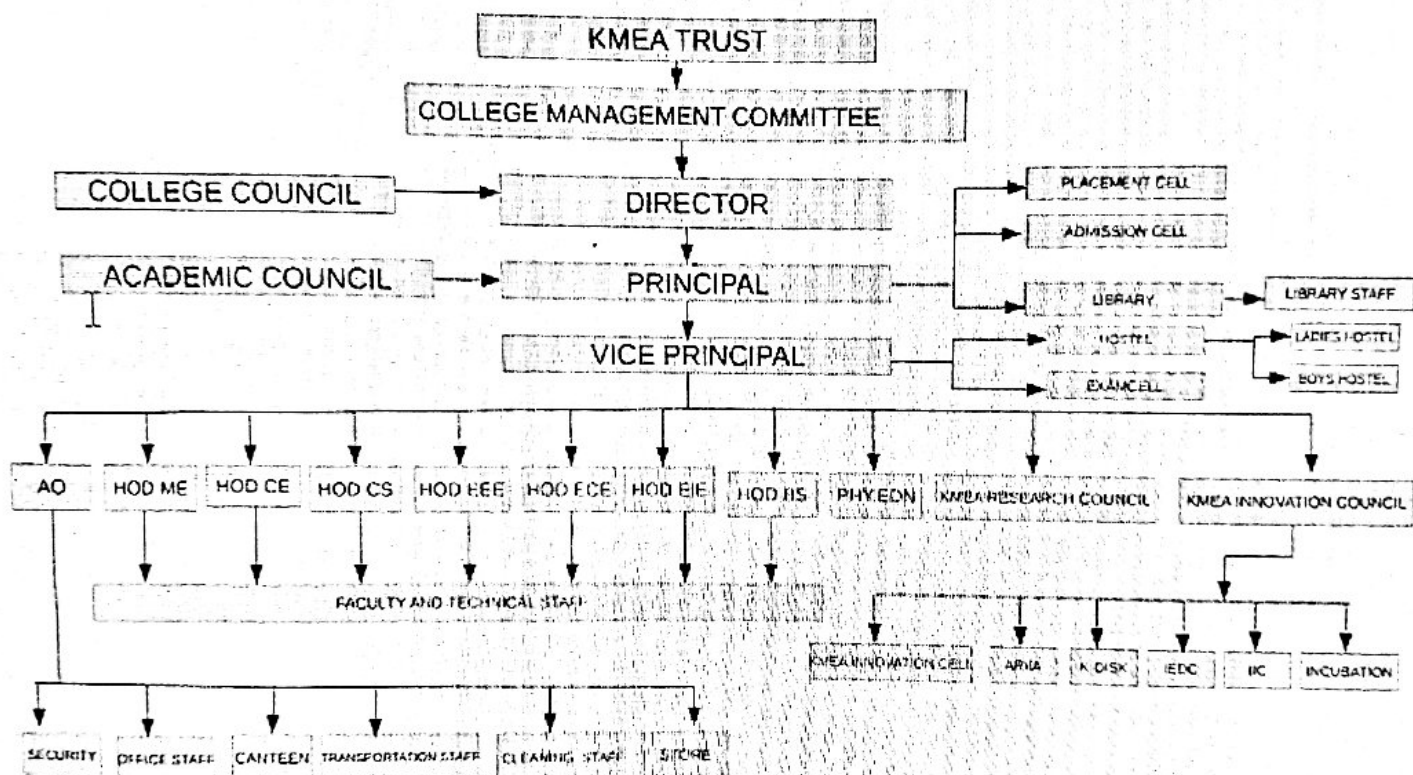


## Organizational Structure



*Chandrasekhar*  
 PRINCIPAL  
 KMEA ENGINEERING COLLEGE  
 EDATHALA-683561

## FUNCTIONS OF VARIOUS BODIES

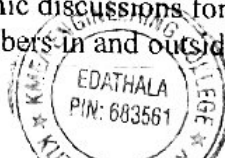
Position	Functions
KMEA TRUST	<ul style="list-style-type: none"> <li>• The Kerala Muslim Educational Association was established in 1955 with the lofty aim of setting up quality educational institutions on a par with global standards, promoting education among minority communities and providing financial aid to the economically weak and deserving students.</li> <li>• The KMEA Engineering College is dedicated to the fond memory of Sri. C.H. Mohammed Koya, a dynamic visionary, an eminent educationalist and administrator.</li> <li>• Established in 2002 by the Kerala Muslim Educational Association, KMEA Engineering College is a private self-financing college which provides quality education and unique learning experience in science and technology.</li> </ul>
College Management Committee	<ul style="list-style-type: none"> <li>• Fix the fees and other charges payable by the students of the college on the recommendations of the Finance Committee.</li> <li>• Institute scholarships, fellowships, studentships, medals, prizes and certificates on the recommendations of the Academic Council</li> <li>• Approve the implementation of new relevant programmes leading to various degrees.</li> </ul>
College Council	The College Council provides governance, guardianship and strategic advice to the Director for the effective management of the college and its future.
Academic Council	<ul style="list-style-type: none"> <li>• Framing and revising the curriculum of every academic program of the college in tune with the existing curriculum of the affiliated University.</li> <li>• Ensuring the quality of teaching learning process of different academic programs.</li> <li>• To make suggestions regarding the conduction of exams as per the university norms.</li> <li>• Promoting research activity within the college.</li> <li>• Collaborating with other academic institutes and industry.</li> <li>• Creating a conducive environment in order to develop entrepreneurship.</li> <li>• Ensuring discipline amongst the students.</li> <li>• Facilitating and supervising the co-curricular activities for the students.</li> <li>• Encouraging students with awards, stipends, scholarships, medals and prizes and so on.</li> </ul>
Director	<ul style="list-style-type: none"> <li>• To look after the overall development of institute</li> <li>• Plan &amp; provide for necessary facilities / equipment for development.</li> </ul>



	<ul style="list-style-type: none"> <li>• Instill confidence and devotion in every member of the institute</li> </ul>
