



MALABAR COLLEGE

OF ADVANCED STUDIES, VENGARA

(Aided by Govt. of Kerala & Affiliated to the University of Calicut)

COLLEGE REDRESSAL COMMITTEE (GRC)

MINUTES OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 30-03-2017.

DATE: 30-03-2017 Thursday at 2.00 PM

VENUE: At Principal's Chamber

Chairperson of the meeting: Dr. U Saidalvi (Principal)

Members present:

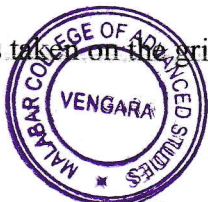
- 1- Dr. U Saidalvi (Chairperson of CGRC)
- 2- Dr. Mohammed Liyaudheen Wafy (Convenor of CGRC)
- 3- Noushad KK (Member of CGRC)
- 4- Mrs. Nawal Mohammed PK (Hod of Commerce Department)
- 5- Mr. Parvees (College Librarian)
- 6- Mr. Ashkarali T (Hod of the BCA)
- 7- Mr Murshid C P(B Com Student)
- 8- Mrs Sajla (B Sc Electronics Student)


The suggestions / Grievances/ complaints posted by the students from the various departments from June 2016 to March 2017 were discussed in the meeting.

Grievances and Complaints:

- 1- Scarcity of water supply at the college campus and its difficulties for the students.
- 2- Internal marks issues provided and published in the commerce department notice board.
- 3- Grievances were due to the Shortage of books and question papers in the College Library.
- 4- requested to enhance marks in BNS of BCA department due to shortage of marks for university internal mark
- 5- regarding the conduct of special classes for Income Tax at the time of examination.
- 6- Requested by a student from B. Com CA to conduct a mock test or retest for the subjects for which the aggrieved couldn't attend the internal examinations.
- 7- Requested by a student from the BCA department to conduct a retest for a second internal examination of statistics, for which he couldn't attend while the test was conducted
- 8- Requested to start a college canteen at the campus with good and subsidized food facilities.

The action was taken on the grievances and complaints:

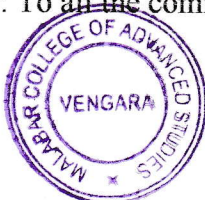



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- 1- The grievances forwarded by the department of commerce from one of their students regarding the shortage of water on the campus and the difficulties faced by the students due to the shortage of water were discussed in detail. The grievances of the students were found genuine and decided to bring the matter to the notice of the college management committee and recommend them to dig a well immediately on the campus.
- 2- The internal marks issues were raised by a student from the commerce department were discussed and the solutions by the department itself found satisfactory. So, the redressal committee appreciated the department of commerce for immediate and sound action regarding the grievance of their student.
- 3- The grievances of the students due to the shortage of books demanded by the students were found genuine. So decided to purchase an adequate number of books in the library within a short period. Moreover, the complaint regarding the non-availability of previous years' questions papers at the library was also found genuine. so decided to inform the college librarian to set up a separate area for the previous question papers of each department within an immediate effect. The committee also appreciated the head of the department of commerce for their arrangement of questions papers for the students at the department level while they received the grievance from the student.
- 4- The redressal by the department of Computer science for a grievance raised by their student to enhance was found genuine and agreed the action taken by the department itself to redress the grievance at departmental level. A special appreciation was given to the department of computer science for a satisfactory solution to the grievance.
- 5- Special thanks were expressed to the department of commerce for conducting a special class for income tax at the department level.
- 6- The committee appreciated the department of commerce for finding the solution to the matter at the department level.
- 7- The matter was solved at the department level within seven days and the committee agreed on the solution of the department of computer science.
- 8- The matter was discussed in detail and found the grievance is genuine. So decided to start a canteen with the consent of college management committee. Decided to inform the same matter to the management through the principal.

Dr. Mohammed Liyaudheen Wafy
(College Grievance Cell Convenor).

Copy: To all the committee members.




Dr. U Saidalvi

(Principal)
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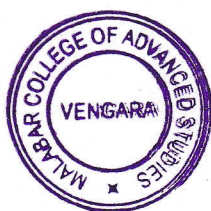
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STUDENTS GRIVANCE CELL

REDRESSED GRIEVANCES: 2016-17

S.I NO	DATE	NAME OF AGGRIEVED	DEPARTMENT	GRIEVANCE	REDRESSED	TIME TAKEN
1	03-08-2016	SAFWAN MADATHIL	B.COM CA	Non-availability of water at college premises	The matter was looked into at the earliest and necessary arrangements were done to instil a borewell to ensure a regular supply of water at all college premises.	5 days
2	19-08-2016	SREESLA	B.COM CA	Error in internal marks published on the notice board	The complaint was found genuine and brought to the notice of the assigned subject faculty, Mr. Noushad K K. The rectification was done immediately after verifying documents.	2 days
3	06-12-2016	FARIS MAMUN	B.COM CA	Shortage of books and question papers in College Library	It was decided to grant more books related to computer applications in the College library and also to maintain a separate file related to the previous year's question papers for student reference	7 days
4	14-12-2016	Fahisa	BCA	requested to enhance marks in BNS due to shortage of marks for university internal mark	A mock viva was conducted by the concerned teacher at the department level and she has enhanced her marks at the department level	7 days




