

FATIMA MATA NATIONAL COLLEGE

AUTONOMOUS

(Reaccredited with 'A' Grade by NAAC)

Affiliated to University of Kerala



**7.1.10 Minutes Students
Grievance Redressal Cell**

IQAC INTERNAL QUALITY
ASSURANCE CELL

classmate

Date _____

Page _____

**Fatima Mata National College (Autonomous
Kollam**

MINUTES BOOK

STUDENTS' GRIEVANCE REDRESSAL CELL

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The Student's Grievance Redressal System is an initiative taken by the College in accordance with the directions of the UPE for facilitating students to lodge his or her grievances pertaining to his life in the campus. The basic aim is to ensure transparency in admissions, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances.

In exercise of the power conferred under sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission makes regulations called UGC (Grievance Redressal) Regulations, 2012. They shall apply to every University, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under Clause (2) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said act. They shall come into force from the date of their publication in the Official Gazette.

2016 - 2017

1. Ms Grata Didaphonse, Convenor
2. Mr Merlin V.J
3. Dr P.S Amil Jose

5.6.2016

Meeting-1

NOTICE

A meeting of the students' Grievance Redressal cell is scheduled to be held at 3.45 pm on 11.6.2016 in the Common Staff room. All members are requested to be present at the meeting.

Agenda: functioning of Students' Grievance Redressal cell

Chals
Grievance Redressal
Convenor

1. Dr. Merlin V.T

ML

2. Dr. P. S. Amil Jose

Am

Minutes of the meeting of the Students' Grievance Redressal Cell held at 3.45 PM on 11.6.2016 in the Common Staff room.

Present

1. Ms Gralā Dclaphonse *Grab*
2. Dr Merlin V.J *MV*
3. Dr P.S Amil Jose *Am*

The meeting started with a silent prayer. The Convener chaired the meeting. It has been discussed to make aware the students the functioning of the cell in the college. It has been decided to display a 'notice' to this effect in the College 'Notice Board'. The meeting came to a close at 4.15 p.m.

Gralā
Gralā Dclaphonse
Convener

11.6.2016

Date _____
Page _____

Fatima Mata National College (Autonomous), Kollam

STUDENTS' GRIEVANCE REDRESSAL CELL

12-6-2016

NOTICE

All students of the college is hereby informed that the grievances both personal and academic in nature may be represented to the students grievance redressal cell for its redressal. The representation could be submitted in writing to the convener of the cell on all working days.

Convener: Ms Grata Ildaphonse

V. Pradeep

Principal

22.3.2017

Meeting: 2

Notice

A meeting of the Students' Grievance Redressal cell is scheduled to be held at 3.45 pm. on 23.3.2017 in the common staff room. All members are requested to be present at the meeting.

Agenda: Review of the functioning of the cell.

^{Gpals}
Giyala Idaphons

Convenes.

1. Dr Merlin V.J

2. Dr Anil Jose.

Minutes of the meeting of the Students' Grievance Redressal cell held at 23.3.2017 (Thu.) in the Common Staff room.

Present

1. Grata Idaphonse

Grata

2. Dr Meslin V.J

MV

3. Dr Anil Jose.

AJ

The meeting started at 3:45 pm with a silent prayer. The Convener, Ms Grata Idaphonse, informed the meeting that no representation for redressal of grievances has been received till date.

The meeting discussed the status of grievances of the students. The members expressed their opinion that personal as well as academic issues faced by the students are being addressed at the class-level through mentoring and value education classes. Hence the issues in the form of grievances are not forthcoming.

The meeting came to a close at 4:30 pm.

23.3.2017

Grata
Grata Idaphonse
Convener.

Fatima Mata National College(Autonomous) Kollam

Report on functioning of Students' Grievance Redressal Cell 2016-17

The Students' Grievance Redressal Cell is an initiative taken by the College in accordance with the directions of UGC for facilitating students to lodge his or her grievances pertaining to his life in the campus. The basic aim is to ensure transparency in admission, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances.

Students' Redressal Cell was reconstituted in 2016-17 with Mrs. Grata Ildaphonse as convener and Dr. Merlin V.J. and Dr. Anil Jose P.S. as members.