Principal	<ul style="list-style-type: none"> <li>• Define delegate responsibilities of various positions in the organization</li> <li>• Ensure periodic monitoring &amp; evaluation of various processes &amp; sub- processes</li> <li>• Execute quality policy and objectives</li> <li>• Prepare annual budget</li> <li>• Conduct periodic meeting of various bodies such as Management Committee, Academic Council, Library Committee, Women's Grievances Redressal Committee etc.</li> <li>• Public relations</li> <li>• Resource Generation through research</li> <li>• Prepare and execute academic calendar</li> <li>• Oversee the teaching-learning process</li> <li>• Carry out result analysis and suggest corrective measures to Initiate supplementary teaching measures</li> <li>• Formation of student council</li> <li>• Student health care</li> <li>• Student orientation</li> <li>• Internal Quality Assurance Cell</li> <li>• Establish, implement and maintain quality management system</li> <li>• Initiate recruitment process and to monitor the functioning of placement cell.</li> <li>• Maintain minutes of meeting (all)</li> <li>• New proposals</li> <li>• To constitute an admission cell and monitor its activities.</li> <li>• Identifying training needs of staff</li> <li>• Notify the staff about various staff development programs</li> </ul>



	<ul style="list-style-type: none"> <li>• Arrange staff development programs</li> <li>• Monitoring of lectures and practicals</li> <li>• Students feedback</li> <li>• To ensure the smooth functioning of the library which meets the needs of students.</li> <li>• Co-ordinate the activities of class teachers</li> </ul>
Vice Principal	<ul style="list-style-type: none"> <li>• Assist Principal in day-to-day academic and administrative responsibilities</li> <li>• Student Hostels</li> <li>• Students Discipline</li> <li>• To monitor the smooth conduct of examination cell.</li> <li>•</li> </ul>
Head of Departments	<ul style="list-style-type: none"> <li>• Responsible for efficient functioning of the Department with reference to its goals and objectives- conduct the department in a professional manner.</li> <li>• Develop and schedule the activities of the department for the academic year</li> <li>• Ensure that all faculty members complete their role responsibilities in a timely manner.</li> <li>• Ensure leave management of teaching and non-teaching staff of the department, in such a way that no prescribed class hours are lost.</li> <li>• Review and approval of all relevant records of concerned faculty members by HoD.</li> <li>• Periodic independent review of individually and suggest remedial tips</li> <li>• Initiate opportunities and avenues for developing faculty knowledge and capability. Ensure that each faculty member take turn to present a recent article from a leading international journal to his fellow colleagues in the department at least once in a month.</li> <li>• Encourage regular academic discussions for subject exposure among the relevant faculty members in and outside the</li> </ul>



department, to facilitate knowledge sharing and updating.

