necessary measures to be taken based on the grievances.

Members:

Prof.Koyakutty T K- Principal- Chairman

Ms.Nijana V -Assistant Professor-Officer on special duty

Ms.Foushiba PKM - Assistant Professor- Convenor (WDC)

Mr. Abdul Fathah –HOD, Department of Social Work- Convenor(Anti ragging cell)

Ms.Saheena M - Assistant Professor- Convenor (Discipline Committee)

Date :- 8/8/2018

Time :- 2.30 pm

Venue:- BCA Seminar hall

Agenda:-

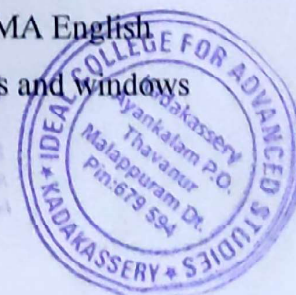
- Actions to be taken related with the complaints received

Decisions:

- A compliant has been received about the low light in the second semester BA class room. It has been decided to fit an additional light in the class room.
- A complaint has been received about the external sound in the MA English class room. It was decided to make proper maintenance to doors and windows of the class room

Members Present

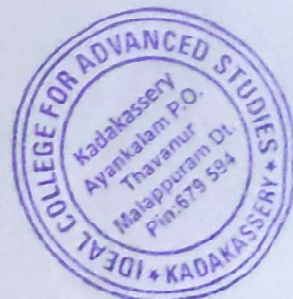
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- Prof.Koyakutty T K- Principal- Chairman *OK*
- Ms.Nijana V -Assistant Professor-Officer on special duty *Nijana*
- Ms.Foushiba PKM - Assistant Professor- Convenor (WDC) *Foushiba*
- Mr. Abdul Fathah –HOD, Department of Social Work- Convenor(Anti ragging cell) *Fathah*
- Ms.Saheena M - Assistant Professor- Convenor (Discipline Committee) *Saheena*

OK

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MALAPPURAM Dt., KERALA, INDIA



Date : 15/11/2018

Time :- 2.30 PM

Venue:- BCA Seminar hall

Agenda:

- Actions to be taken related with the complaints received

Decisions:

- A complaint has been received about the shortage of infrastructure in II BCom Cooperation class room. It has been decided to issue additional benches and desks to the class room.

Members

- Prof.Koyakutty T K- Principal- Chairman
- Ms.Nijana V -Assistant Professor-Officer on special duty
- Ms.Foushiba PKM - Assistant Professor- Convenor (WDC)
- Mr. Abdul Fathah –HOD, Department of Social Work- Convenor(Anti ragging cell)
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Date : 22/1/2019

Time :- 2.30 PM

Venue:- BCA Seminar hall

Agenda:

- Actions to be taken related with the complaints received

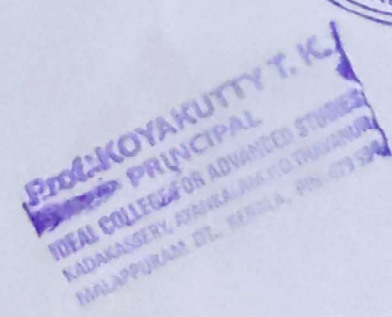
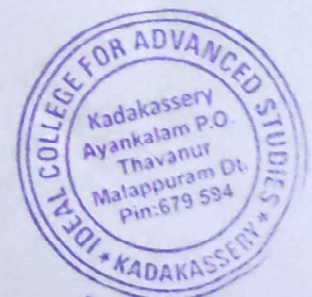
Decisions:

- A complaint has been received about the lighting problem in the II MSW Class room. So it has been decided to fix a curtain in the class room.

Members

- Prof.Koyakutty T K- Principal- Chairman *[Signature]*
- Ms.Nijana V -Assistant Professor-Officer on special duty *[Signature]*
- Ms.Foushiba PKM - Assistant Professor- Convenor (WDC) *[Signature]*
- Mr. Abdul Fathah –HOD, Department of Social Work- Convenor(Anti ragging cell) *[Signature]*
- Ms.Saheena M - Assistant Professor- Convenor (Discipline Committee) *[Signature]*

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Date : 14/2/2019

Time :- 2.30 PM

Venue:- BCA Seminar hall

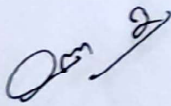



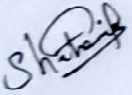
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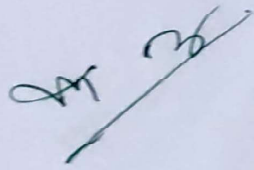
- Actions to be taken related with the complaints received

Decisions:

- A complaint has been received about the fan in the class room of II BCom CA. It has been decided to make necessary maintenance to the fan.

Members

- Prof.Koyakutty T K- Principal- Chairman 
- Ms.Nijana V -Assistant Professor-Officer on special duty 
- Ms.Foushiba PKM - Assistant Professor- Convenor (WDC) 
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Date : 28/3/2019

Time :- 2.30 PM

Venue:- BCA Seminar hall

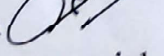



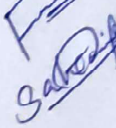
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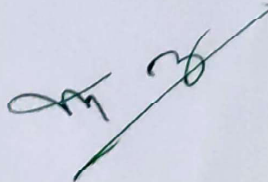
- Actions to be taken related with the complaints received
- Over view of the committee

Decisions:

- Overviewed the activities and complaints received in the grievance cell during the year 2018-2019 .

Members

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