



# Jyothi Engineering College

NAAC Accredited College with NBA Accredited Programmes\*

Approved by AICTE & affiliated to APJ Abdul Kalam Technological University

A CENTRE OF EXCELLENCE IN SCIENCE & TECHNOLOGY BY THE CATHOLIC ARCHDIOCESE OF TRICHUR

JYOTHI HILLS, VETIKATTIRI P.O, CHERUTHURUTHY, THRISSUR, PIN-679531 PH : +91- 4884-259000, 274423 FAX : 04884-274777

NBA accredited B.Tech Programmes in Computer Science & Engineering, Electronics & Communication Engineering, Electrical & Electronics Engineering and Mechanical Engineering valid for the academic years 2016-2022. NBA accredited B.Tech Programme in Civil Engineering valid for the academic years 2019-2022.



## GRIEVANCES AND APPEAL COMMITTEE

08/08/2018

The college management has decided to constitute a Grievances and Appeal Committee under the chairmanship of Fr. John Tharayil (HOD BSH). The members of the committee are mentioned below.

1. Fr. John Tharayil (HOD-BSH) - Chairman
2. Mr. M G Cyriac (Asso. Professor-CE) - Member
3. Ms. Annie P Joseph (Asso. Professor-EC) - Member
4. Mr. Manoj kumar V K (AP-ME) – Member

### Roles

Grievance Redressal System (GRS) is used to provide a mechanism to students, parents, teachers and other non-teaching staff for the redressal of their complaints.

### Responsibilities

- Accepting written grievances from students and staff members
- An online facility is also available for submitting the grievances (Students can login to the system using their CampusBook login credentials. Staff can login to the system using their JECC email id. Others should first submit their valid email id to which the link to register their grievance will be emailed)
- Personal details of the person who reported grievance shall be kept confidential
- Analyzed and discussed all the received grievances and forwarded to corresponding departments and Principal for further action
- If necessitates, the findings may be forwarded to management.

*Manoj*

Dr. SUNNY JOSEPH KALAYATHANKAL  
M.Tech, MCA, M.Sc, M.Phil, B.Ed  
Ph.D (Computer Science), Ph.D (Maths)  
PRINCIPAL  
Jyothi Engineering College  
Cheruthuruthy P.O.-679 531



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## GRIEVANCES AND APPEAL COMMITTEE

### STRATEGIC OPERATING PROCEDURE (SOP)

Jyothi Engineering College has formed Grievances and Appeal Committee for addressing the grievances which are supposed to be submitted in writing and necessary procedure will be followed by the committee for solving the matters.

- Accepting written grievances from students and staff members
- An online facility is also available for submitting the grievances (Students can login to the system using their CampusBook login credentials. Staff can login to the system using their JECC email id. Others should first submit their valid email id to which the link to register their grievance will be emailed)
- Personal details of the person who reported grievance shall be kept confidential
- Analyzed and discussed all the received grievances and forwarded to corresponding departments and Principal for further action
- If necessitates, the findings may be forwarded to management.

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## MINUTES OF THE MEETING HELD ON 12.09.2018

Minutes of the meeting of the Grievances cell

The first meeting of Grievances cell for the academic year 2018-19 was conducted on 12/9/2018 at 12.15pm in BSH department.

1. The Chairman of the Committee Fr. John Tharayil welcome all the members into the meeting.
2. The Committee decided to accept the Students Grievances through proper Channel Only.
3. The Committee decided to nominate Ms. Annie P Joseph as the Secretary of the Grievances Cell.
4. The Grievances received from S7 Civil Engg Students in connection with the travelling in Private Buses has been referred to the Transportation Committee for further action.
5. The meeting came to a close at 12.45 pm

Chairman J. Tharayil  
Fr. John Tharayil

Members Present

Sl No.	Name	Signature
1	Fr. John Tharayil	<u>J. Tharayil</u>
2	Mr. M G Cyriac	<u>[Signature]</u>
3	Ms. Annie P Joseph	<u>[Signature]</u>
	Mr. Manoj Kumar V.K	<u>[Signature]</u>

Annex

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## Minutes of the grievance cell

It was decided that Smt Annie P. Joseph would be the secretary of the grievance cell.

The grievance received from S7(CE) students, was in connection with student concession in private buses. At present, they are not travelling in our college buses.

The committee conveyed the information to the management.

The management then forwarded the same to private bus owners association for further necessary action.

Annie P. Joseph  
*Annie*

## ACTION TAKEN RELATED TO THE ABOVE ISSUE

Mr. Fredin Joy K.  
Sem VI, CE Branch

Dear Mr. Fredin,

In response to your email dated 7-11-2018, I would like to inform you that necessary steps has been taken to solve the issue of private bus concession to students of Jyothi Engineering College. A copy of notice is also attached herewith.

With regards,

*Boby Peter*  
Er. BOBY PETER  
Assistant Administrator

End Copy of Notice

Copy to

The AM (A & A)  
The AM (F)  
The Principal

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## NOTICE

28/09/2018

It is proposed to conduct a meeting of grievance and appeal committee on 28.09.2018 at Insight Hall. All the members are requested to attend the meeting without fail.

Chairman

*J. Tharayil*  
Fr. John Tharayil, BSH

*Amr*

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## GRIEVENCE RECEIVED

To

Dr. Jose Theratil

HOD EC Department

Jyothi Engg College

Cheruthuruthy

Respected Sir,

We the Students of SSEC seated in SSEC class room of EAB had a complaint regarding facilities in the toilets of this block, so we place a request to take necessary action

Thanking you

Yours sincerely

Vijith

*Ranjith*

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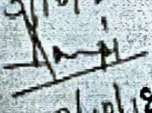
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## MINUTES OF THE MEETING HELD ON 28.09.2018

The chairman and members of the cell discussed about the problem According to the complaint given by SSEC students the facilities of toilets in EC block was provided

Chairman	Fr John Tarayil	3/10/18
Members	Mr.Cyriac M.G.	3/10/18
	Mr. Manoj V.K.	3/10/18
	Smt.Annie P.Joseph	
		3/10/18



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## SAMPLE OF ONLINE GRIEVENCE RECEIVED FORMAT

jecc.ac.in/grs/grievances/index



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#### Welcome to Grievance Redressal System

Important Links

Grievance & Redressal Cell - Committee

College Website

If your email id is linked with CampusBook your details will be fetched through CampusBook. If there is any error in details please edit the same in CampusBook. If everything is OK you can select the grievance type and enter the details and register your grievance. If successful a ticket number will be generated with the purpose to know the status of your grievance. To know the status of your grievance enter the ticket number in the form below and click on the 'Track' button.

Developed by Team tbi@jecc. Jyothi Engineering College

#### ONLINE GRIEVANCE FORM

\* Mandatory Fields

Name of the person \*

Category \*

JEC code

Email ID \*

Mobile Number \*

Contact Address \*

Grievance Type \*

(choose one)

(choose one)

- Grievance related to Admission
- Grievance related to Victimization
- Grievance related to Ragging
- Grievance related to Attendance
- Grievance related to Charging of Fees
- Grievance regarding non-transparent or unfair evaluation process
- Non-observation of AICTE norms & students
- Refusal to return documents such as certificates
- Grievance related to harassment by students or teachers
- Grievance related to provision of student amenities and quality education as promised or required to be provided
- Non-payment or delay in payment of scholarships
- Grievance on discrimination by students from SC/ST/Minority/Women/Disabled Categories
- Non-granting of merit awards
- Others

*Amulya*

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