- Identify and arrange specialist lectures for different subjects in consultation with the concerned faculty.
- Inspect concerned department classes at least once in a semester.
- Maintain overall student discipline in the department as per college policy and guideline, with due coordination with the Class Teachers, with regard to attendance, uniform, attitude, conduct, assignment completion etc.
- Resolve difficulties faced by the students, academic and non-academic, in due consultation with the class teacher and referring essential cases to the Counselor, with a discrete note of reference.
- Take all efforts from the department side for enhancing employability and placement readiness of the students in the department.
- Convene regular faculty meetings to assess and review the progress of planned activities.
- Convene class committee meeting to get students feedback on teaching.
- Conduct pre-examination and post examination reviews with the Faculty members concerned with regard to quality of questions, answers, rectification measures etc to improve the student performance/results.
- Comply with the reporting requirements and submissions as may be specified.
- Finalization of the work load/allotment and timetable for the next semester immediately on completion of the current semester.
- Develop proposals for improved, teaching methods, curriculum enhancement, new academic programs of practical significance etc.
- Prepare and monitor the time and cost budgets for the department.
- Inspect concerned classrooms at least once in a semester.
- Explore the avenues for enhancing the placement readiness of



	<p>converting the department into a value centre.</p> <ul style="list-style-type: none"> <li>• Prepare and submit half yearly feedback about the staff members to Principal as per the students evaluation.</li> <li>• Convene meetings as per the regulations.</li> </ul>
Administrative officer	<ul style="list-style-type: none"> <li>• General administration of the office</li> <li>• Admission and Relief</li> <li>• University examinations</li> <li>• Monitoring purchases</li> <li>• Maintaining college store and office store accounts</li> <li>• maintenance of college bus</li> </ul>
Physical Education Dept	<ul style="list-style-type: none"> <li>• Apart from the academic activities the college foster the physical/sport activities of the students through physical education department. Our students participated and win several inter collegiate/universities competitions.</li> </ul>
KMEA innovation council	<ul style="list-style-type: none"> <li>• Innovate ideas ,projects and startups</li> <li>• KMEA initiatives are KIC,IIC,ARIIA,IEDC,KDISK</li> <li>• activities are planning and control activities of all the above establishments</li> <li>• Design and implementation of short term courses suitable for boosting startups.</li> </ul>
KMEA Research council	<ul style="list-style-type: none"> <li>• To initiate, promote and direct programmes and activities designed to bring about desirable changes in the educational system through research</li> </ul>

### Functions of various bodies

Various committees are formed in the College for the smooth and efficient management of activities. It also gives the opportunity to the faculty to grow and develop in their extracurricular activity/field and administrative skills. The committees are constituted by the Principal in consultation with HODs for one academic year or until new committees are constituted

Following is the list of few bodies and their functions

#### 1. Examination Committee

To help and ensure smooth and orderly conduct of examinations in the institute as per the norms issued by APJ Abdul Kalam Technological University from time to time.

#### 2. Website Maintenance and updating

To ensure that the college website is regularly updated, improved and well maintained.





### 3. Anti-ragging Committee

To preserving a Culture of Ragging Free Environment in the college. Checking places like Hostels, Buses, Canteens, Classrooms and other places of student congregation.

### 4. Staff welfare committee

This Committee is intended for the welfare and development of whole staff and to provide a platform for us to interact with each other. It ensures favourable working environment for members of staff.

Their main priority shall be to: a) Arrange for extra-curricular activities for all members of staff. b) Ensure favorable working environment for members of staff.

**5. Internal Quality Assurance Cell (IQAC)** To the enhancement and integration among the various activities of the institution and institutionalize many good practices.

**6. Continuing Education Cell** To improve the infrastructure and basic facilities in Institute so as to achieve at least the threshold level and promote enhancement of quality

**7. Research and Consultancy Cell** To initiate, promote and direct programmes and activities designed to bring about desirable changes in the educational system through research and innovations

**8. Ethics Committee** Propose the Code of Ethics for the Institution organise ways to communicate the Code of Ethics to all staff and students and enhance its understanding .Report breaches of Code of Ethics or non-compliance of ethical practices among students, faculty and staff to the Principal.