A meeting of the cell was held on 11-06-2016 to discuss the measures to make aware the students of the functioning of the cell in the college. As it has been decided at the meeting a notice to the effect was displayed at the notice board on 12-06-2016. No representation for redressal of grievance was received in the year 2016-17. At the end of the academic year a meeting to take stock of the situation was held on 23-03-2017. The meeting came at a conclusion that the issues being faced by the students are addressed at the Mentoring sessions. Hence no issues are forthcoming as grievances.

Kollam

29-03-2017


Mrs Grata Ildaphonse

Convener

2017-2018

2017-2018

classmate

Date _____

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Notice

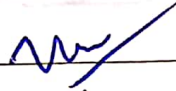
Meeting-1

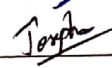
13.6.2017

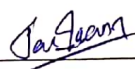
A meeting of the students' Grievance Redressal cell is scheduled to be held at 3.45 pm on 14-6-2017 in the Common Staff-room. All members are requested to be present at the meeting.

Agenda: functioning of students' Grievance redressal cell

Cyals
Grievance Redressal

1. Ms Vimala V 

2. Dr Joseph James V 

3. Rev Fr. Jackson James 

Minutes of the meeting of the Grievance redressal cell for students held at 3.45 pm on 14.6.2017 in the common staff room.

Present

1. Ms Vimala V *Vm*
2. Dr Joseph James V *Jj*
3. Ms Gurala Daphonse *Gd*

The meeting started with a silent prayer. The convenor chaired the meeting. It has been discussed to make aware the students the functioning of the cell in the college. It has been decided to display a 'notice' to this effect in the college 'Notice Board'. The meeting came to a close at 4.30 p.m.

14.6.2017

Gd
Gurala Daphonse

Fatima Mata National College (Autonomous), Kollam


STUDENTS' GRIEVANCE REDRESSAL CELL

15 - 6 - 2017

NOTICE

All students of the college is hereby informed that the grievances both personal and academic in nature may be represented to the students grievances redressal cell for its redressal. The representation could be submitted in writing to the convener of the cell on all working days.

Convener: Ms Grata Ildaphonse


Principal

Meeting 2

Notice

21.3.2018

A meeting of the students' Grievance Redressal cell is scheduled to be held at 4 pm on 22.3.2018 (Thursday) in the common staff room. You are requested to be present at the meeting.

Agenda: Review of the functioning of the cell

1. Ms Vimala V

Vm

2. Dr Joseph James

Dr J

3. Dr Jackson James.

JatamGirish
Girish Dikshitar
Convener

Minutes of the meeting of the students' Grievance Redressal cell held at 4 pm on 22.3.2018 in the common staff room. ✓

present

1. Gralā Idaphonse

Grab

2. Ms Vimala V

Vm

3. Dr Joseph James

Jj

The meeting started at 4 pm with a silent prayer. The convener informed the meeting that no representation for redressal of grievances has been received till date.

The meeting discussed the status of grievances of the students. The members expressed their opinion that personal as well as academic issues faced by the students are being addressed at the class-level through value education classes and mentoring sessions. Hence the issues in the form of grievances are not forthcoming.

The meeting came to a close at 4.30 pm.

22.3.2018.

Grab
Gralā Idaphonse

Fatima Mata National College(Autonomous) Kollam

Report on functioning of Students' Grievance Redressal Cell 2017-18

The Students' Grievance Redressal Cell is an initiative taken by the College in accordance with the directions of UGC for facilitating students to lodge his or her grievances pertaining to his life in the campus. The basic aim is to ensure transparency in admission, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances.

The students' Grievance redressal cell-2017-18 was reconstituted with Mrs. Grata Ildaphonse as the convener and Mrs. Vimala .V., Dr. Joseph James as members. A meeting of the cell was held on 14-06-2017 and discussed various measures to redress the grievance of the students. An awareness to the students in a proactive way is to be resorted to. As was the case in 2016-17 no representation was received by the cell. It was viewed with satisfaction at a review meeting on 22-03-2018 that mentoring fora and value education classes were functioning well in the college for addressing the issues at personal and academic levels.

