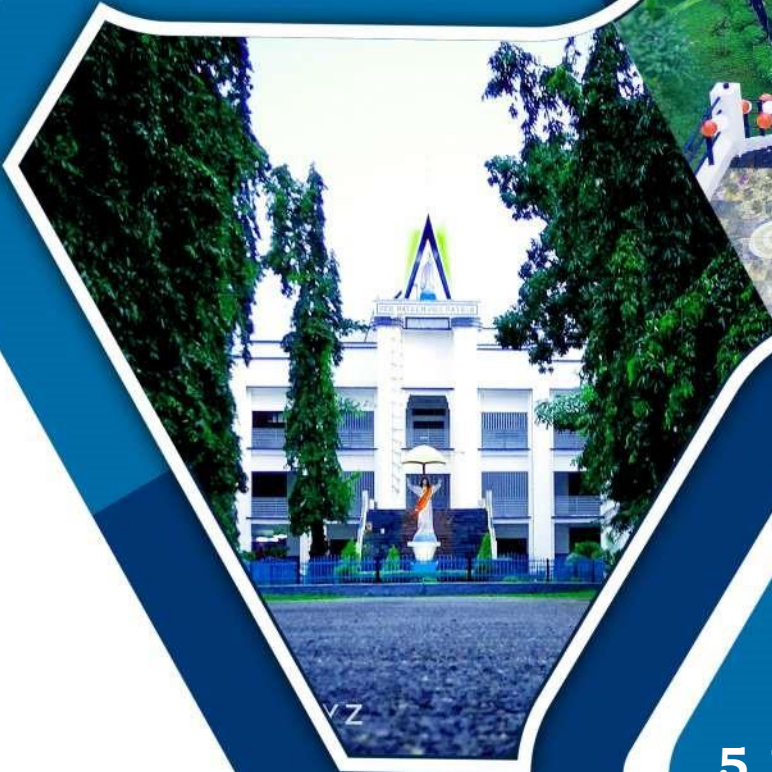


# FATIMA MATA NATIONAL COLLEGE

AUTONOMOUS

(Reaccredited with 'A' Grade by NAAC)

Affiliated to University of Kerala



## 5.1.5 Students Grievance Redressal Cell

**IQAC** INTERNAL QUALITY ASSURANCE CELL

classmate

Date \_\_\_\_\_

Page \_\_\_\_\_

**Fatima Mata National College (Autonomous  
Kollam**

**MINUTES BOOK**

**STUDENTS' GRIEVANCE REDRESSAL CELL**

		Date	Page No	
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2016-17	Meeting-1	11.6.2016	1	
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	Meeting-2	23.3.2017	4	
	Minutes	23.3.2017	5	
	Report	2016-2017		
2017-18	Meeting-1	14.6.2017	6	
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	Meeting-2	21.3.2018	9	
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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

<sup>Chals</sup>  
Gnala Idaphonse  
Convener

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

*Grata Ildaphonse*  
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.

<sup>Gpals</sup>  
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.

Anil

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 \_\_\_\_\_

Page 6

## Notice

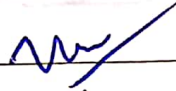
Meeting-1

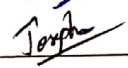
13.6.2017

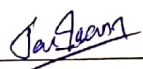
A meeting of the students' Grievance Redressal cell is scheduled to be held at 3.45 pm on 14-6-2017 in the Common Staff-room. All members are requested to be present at the meeting.

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

Joseph

3. Dr Jackson James.

JacksonGirish  
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. Gnata Idaphonse

Gnata

2. Ms Vimala V

Vim

3. Dr Joseph James

Joseph

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.

Gnata 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 S<sub>1</sub> 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

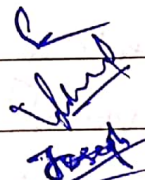
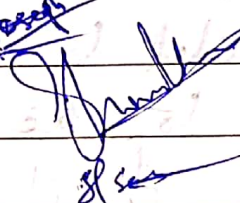
Dr. Joseph James V

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**

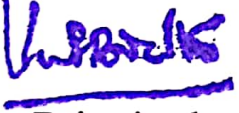
26-08-2018

**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

  
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, Meltharaha Students.

Dr. Shajin P A ✓

Dr. Sarandavi A ✓

Ms. Vimala V ✓

Dr. James Joseph V ✓

Mr. Sunil A ✓

Mr. S.L. Sijilcumar

Mr. Atchil 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:**

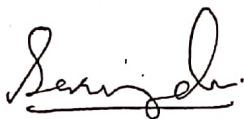
1. Dr. Manohar D. Mullassery (Controller)
2. Prof. B. Gopakumar (Deputy Controller)
3. Dr. Sherly Williams E. (Dean of Science)

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 7<sup>th</sup> February, 2019 to 11<sup>th</sup> 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 അവഗ്രഹമായ 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 പഠിക്കാനായത് ഇത് (മറ്റു science departments ന് 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 മാതൃകയിൽ സംഘടിപ്പിച്ചും /  
 കാരണം പഠിക്കുന്നതു വാർഷിക സർട്ടിഫിക്കറ്റ് 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 പുറത്തുപോകാൻ ഭയപ്പെടാൻ  
 ഭയപ്പെടുന്നുണ്ട്. കൂടി ആവശ്യമായ Autonomy  
 ഉടൻ flexibility ഉപയോഗിച്ച് അധികാരികൾ  
 Student friendly ആയിട്ടുള്ള decision ക്കൊടുത്ത്  
 ഞങ്ങളെ സഹായിക്കണമെന്ന് വിനീതമായി  
 അഭ്യർത്ഥിക്കുന്നു.

കൊല്ലം  
 23-01-2019

എന്ന്  
 II Msc വിദ്യാർത്ഥികൾ  
 Mary Sulpa L  
 SREELEKSHMI J  
 Sani  
 K. Jay  
 Amala  
 Monica  
 A.  
 A.K.  
 Susha  
 K.  
 Jewel  
 Parsha.

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 (Dt. of physics) - SA

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

Mr. Geo Jannu (IV M. Com)

Mr. Sajikumar. (PTA, via President)