

# Grievance Redressal Cell

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

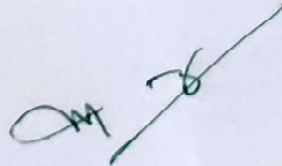
**2019-2020**

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.

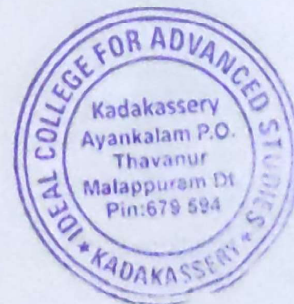
As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell, to provide a remedial measures for students' grievances. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered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



Prof. KOYAKUTTY T. K,  
PRINCIPAL  
IDEAL COLLEGE FOR ADVANCED STUDIES  
KADAKASSERY, AYANKALAM, P.O. THAVANUR  
MALAPPURAM DT., KERALA, PIN: 679 594



## Minutes

Date: 24/6/2019

Time :- 10.30 am

Venue:- BCA Seminar Hall

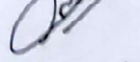



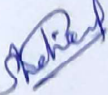
### Agenda

- Formation of Grievance redressal Cell for the year 2019-2020
- Action plan for the year 2019-2020

### Decision

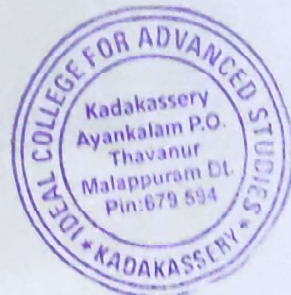
- Members were selected for the cell .
- Discussed necessary measures to be taken based on the grievances.

### Members:

Prof.Koyakutty T K- Principal- Chairman   
Ms. Nijana V - Assistant Professor-Officer on special duty   
Ms.Vineetha AP - Assistant Professor- Convenor (WDC)   
Mr. Abdul Fathah -HOD- Convenor(Anti ragging cell)   
Ms.Saheena M - Assistant Professor- Convenor (Discipline Committee) 



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Date :- 26/7/2019

Time :- 3.30 pm

Venue:- BCA Seminar hall

Agenda:-

- Actions to be taken related with the complaints received

Decisions:

- A Compliant has been received about the cleanliness of the bathrooms. It has been decided to make proper arrangements to ensure the cleanliness and hygiene.

Members Present

Prof.Koyakutty T K- Principal- Chairman

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

Ms.Vineetha AP - Assistant Professor- Convenor (WDC)

Mr. Abdul Fathah -HOD- Convenor(Anti ragging cell)

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

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Date : 15/10/2019

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 working of switch board in III BCA. It was decided to do maintenance immediately.

Members

Prof.Koyakutty T K- Principal- Chairman

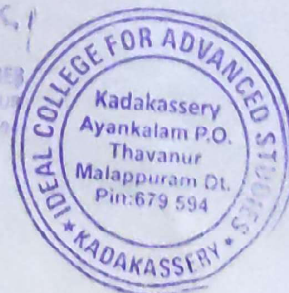
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Date : 15/12/2019

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 damage of water cooler in front of the library. It has been decided to do maintenance.

Members

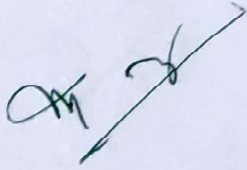
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