Kollam

24-03-2018


Mrs Grata Ildaphonse

Convener

2018 - 2019

classmate

Date _____

Page _____

Dr. Vincent B Netto - Principal

Dr. P.N. Shetty - Convener

Dr. Saran Devi A. - Secretary

Ms. Vimla V.

Dr. Joseph James V.

Mr. Sunil A - NCC Officer

Mrs. S.L. Saji Kumar - Vice President PTA

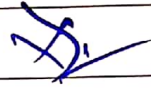
Mr. Akhil Raj - MSc S₁ Chemistry

Steffy Stanislaus - MSc Botany

Notice

A meeting of the Student Grievance Redressal cell is scheduled to be held at 3.45 pm on 26.08.2018 in the Common Staff Room. All members are requested to be present at the meeting.

Agenda: Functioning of Student Grievance Redressal Cell.


Dr. Shouja P

Dr. Saraju Devi A

Ms. Vimala V

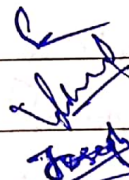
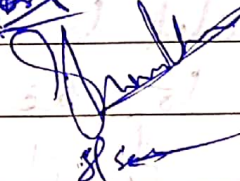
Dr. Joseph James V

Mr. Sunil A

Mr. S.L. Saji Kumar

Mr. Atchut Raj

Ms. Steffy Stanislaus



Atchut Raj
Steffy

Meeting 1

Minutes of the meeting of the Students' Conference
Redressal Cell at 3.45 pm on 26.08.18 in the
Common Staff Room.

Present:

1. Mr. Vimal V. ✓

2. Dr. Sajan Devi A ✓

3. Dr. Joseph James V ✓

4. Mr. Sunil A ✓

5. Mr. Atchil Raj ✓

6. Ms. Steffy Stanislaus ✓

The meeting started with a silent prayer.
The convenor chaired the meeting. It has been
decided to circulate the memo regarding the
cell to the students and in this regard it has
been decided to display a notice in the
College notice board. The meeting came to an
end at 4.30 pm.

Steffy
Convenor

Fatima Mata National College (Autonomous), Kollam

STUDENTS' GRIEVANCE REDRESSAL CELL

26-08-2018

NOTICE

All students of the college is hereby informed that the grievances both personal and academic in nature may be represented to the students grievances redressal cell for its redressal. The representation could be submitted in writing to the convener of the cell on all working days.

Convener: Dr P.N. Shaiju

Mob. 9447343640

V. S. S. S.
Principal

Notice

A meeting of the Student Committee Cell is scheduled to be held at 2.30 pm on 24.01.19 in the Controller's office. All the members are requested to be present at the meeting.

Agenda: A complaint received from I MS, Malabar Hills Students.

Dr. Shajin P A ✓

Dr. Sarandavi A ✓

Ms. Vimala V ✓

Dr. James Joseph V ✓

Mr. Sunil A ✓

Mr. S.L. Sijilcumar

Mr. Archil Raj

Ms. Steffy Stanislaw.

**REPORT SUBMITTED TO THE PRINCIPAL
BY
THE STUDENT GRIEVENCE REDDRESSAL CELL**

Background:- MSc semester 3 students of Department of Mathematics have registered a complaint to the Convenor, Student Grievence Reddressal Cell, dtd. 23.01.2019 regarding the scheduling of semester 3 and semester 1 post graduate examinations. Convenor reported the matter to the Principal, and held a discussion with Principal, Controller and Deputy Controller of Examinations. The Principal directed the Convenor to convene a meeting of the Cell on 24.01.2019 2.30 pm at Controller's office, and also directed the Convenor to summon the students who registered the complaint to appear before the meeting. The Controller and Deputy Controller of the examinations were also invited for the meeting.