**9. Library Council** To function as a channel between the library and its users

**10. Counselling Centre** To support student to resolve their academic & personal issues. To do personal counselling for better performance in individual endeavour. To motivate students to participate in various activities for his or her personality development.

**11. Womens Forum** To create social awareness about the problems of women and in particular regarding gender discrimination. To develop the self confidence of Women. To guide about Women Welfare Laws. To assert the importance of spiritual, economic, social, racial and gender equality.

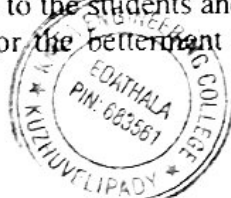
**12. Internal Audit Cell** To ensure academic accountability. To define quality of each component of the functionalities and to ensure quality of technical education throughout the system.

**13. Community Service Cell** To enable the students to understand the community in which they work.

To identify the needs and problems in the community in the solution of which they can be involved. To develop among themselves a sense of social and civic responsibility.

**14. ECO Club** Eco Clubs play an important role in creating environmental awareness amongst the future generation

**15. Hostel Committe** the committee members facilitate the addressing of issues that the students have and communicate the same to the concerned authorities. They ensure that the administration's concerns are communicated to the students and act for the benefit of all stakeholders involved. They take numerous initiatives for the betterment of lives of the students and implement the same by



bringing the authorities in confidence.

**16. Students Welfare Committee** To enrich the welfare of students for their overall development and to ensure welfare Schemes carried out as per plan

**17. Sports Committee** To increase the no. of students participated in National and State Level Sports and to organize various sports events in campus.

**18. Career Guidance & Placement Unit** Placement Cell helps and guides the students to seek job opportunities through placement drives conducted on and off the campus. To evolve educational programmes with the broad requirements of the industry and which can give rise to engineering personnel. To create adequate facilities of updating knowledge of professional engineers and technologists to meet growth and developmental needs of the industry.

**19. Industry Institute Interaction Cell** The function of the Cell is to promote closer interaction between the academic field and the professional field. Industry Institute Interaction Cell is established to provide closer links with industries. The *purpose* of the cell is to find out the gap between need of the industry and end product of the institute.

**20. Campus Computing Systems & Newtwork Committee** To identify common needs across the teaching and learning community at institute with respect to infrastructure, hardware, software and technical support.

**21. Students Grievance Redressel Committee** The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell is constituted for the redressal of the problems reported by the Students of the College with the following objectives:

Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized the concerned Head of the Institute.

**22. Website Committee** To ensure that the college website is regularly updated, improved and well maintained

**23. Canteen Committee** To remain current on new intervention strategies, regulatory actions and management practices related to food safety and diseases of public health significance





# KMEA ENGINEERING COLLEGE

## STUDENT GRIEVANCE AND REDRESSAL CELL

## OBJECTIVES:

The 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.

## ROLES AND RESPONSIBILITIES

The cell will deal with Grievances received in writing from the students about any of the 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.



## **KEC/QPP/20 -Procedure for Grievance Redressal**

The purpose of grievance redressal procedure is to provide accessibility for settlement of grievances of staff and students of KEC leading to increased satisfaction in the campus and resulting in improved productivity and efficiency of the institute. The responsibility is vested with the Management and Grievance Redressal Cell. The scheme will cover all the staff and students of KEC except casual and contract employees.

The grievance related to any staff member or student of KEC arising out of the implementation of rules/ policies or decisions of the institution have to be sorted out. It can include matters relating to leave, examinations, internal assessments, increments, non-extension of benefits, career advancement, interpretation of service rules etc. of an individual. Individual grievances of staff members and students shall be dealt with in the following manner: An aggrieved staff member or student shall take up the grievances orally with the immediate superior and try to resolve the grievance.

The superior officer for this purpose will be:

**Head of Department : in the case of staff members**

**Staff Advisor : in the case of students**

**Chief Superintendent : in the case of examinations**

**Librarian : in the case of Library staff**

If the grievance is not satisfactorily resolved, the aggrieved staff member/ student may submit his grievance in writing to the Principal. The Principal will refer the same to the Grievance Redressal Committee with his comments, in case the grievance is not amicably settled. The Committee will thoroughly study the case and make a decision, which will be final. The decision of the Grievance Redressal Committee will be communicated to the concerned.

