

C.H. Mohammed Koya
KMEA Engineering College, Edathala

Date: 08/07/2021

212 KMEA/2021

OFFICE ORDER

Students & Staff Grievances and appeal Committee

Members :

- | | | |
|---|---|------------------|
| 1. Dr. Sreeja P | - | EE (Coordinator) |
| 2. Ms. Vidya Hari | - | CS (Coordinator) |
| 3. Mr. Abdul Jaleel K.T | - | ME (Coordinator) |
| 4. Mr. Rajeeesh R Pillai | - | ME |
| 5. Ms. Fathima S. T [LEKSHMI. F.G] | - | CE |
| 6. Mr. Mohammed Ismail [SHAHIN M ABDULLA] | - | EC |
| 7. Ms. Sabeena Salam | - | EE |
| 8. Ms. Jesna K Azeez | - | EI |
| 9. Ms. Resmi G | - | BS |
| 7. Sports Secretary | - | Member |
| 8. College Union Chairman | - | Member |
| 9. College Union General Secretary | - | Member |
| 10. Students Representative (KTU) | - | Member |
| 11. University Union Counsellors | - | Member |
| 12. Students Lady Representative | - | Member |

DIRECTOR/PRINCIPAL

Copy to

1. The Director
2. Committee Members
3. U. G Co-ordinator
4. Internal audit file
5. HOD'S
6. Office copy

REPORT OF GRIEVANCE COMMITTEE

The grievance committee was reconstituted on 8th July 2021 as per the office order No E-2/KMEA/2021. The member of grievance committee consists of teaching faculties, sport secretary and various representatives from the college union. The meeting of the grievance committee will be held thrice in each year at grievance cell in the presence of Director, Vice Principal and all members of students and staff Grievance committee according to the stipulated date given in KTU academic calendar. In addition, meeting of all the members of the cell will be convened, if required. Students and staff can approach this committee to express his/her grievance. The committee considers the request and addresses genuine complaints from students and faculties.

The meeting of the grievance committee was held on 25th May 2023. The major grievances put forward by the students during the meeting were.

❖ AGENDA

1. To discuss about student grievance.
2. Any other matters.

❖ MINUTES

1. Students requested to do the maintenance work in hostel (Roof work, concrete and wooden work).
2. Students requested to do the plumbing works in common toilets.
3. They also requested to do the repair work of green block windows.

❖ ACTION TAKEN REPORT

1. Maintenance work completed.
2. Plumbing works of toilets completed .
3. Repair work of windows will be completed.



KMEA ENGINEERING COLLEGE

Kozhivellipady, Edathala P.O., Kozhi - 683 661

FORM No. REC/OA/P587-50

Internal Office Note

From	De. Sanja D	To	The Director
Through	A.O	Date	12/11/2011
Subject	Requirement for glass hobel.		

Respected Sir,

The following departments are needed for the smooth running of glass hobel kindly do the needful.

1. Canvas work of five doors.
2. Roof work (Perimeter, East Port, Behind door)
3. Electric work (New light, wiring)
4. Repair work of unsprayed.
5. Requirement of water filter for all glasses.
6. Computer system for data entry.
7. Renovation of cable TV connection.
8. Requirements of Miscellaneous Items like Chose, cloth mat, carpet, clock, Dish Wash, Rope for hanging clothes, Water Buckets (10 nos)

Yours faithfully,
 [Signature]
 [Name]
 [Designation]

Prepared by	Recommendation to	Signature
[Signature]	[Signature]	[Signature]

KMEA ENGINEERING COLLEGE	
Kuzhivelipalay, Edathala P.O., Kochi - 683 961	
Form No: KEC/CA/1/507/00	
Internal Office Note	
From	Dr. Sreeja P. Warden, KMEA Ladies Hostel
To	The Director, KMEA Group of Institutions
Through	A.O., KMEA Engineering College
Date	10/04/2021
Subject	Request for maintenance of LA, Wi-Fi, and a Computer System

Respected Sir,

I am Dr. Sreeja P. Warden KMEA Ladies Hostel. I am requesting you a computer system for student's data entry also kindly take necessary measures for maintenance of Lightning Arrester and Wi-Fi.

Kindly do the needful.

Dr. Sreeja P.

1. wifi equipment for repair.
2. Laptop for data entry.
3. Upgrade of computer system.

Forwarded by	Recommendation to	Signature


KMEA ENGINEERING COLLEGE

Kuzhivelipady, Edathala P.O., Kozhikode - 683 601

Form No. KEC/OA/P007-00

Internal Office Note

From	Dr. Sangeetha P	To	The Director
Through	A.O	Date	12/11/21
Subject	Requirements for Girls Hostel.		

Respected Sir,

The following requirements are needed for the smooth running of girls hostel. kindly do the needful.

1. Concrete work of five doors.
2. Roof work. (Purupuram, New Door, Bathroom door)
3. Wooden work. (Heavy door, floor)
4. Electric work. (Lighting, fan, light, etc.)
5. Repair work of incinerator.
6. Requirement of water filter for all floors.
7. Computer system for data entry.
8. Renovation of cable TV connection.
9. Requirement of miscellaneous items like Chose, cloth mat, carpet, clock, Dish-wash, Rope for hanging clothes, Water Bucket (Covers).

Prepared by	Recommended to	Signature
<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
12/11/21	12/11/21	12/11/21

OBJECTIVES:

objectives of the Grievance Redressal Cell are:

- To develop an organizational framework to resolve grievances of students .
- To institute a monitoring mechanism to oversee the smooth functioning of the College.
- To promote and maintain a conducive and harmonious educational environment among the students.
- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and parents.
- This cell helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.
- To keep the dignity of the college high by ensuring conflict free atmosphere in the College by promoting good Student-Student relationship and Student-teacher relationship.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal. Ragging Complaints will be handled as per ragging rules
- Woman Harassment complaints will be handled as per government guidelines by respective section.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

ES AND RESPONSIBILITIES

cell will deal with Grievances received in writing from the students about any of following matters:-

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters. Financial Matters: Related to dues and payments for various items from library, hostels etc.

Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- A Grievance Redressal Cell already working in college since 2nd August, 2015 which

The cell is indented to find solutions for problems like Sexual harassment – any kind of physical or mental harassment, Complaints regarding class room teaching – class room management, completion of syllabus, teaching methods etc, if and when they arise. The KMEA GRC convenes meetings periodically and takes steps to redress the grievance. The function of the cell is to look into the complaints lodged by any student of college and judge its merit. The Grievance Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box. Grievances may also be sent through e-mail to the member/officer in-charge of Students' Grievance Cell.

WORKING PROCEDURE

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes. Complaint Boxes have been installed in the College campus in which the Students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College. Grievance Application Form also available online
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- The person concerned can personally approach to any member of the Cell and can send email or write an application and submit to Cell Convener for grievances of any sort.
- The cases will be attended promptly on receipt of grievances from the students.
- The cell will review all cases and will act formally accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the principal for final comment on the matter.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.
- The cases will be attended promptly on receipt of written grievances from the students.

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute.
- Decisions by competent authority on assessment and examination result.