Meeting of the Student Grievence Reddressal Cell dtd. 24.01.2019

Venue: Controller's Office

Members Present:

1. Dr. Shaiju P.N. (Convenor)
2. Dr. Sarau Devi A. (Secretary)
3. Mrs. Vimala V. (Member)
4. Mr. Sunil A. (Member)

Invitees Present:

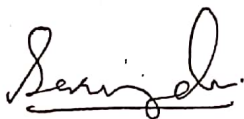
1. Dr. Manohar D. Mullassery (Controller)
2. Prof. B. Gopakumar (Deputy Controller)
3. Dr. Sherly Williams E. (Dean of Science)

Fifteen MSc (Mathematics) S3 students who lodged the complaint were also present.

The meeting started at 2.30 pm. At the initial phase of the meeting, the status of the complaint was discussed with the invitees. The complaint was regarding the scheduling of PG examinations, where those who opt for the supplementary chance for appearing the semester 1 examinations have to appear in continuous dates without any breaks, for semester 3 and semester 1 examinations. The students complained that this would make negative prospects in their examinations and they fear they would lose both the semester 1 and semester 3 examinations, if at least minimum breaks were not provided between the examinations. Controller of the examinations made a detailed statement regarding this, and he pointed out that the examinations were conducted in similar fashion during 2017 May. He said that the mixing of semester 1 and 3 examinations were happened in the background of the unprecedented sequence of events in the

campus, and it will not be repeated in the forthcoming examinations. He requested the students to go ahead with the current schedule, and otherwise their academic calendar will be badly affected in the forthcoming semesters. Dr. Shaiju P.N., then made it clear that it seems quite unjust to force the students for appearing the examinations on continuous dates, irrespective of whether it is regular or supplementary. This will make the students stressed and will make unnecessary mental pressure for the students. It will not make any prospects in their results, and pointed out that this kind of examination scheduling is one of the many reasons behind the current student unrest. He added that it is better to reschedule the examinations, if possible, to help the students at present. He also suggested that this type simultaneous examination schedules should be discouraged in future, for making the examination process student friendly. Dr. Sherley Williams, Dr. Sarau Devi and Mrs. Vimala, suggested it is better to go with already published examination schedule, and they expressed their concern in repeating this kind of complaints in future, if it is rescheduled now. The students strongly requested to shift the entire s1 examination schedule, and suggested it has to start after completing the s3 examinations, as this is the normal examination schedule followed by University of Kerala. But the Controller and Deputy Controller expressed their helplessness in doing so, and they were firm on going with the present schedule.

Finally the students requested to shift the s3 examination posted on 7th February, 2019 to 11th February, and such a shift they said will make them a little bit comfortable. The committee members also supported this demand and requested the Controller to do so if he can. But the Controller said it is not practical since the other batches of students will then come with fresh complaints to change the examinations and this will make the examination process difficult to handle. Finally it is decided to submit a detailed report regarding this to the Principal and resolved that the Principal and Controller may take a decision in this case based on the report and other relevant documents and situations. This was reported to the students and the Controller himself agreed to make necessary arrangements to inform the final decision to the students, at the earliest. The meeting came to an end at 4.15 pm.



Dr. Sarau Devi A.

(Secretary)



Dr. Shaiju P.N.

(Convenor)

From,

II Msc Mathematics

FMNC

kollam

To,

The convener (Dr. Shaiju P.N)