In extraordinary cases, the staff or student who is not satisfied with the decision of the Grievance Redressal Committee will have an option to appeal with the concurrence of the Grievance Redressal committee to the Chairman of the Governing Body. The decision of the Chairman will be final and binding on the aggrieved staff member or student and the management.

### **Constitution of the Grievance Redressal Cell**

- 1.
- 2.
- 3.
- 4.

The Grievance Redressal cell will meet as and when required.

### **Overall Guidance**

1. The staff member or student shall bring up his grievance within a period of one week of its occurrence.
2. If the grievance is with regard to the office proceedings of the management, the said order shall be complied with, before the staff member or student invokes the procedure for redressal of the grievance.
3. Confidential report of a staff member shall not come under the preview of the grievance procedure.
4. Grievance pertaining to a disciplinary action or appeal against such action shall be forwarded through proper channel as per the service rules of the organization, and in other cases, the grievance redressal procedure will not apply.
5. All the grievances referred to the committee shall be entered in a register to be maintained by Grievance Redressal Committee.
6. The number of grievances settled or pending will be reported to the Management periodically.

### **Related Records**

1. Minutes of the Grievance Redressal Committee
2. Register

## EduGrievance User Guide

Orell will provide you a unique URL to your institution including your college name in the link ([www.yourcollegename.edugrievance.com](http://www.yourcollegename.edugrievance.com)) EduGrievance is a very simple to use platform for the grievance administration in your institution. You can access the online grievance portal using the URL provided. The username and password for admin to login will be provided at the time of installation.

### ADMIN INTERFACE

Click on the "Admin" icon and login into admin interface with the login Id and password provided. You will be directed to the admin dashboard where all the grievances will appear as default.

#### NAVIGATION

**Navigation>> My Account** option under the left 'Navigation' menu allows you to edit admin's profile

**Navigation>> Settings-** To add/edit the following details

1) Education Group (Add the name and the details of the institution)

2) Course (Add the course (i.e, MCA, MBA, BE etc.) offered by the institution)

3) Class (Add the batches under each courses (i.e, 2017-20 batch, 2018-21 batch )

institution as to the Course details)

4) Grievance Type (Almost 10 grievance categories are added in the type list. You

can add or edit more grievances)



5) Student Termination (Option to terminate students who passed out from the institution and to access the list of terminated students. Admin can also activate students from the terminated list)

6) Parent Termination (Option to terminate parents of passed out students and to view their list. Admin can also activate terminated parents from the list.)

7) Email Settings (The admin should add a new Gmail id and password in this section so as to send notification mails to the users)

Note: The Institutional details the course/ Class and the email settings must be filled prior to the registration of the users and the Grievance Cell Members.

#### **Navigation >> Grievance cell members**

Admin can add /edit grievance cell members with designation, email, phone number and grievance category which he/she handles.

Admin needs to tick the check button against the "Is Management" option to give management access to the cell member.

The registered grievance cell member can use either the Email or mobile number as their login ID.

Password will be generated at the time of registration and will be sent to the email of the members automatically.

#### **Navigation>> Pending Approval/Users**

1. Here the admin can view the list of pending users

## **Navigation>> Label Editor**

By clicking Label Editor "Page Control Name" and "Display Name" can be changed.

## **GRIEVANCE CELL MEMBER INTERFACE**

Grievance cell member needs to login using the Username (Email/Mobile Number) and password sent by the admin while he/she is added in the grievance

redressal portal.

In the interface, cell member can view the grievances posted by users. They can

also view and download the files uploaded by the user.

**Navigation>>My Account:** To edit the profile details of grievance cell members

**Navigation>> View &Reply:** Click this option to view the complaints posted by

the users (students/parents/faculty/non-teaching staff) and to give reply to the

same. Grievance cell member can view the status of the complaints under the

Actions column

Click the "View" link against the complaint to view the complaint details

Click "Reply" in the Actions column to post reply to grievance.

Click on the 'Meeting Details' and you will get a pop-up window where you can fill

in the actions taken on the grievance.