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5	20-01-2017	SIXTH SEMESTER STUDENTS	B.COM CA	regarding the conduct of special classes for Income Tax,	It was decided to provide extra coaching classes from 9:30 to 3:30 pm with exam point of view to the students on Saturdays, 21 st and 28 th of January, 2017. Mrs. Nawal Mohammed P consented to conduct the classes.	3 days
6	08-03-2017	Azhar K	B.COM CA	conduct of viva and shortage of marks, the reason was found genuine and the following action was taken.	Due to his inability to attend the internal examination scheduled earlier, a mock viva for all subjects was conducted between 09 to 16 March 2017.	7 days
7	29-03-2017	Mohammed Salim	BCA	Requested to conduct a retest for second internal examination of statistics, for which he couldn't attend while the test was conducted	The department conducted a retest for him understanding his reason was genuine and the grievance redressed at the department level.	5 days



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Supporting documents:

1- Students' complaints/Grievances

From 29/5/17
~~30/3/2017~~ 2
muhammed salim, Bca
TO
HOD
computer science,
mb, 00
relation 2nd sem. re Statistics 2nd 010
internal assignment missing. re test
assignment submission submission delayed
assignment delay 1
cut Semester




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From

Fahisa, Bca

14 Dec 16

To

H-O-D computer science

sub,

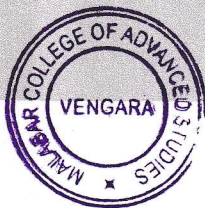
നാമിന് 3-rd semester BNS പാഠ്യപുസ്തക

മൂന്നിലൊന്നിന് ഉപയോഗിക്കാൻ കഴിയുന്ന 15 നമ്പർ. 200

മുൻപ് ഉപയോഗം. 2000 കൂടി നമ്പർ വിനിയോഗിച്ച് അപേക്ഷിക്കുന്നു.

Fahisa, Bca

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FROM,
SAFWAN MADATHIL
14th SEM BOM CA
MCAAS VENGARA

TO,
Head of the Dept of Commerce
Through Mr. Sabuk Reshem, Tutor
MCAAS Vengara

Sub: Non Availability of Water at College premises / campus

മുൻ,

മലബാർ കോളേജ് ഓഫ് അഡ്വാൻസ്ഡ് സ്റ്റഡീസ് -
വെങ്കാരം വിഭാഗത്തിൽ കോളേജിലെ ടോയ്ലറ്റ് മുറിച്ചു ലഭ്യമാകാതെ
വരുന്നു. അതു കാരണം Toilet/Wash Room ഉപയോഗിക്കാൻ
പ്രദേശവാസികൾക്ക് സൗകര്യമില്ലാത്ത അവസ്ഥ സൃഷ്ടിക്കപ്പെട്ടു.
ഇത് മാറ്റിക്കൊണ്ട് വെള്ളം ലഭ്യമാക്കി വരുന്നു എന്ന കാര്യം
ഇത് പരാതി സ്വീകരിച്ച് വെള്ളം ലഭ്യമാക്കി Campus ൽ ലഭ്യമാക്കുന്നതിൽ
സഹായി ചെയ്യാനായി അഭ്യർത്ഥിക്കുന്നു.

3/3/2016
വെങ്കാരം

എസ്.
SAFWAN MADATHIL

[Handwritten signature]
Head
Dept of Commerce
MCAAS Vengara



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From,
Speciala
2nd Sem B.com
Mrs Vengara
To,
HOD
Dept of Commerce
Mrs Vengara

19/8/16

Sub: Shortage of Marks in 1st internal of
Accounting for Management

Sir/Madam,


As per the 1st internal results published
our department notice board, my result show
as failed. Actually, I have been attended
our subject faculty in charge, So kindly
regard you to make necessary arrangements
to rectify such mistake

19/8/16
Vengara.

Thank you
Yours faithfully
Shabeeb.

Forwarded to
KAMAL MOHAMMED, P.K.
Assistant Professor and Head
Department of Commerce
Malabar College of Advanced Studies
Vengara




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Faris Mammun m.k.
4th B.com in
Vengara

To, the principal, mens
through Mr. Sabu K. Restham
Tutor (in charge)

Subj: Req: - Grant more books and previous question papers
in college library

Respected sir,

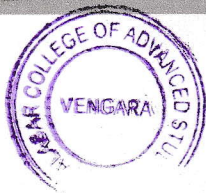
we are studying in 2th sem B.com in our
option stream is computer application. In our college library,
we have shortage of books of computer application. Also,
we write inform you that, we don't have enough previous
question papers of computer application stream. kindly make
necessary arrangements for this

Thanking you
YOURS FAITHFULLY
Faris Mammun. m.k.

6/12/2016

Vengara

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Vengara
and Head
Dept of Commerce
Malabar College of Advanced Studies
Vengara




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