Students' Grievance Redressal Cell

FMNC

kollam

ബഹുമാനപ്പെട്ട സർ,

ഞങ്ങൾ II Msc Maths students ആണ്. ഞങ്ങളുടെ Exam timetable ന്റെ ബുദ്ധിമുട്ട് പലതവണ Principal നെയും Exam controller നെയും മുന്നിൽ അവതരിപ്പിച്ചിരുന്നു. Principal പരിഗണിക്കാൻ ചെന്നു പറഞ്ഞു. പക്ഷെ, Timetable വന്നപ്പോൾ Sem 1 ന്റെയും Sem 3 യുടെയും Exam dates consecutive ആയിരുന്നു. Exam dates 2 semester ന്റെയും ചേർന്ന് 28, 29, 31, 1, 5, 6, 7, 8 എന്നിങ്ങനെയാണ്. ഞങ്ങളുടെ ക്ലാസിൽ 5 ലേർക്ക് Supplementary exam എടുക്കേണ്ടത് കൊണ്ട് ഈ exam dates വളരെധികം ബുദ്ധിമുട്ട് ഉണ്ടാകുന്നുണ്ട്. ആയതിനാൽ മാനുഷികമായ പരിണമ ഞങ്ങൾക്ക് നൽകണമെന്ന് അഭ്യർത്ഥിക്കുന്നു. University exam എടുത്തവർക്ക് അവശ്യമായ study leave ഉം Sem exam ന് exam gap ഉം ലഭിക്കുന്നുണ്ട് (അതായത് 3rd semester ന്റെ Exam കഴിഞ്ഞിട്ട് അടുത്ത semester ന്റെ exam). എന്നാൽ ഞങ്ങൾക്ക് exam pressure കാരണം മാനുഷികമായ ബുദ്ധിമുട്ടുകൾ ഉണ്ട്. Maths ന് Theorem ഉം proof ഉം പഠിക്കാനും Revise ചെയ്യാനും സമയം ആവശ്യമാണ്. 3rd semester ലും 5 module ഉം 4 paper ഉം ആണ് പഠിക്കാനായുള്ളത് (മറ്റു science departments ൽ 3 paper + lab ആണ്) ഇങ്ങനെ Exam dates വന്നതു കാരണം ഞങ്ങൾക്ക് 2 semester ഉം നഷ്ടമാകാൻ chance ഉണ്ട്. 2 semester ലും concentrate ചെയ്യാൻ കഴിയില്ല

ഈ അഡ്മിഷനിൽ നല്ല മാതൃകാ സമ്പ്രദായം /
 കാരണം പഠിക്കുന്നതു വാർഷിക സർട്ടിഫിക്കൽ പോലും
 കഴിയില്ല. University stream ൽ പഠിക്കുന്നവർ നല്ല
 മാർക്ക് നേടുന്നു. അവർ tension free ഉം ആണ്.
 കാരണം അവർക്ക് ആവശ്യത്തിനുള്ള study leave ഉം
 exam gap ഉം ലഭിക്കുന്നുണ്ട്. അവരുമായി compete
 ചെയ്യുമ്പോൾ ഞങ്ങൾ പുറന്തള്ളപ്പെടുമോ എന്നു
 ഭയം ഞങ്ങൾക്കുണ്ട്. കൂടി ആകെ അതോറിറ്റി Autonomy
 ഉടൻ flexibility ഉപയോഗിച്ച് അധികാരികൾ
 Student friendly ആയിട്ടുള്ള decision ക്കൊടുത്ത്
 ഞങ്ങളെ സഹായിക്കണമെന്ന് വിനീതമായി
 അപേക്ഷിക്കുന്നു.

തൊഴിലുറപ്പ്
 23-01-2019

- എസ്
 II Msc വിദ്യാർത്ഥികൾ
 Mary Silpa. L
 SREELEKSHMI J
 Sani
 Lohay
 Amala
 Monica P
 A. S.
 Susha
 K. K.
 Jewel
 Rucha

Meety-2 Minutes of the meeting of the students concerning Redressal Cell at ~~3.45~~ 2.30 pm on 24.01.19 at the Gopal's office.

Members Present :

Dr. Shaiju P.N. ✓
 Dr. Saraju Devi ✓
 Ms. Vimale V ✓
 Mr. Sunil A ✓

Special Invitees

Dr. Manohar D. Mullaasery

B. Gopakumar

Dr. Sheryl Williams

✓
 ✓
 ✓

Compliments

1. Mary Sulpa .L
2. Shreelekshmi .J

✓
 ✓

2019 - 2020.

Notice

An urgent meeting of students grievance cell is scheduled to be held at 11:30 am on 2/9/19 in the Research Lab, (Botany). All the members are requested to attend the meeting without fail.

Agenda. A complaint received from III B.C. Zoology

Dr. Marilyn. V. J (Convener).

Ms. Asa. Stephens (Dept. of Malayalam) Ashika

Mr. Sunil. A (pt. of physics) - SA

Ms. Nileena Ouseph (Self financing, Comp. Science)

Mr. Geo Jannu (U. M. Com)

Mr. Sajikumar. (PTA, via President)