**Note:** In case of any delay in the redressal processing, the grievance cell member

needs to post the reason in the Reply box and click "Acknowledge" to send an

auto-generated email to the user stating the reason.

The cell member can also upload files along with the reply.

When the student sends reminder, the cell member will get an email and notification on the right side top of the "View & Reply" page.

(Student/Parent/Faculty/Non-teaching staff). The pending users will be approved by the Admin by clicking the "Approve" link under the Actions column.

2. Option to reject unqualified users( students/ faculty/ non-faculty members). The rejected users shall be embedded in Rejected Users

### **Navigation>> Approved Users**

This option allows the admin to view the list of approved users (Student/Parent/Faculty/Non-teaching staff) and to edit/deactivate any user.

### **Navigation>> Grievances**

By clicking the "Grievances" under the left Navigation menu, admin can view the list of grievance and its status

In "Grievances", by clicking the "delete", grievances can be deleted. The deleted grievances are embedded in "Deleted Grievances"

By clicking on "Meeting details" in "Grievances" the details on meeting took place for the resolve can be added.

### **Navigation>> Reports**

Admin or the concerned authority can access nine types of reports from the redressal portal.

**Note:** Admin can create logins for Principal/Director/Management of the institution.

If you tick the check button against the "Is Management option" without selecting

grievance type, the concerned person can login using the management interface.

If both the "Is Management" and "Grievance Type" are selected, that member can

access both the Management and Grievance cell member interface.

Under "Reports" Course And Class wise Reports can be generated.

Under "Reports" Grievance Report based on the Action Taken can be generated.



**Navigation>>Reports:** Click this option to generate reports on the grievances he/she received.

### **STUDENT INTERFACE**

For posting grievances, student user has to register in the portal and this should be approved by the admin. Only authorised/approved users can post grievances in the redressal portal.

Click the "Students" icon on the dashboard

Click the "New User Registration" button on the login page and enter the details

including name, course, class, admission number, email id, mobile number and

desired password.

(Email id or mobile number will be the login ID/Username of the student)

Students can post grievances only after the admin approves their registration so

as to make sure that the user is genuine, thus avoiding duplication or fake complaints.

The student user will get an email notification when the admin approves his registration.

**Navigation>> My Account-** To edit the students email, gender and mobile number

### **Navigation >> Post a Grievance**

Click "Post a Grievance" to lodge a complaint

Select the concerned grievance type, enter subject (max 200 characters) and

grievance details to post it successfully.

Attachment: - If the user has any supporting files/documents in favour of the grievance, they can upload it here.

**Navigation >> My Grievances-** This option under the left Navigation menu gives

a glance at the grievances posted and its status.

Grievances which got reply from the cell member will show "Responded" in the

Status column.

Student needs to click the "Reopen" link to repost the complaint if he is not satisfied with the reply.

Reminder-if the user doesn't get reply for the grievance he/she posted with in the

expected time, click "Reminder" option against the grievance to remind the cell

member about the pending grievance.

**Note:** Students will get email notification as soon as the grievance cell member

sends reply to the grievance they posted.

If the grievance cell member saw the grievance (but not replied), it would appear

"Viewed" in the Status column. Grievances closed after satisfactory resolution will

appear "Disposed" in the Status column

### **INTERFACES of Faculty members & Non-Teaching Staff**

Faculty members and non-teaching staff have the same set of options as the

students. They also can post grievances and view its reply by clicking the respective links.

**Note:** User can post grievance in the portal only after getting registration approval from the admin.

### **PARENT INTERFACE**

Parents also have the same set of options as the students/faculty members/non-teaching staff.

To register in the portal, parents need to click "Parents" icon on the dashboard.

Click the "New User Registration" button on the login page and enter the details

for successful registration.

At the time of registration, parent user has to mention his/her relationship with the student and has to enter the details of the student including admission number, course, class etc. Parents can post grievance in the portal only after getting registration approval email from the admin.

### **INTERFACE of Principal / Director / Manager**

The principal/director/manager of the institution can login using the "Management" icon on the dashboard. They can edit their profile, view grievance cell members & users (pending/approved), all grievances and its status and can access reports also.

**Note:** - Logins for the principal/director/manager will be assigned by the admin.

If the principal/director/manager is assigned as the grievance cell member also, they can give reply to the grievances.

