

MES College Marampally

Grievance Redressal Cell Report 2022-23

Grievance Redressal Cell is functional with the Principal, one Faculty Convener and 5 committee members. It addresses the issues of the students that need patient listening, understanding, care and ofcourse needy action. On the College website (www.mesmarampally.org), a new online Grievance Redressal area was created for registering complaints/ suggestions of Students.

Convener:

Dr. Shereena V B

Members:

Dr. V M Abdul Azeez

Mr. Peter K O

Dr. Jeena John

Ms. Juvairia

Ms. Razeena Ashraf

Grievance 1:

Subject: Grievance in regard to maintaining proper timing for college buses on 16-09-2022

The Grievance Redressal committee conducted a sitting with the concerned student on 26/09/2022 as per the complaint regarding the failure of college buses to maintain the scheduled departure time. To strike a balance between the concerns raised by the student and ensure that the maximum number of students use the college transportation service, the student's concerns discussed with the transport coordinator and resolved.

Grievance 2:

Subject: Grievance for Maintenance of Water coolers and Parking area of student vehicles on 03-11-2022.

The Grievance Redressal committee conducted a sitting on 04-11-2022 and discussed the student issues regarding the periodic maintenance of water coolers. They also demanded more number of water coolers, availability of water in the sports ground, Google payment in cooperative store and an arrangement for parking area for student vehicles inside the campus. This grievance was resolved and the principal made arrangements for maintenance of water cooler within 2 days, a new cooler arranged for South block, Google payment for students arranged in cooperative store. Finally a parking shed was built for student vehicles funded by PTA.

Grievance 3:

Subject: Grievance related to Nomination of Election on 18-11-2022

The Grievance Redressal committee conducted a sitting on the same day and informed the candidate the non-possibility of considering the nomination.

Grievance 4:

Subject: Grievance related to Electoral roll on 18-11-2022

The Grievance Redressal committee conducted a sitting on the same day and informed the candidate the non-possibility of considering the nomination since the name of the proposer is not included in the nominal roll.

Grievance 5:

Subject: Grievance related to Nominee for Election on 18-11-2022

The Grievance Redressal committee conducted a sitting on the same day and informed the candidate that it cannot be considered as it is a violation of electoral rules.

Grievance 6:

Subject: Grievance related to Seal of HOD not present in nomination on 18-11-2022

The Grievance Redressal committee conducted a sitting on the same day and informed the lapse of the candidate in getting the seal of HOD and the non-consideration of the nomination.

Grievance 7:

Subject: Grievance regarding the maintenance of Language Lab for Arabic Department on 06-12-2022

The Grievance Redressal committee conducted a sitting on the same day at 1.30 pm, discussed the matter with the concerned students, and informed the Principal the need of periodic maintenance of Language Lab, furniture and Computers present in the lab and a Staff-in-charge for the lab. The principal issued orders to the concerned staff for the necessary arrangements as per the grievance.