Admin along with the Principal/Director/Manager and Grievance Cell Members of the institute can access grievance reports as per their requirements.

Following are the types of reports:

- 1.Consolidated Grievance Redressal Report
- 2.Detailed Grievance Report
- 3.Report on Pending Grievances
- 4.Report on Closed Grievances
- 5.Detailed Report based on Grievance Type
- 6.Report based on Grievance Type (Pending Grievances)
- 7.Report based on Grievance Type (Closed Grievances)
- 8.Report based on Grievance Cell Member (Pending Grievances)
- 9.Report based on Grievance Cell member (Closed Grievances)



**C.H. Muhammed Koya**  
**KMEA Engineering College, Edathala**

No. E-030/KMEA/2020


Date: 17/08/2020

**OFFICE ORDER**

As per the guidelines of APJ Abdul Kalam Technological University, the Students Grievance Redressal Committee is reconstituted in the College. The Committee is as noted below.

Members :

1. Dr. Amar Nishad T M - Principal (Chairman)
2. Dr. Rekha Lakshmanan - Vice Principal (Convenor)
3. Ms. Smitha K.M - EC (Coordinator)
4. Dr. Reena Sebastian - EEE
5. Dr. Benny Joseph - BSH
6. Ms Naseema V A – BSH



**PRINCIPAL**



**C.H. Muhammed Koya**  
**KMEA Engineering College, Edathala**

No. E-537/KMEA/2019

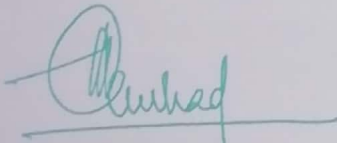
Date: 15/08/2019

**OFFICE ORDER**

The students grievance redressal cell has been constituted in this college with the following members. The cell redresses the grievances at individual and class level and grievances of common interest.

**Members of the cell**

- |                         |                             |
|-------------------------|-----------------------------|
| 1. Dr. Amar Nishad T M  | - Principal (Chairman)      |
| 2. Dr. Rekha Lakshmanan | - Vice Principal (Convenor) |
| 3. Ms. Smitha K.M       | - EC (Coordinator)          |
| 4. Dr. Reena Sebastian  | - EEE                       |
| 5. Dr. Benny Joseph     | - BSH                       |
| 6. Ms Naseema V A       | - BSH                       |
| 7. Mr. Tom Joseph       | - Phy. Edn                  |



**PRINCIPAL**

Copy to

1. Heads of all the departments
2. Committee Members
3. Office File



KMEA ENGINEERING COLLEGE  
EDATHALA, COCHIN

No: E-758/2018/KMEA

08/01/2018

AICTE Regulations for Establishment of a Grievance Redressal Committee and appointment of Ombudsman, by the technological and affiliating Universities/AICTE approved institution as per letter No 1-101//DGP/AICTE/Ombudsman 2012 dated Jly 9<sup>th</sup> 2012

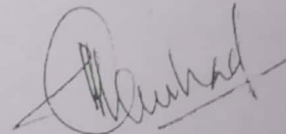
OFFICE ORDER

The students grievance redressal cell has been constituted in this college with the following members. The cell redresses the grievance at individual and class level and grievance of common interest

Members of the cell

- |  |   |          |
|--|---|----------|
| 1. Dr Amar Nishad, Principal             | - | Chairman |
| 2. Prof Reena Sebastian                  | - | Member   |
| 3. Prof Naseema. V.A                     | - | Member   |
| 4. Mr. Tom Joseph, AP Physical Education | - | Member   |
| 5. College Union Chairman                | - | Member   |
| 6. College Union Secretary               | - | Member   |
| 7. Mr. N K Nazar, Secretary KMEA         | - | Member   |

The Committee is requested to contribute effectively to dispose the complaint, if any, lodged by anyone, as soon as possible

  
PRINCIPAL  
&

Copy to

1. Heads of all the departments
2. Committee Members
3. Uploaded in the College Website







C.H. MOHAMMED KOYA

**KMEA ENGINEERING COLLEGE**

APPROVED BY AICTE

AFFILIATED TO KTU

GRIEVANCE REDRESSAL FORM

NAME OF STAFF : Sreedevi S  
DESIGNATION : Lab Instructor (CSE)  
DATE OF COMPLAINT : 19/2/2020

DETAILS OF GRIEVANCE :

College bus facility is not-  
available to Perumbavoor.

I hereby that the information document provided above is correct. I shall be responsible for furnishing any wrong information/document.

SIGNATURE :

Sreedevi S

Action taken

Recommended to transport action committee

Spiti



C.H. MOHAMMED KOYA

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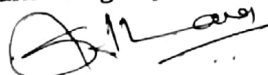
GRIEVANCE REDRESSAL FORM

NAME OF STAFF : Sobhana. C.R.  
DESIGNATION : Confidential Assistant  
DATE OF COMPLAINT : 21/02/2020

DETAILS OF GRIEVANCE :

Many Correspondences from  
KTU / CEE / DTE Comes during  
late nights or during holidays  
which we sometimes fail to  
check and take action on time

I hereby that the information document provided above is correct. I shall be responsible for  
furnishing any wrong information/document.

  
SIGNATURE

: Sobhana. C.R.





C.H. MOHAMMED KOYA

**KMEA ENGINEERING COLLEGE**

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## GRIEVANCE REDRESSAL FORM

NAME OF STUDENT : Abikhal V Majeed


SEMESTER/BRANCH : SI CS

NAME OF COMPLAINT : Reservation      Harassment      Admission      ☒ Others

DATE OF COMPLAINT : 7-3-2021

DETAILS OF GRIEVANCE: The water cooler is not functioning in the boys hostel. So kindly do the needful

I hereby that the information document provided above is correct. I shall be responsible for furnishing any wrong information/document.

SIGNATURE: 

Action taken ,

Recommended to infrastructure committee







C.H. MOHAMMED KOYA

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## GRIEVANCE REDRESSAL FORM

NAME OF STUDENT : Abdulla Nousehad.

SEMESTER/BRANCH : SIC5

NAME OF COMPLAINT : Reservation      Harassment      Admission      Others

DATE OF COMPLAINT : 17/2/2021

DETAILS OF GRIEVANCE: Request for avoiding classes on  
saturdays.

I hereby that the information document provided above is correct. I shall be responsible for furnishing any wrong information/document.

SIGNATURE:

Action taken,

Recommended

to

Principal office.



C.H. MOHAMMED KOYA

**KMEA ENGINEERING COLLEGE**

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AFFILIATED TO KTU

## GRIEVANCE REDRESSAL FORM

NAME OF STUDENT : Farhan P.A.

SEMESTER/BRANCH : S<sub>3</sub> ECE (2019-23)

NAME OF COMPLAINT : Reservation ☐ Harassment ☐ Admission ☐ Others ☒

DATE OF COMPLAINT : 16/2/2021

DETAILS OF GRIEVANCE:

- please change University lab exam  
since we have not completed lab  
experiments due to late LET  
admission

I hereby that the information document provided above is correct. I shall be responsible for furnishing any wrong information/document.

SIGNATURE:

Action taken,

Recommended to Principal Office.

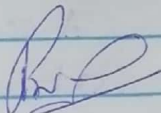

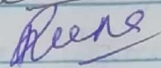
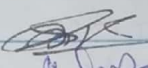
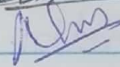
## Meeting of student grievance and redressal in board room on 17/08/20

### \* Agenda

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

### Members Present

1. Dr. Amar Nishad T-M
2. Dr. Rekha Lakshmanan
3. SMITHA K-M.
4. Dr. Reena Sebastian
5. Dr. Benny Joseph
6. Ms. Naseema V.A

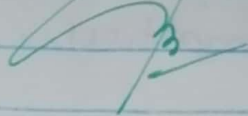
  
  
  
  


### Minutes

1. Interaction between students and parents is planned once in a month for the effectiveness of online classes
2. The parents teachers meeting is also planned through online mode.
3. The mentors of each class is instructed to be in touch with each student.
4. The schedule of class is rearranged as per the student request.
5. Special mentoring is planned for this covid situation
6. Payment of fees is divided into installments in view of covid situation
7. Feedback form is set for the survey of academic & other grievances.



8. As per Student's interest, the class room for problematic papers is well arranged.



### Action taken Report

1. HOD through mentors were in close contact with parents & students to ensure effectiveness of class.
2. Fee relaxation upto three months was monitored by Principal.