



GOVERNMENT COLLEGE KASARAGOD

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5.1 STUDENT SUPPORT

Grievance Redressal Mechanism - Table of Activities

2018-19

Serial No.	Complaint raised by	Nature of Complaint/ Matter of Discussion	Attended by/ Redressal of Grievance Initiated by	Remarks	Ref.	Attachment/ Document
1	Sreejisha, II BA English, Nafeesath Shama, II BA Economics, & Kairunnisa, II BA History. Dt. 16-7-2018.	Misbehavior of certain students.	Discipline Committee & College Council	Discipline committee was entrusted to do the necessary after enquiry.	Complaint Letters Dated 16/07/2018. Council Minutes Dated 16-7-2018.	Complaint Letters; Council Minutes.
2	NA	Formation of Committee 26/07/2018	Principal	Grievance Redressal Cell is formed	Order from Principal, Govt. College, Kasaragod- Order No. B1/ 1141/2018, Dated 26/07/2018 :	Office Proceedings.
3	Mohammed Arafath. Dt. 2-8-2018.	outsider's entry in to college campus even after the college functioning time	College Council	Decided to close the college gates by 6 pm. Also a meeting of students' representatives, college authorities & police was arranged to conduct an awareness on discipline related matters on 9-8-2018.	Council Minutes Dated 2-8-2018; Council Minutes Dated 9-8-2018; Council Minutes with attendance of Police officers and students representatives' in the meeting on 9-8-2018.	Council Minutes.




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4	Savitha B., Research Representative – Kannada Dt. 13- 8 - 2018.	Need for more furniture in research room	College Council	Research Committee was entrusted to do the necessary	Council Minutes Dated 13- 8 2018.	Letter from Research Scholars; Council Minutes
5	Abhijith A K, SFI, Unit Secretary, dt.4-09-18	misuse of colleges property	RUSA coordinator	RUSA coordinator entrusted the college union chairman to do all the necessary to protect college property with the help of college union.	complaint from Abhijith A K dated 4-09-18 and submission by RUSA coordinator dated 5-09-18;	Complaint Letter; submission
6	Pushpalatha, HoD Chemistry dt.6-09-18	class room facility	building and accommoda tion committee	Principal demanded building and accommodation committee for urgent action.	submission by HOD chemistry with Principal's remarks dated 6-09-18	Submission
7	Students of Computer Science dtd. 19-09-18	reconstructio n of computer science lab	College Council	the matter is communicated to the building committee to initiate the renovation work urgently	Letter from students of computer science dtd. 19- 09-2018; council minutes dtd.26-09-18.	Request letter & Council Minutes



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Grievance Redressal Mechanism- Table of Activities

2019-20

Serial No.	Complaint raised by	Nature of Complaint/ Matter of Discussion	Attended by/ Redressal of Grievance Initiated by	Remarks	Ref.	Attachment/ Document
1	Mohammed Arfath.K.A., Unit President, MSF. Dt. 14-06-19	Opening of canteen	college council	College council has intimated that the decision to open the canteen is already taken& canteen will function from17-06-2019 onwards.	Muhammed Arfath.K.A 's Letter Dt. 14-6-2019; Council Minutes-Dated , 12-06-19	Letter; Council Minutes
2	RAMYA R., Girl's in Charge, ABVP. dt.09-07-19	Girls' toilet regarding	College Council	College council had entrusted Senior Superintendent to take necessary action urgently for the maintenance of cleanliness in the college building and premises including toilets. Reported the reinstallation of Incinerator in Ladies' Toilet ref. Council Minutes- 24/7/2019;	RAMYA R. 's Letter dt.09-07-19; Council Minutes-Dated.16-07-19 'Council Minutes Dated. 24/7/2019.	Letter; Council Minutes
3	Muhammed Arfath.K.A. III BA ARABIC. 30-08-2019	Strike in relation with college union election	Principal	As per the Lingdho commission report no strike allowed after election declaration. So strike note cannot be considered.	Letter from Muhammed Arafath, dt. 30-08-2019, remark by the Principal on the request letter. Council minutes dt. 30/08/2019	Letter; Council Minutes



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4	Malayalam and Chemistry dept.	Discipline issues	Grievance Redressal cell	Grievance Redressal cell's meeting was arranged to discuss measures to be taken to maintain peaceful atmosphere in the campus	submission by Dr. Dr. Hari Kurup K K, Convener Grievance Redressal Cell; enquiry committee report by convener Redressal Cell, dt.31-10-2019.	submission; report.
5	Sreeroop. E.K. II Bsc Chemistry, dt.19-09-2019.	Unrest in college and student clashes.	Council Minutes	Council decide to suspend the students involved in violent clashes on 19-09-2019 during the period of enquiry, a committee is constituted to investigate the students' clash happened in the college.	Ref. to the complaint of Sreeroop. E.K. II Bsc Chemistry, in Council Minute's dt.19-09-2019. Council Minutes, dt,19-09-2019.	Council Minutes
	-do-	Peace meet, dt.23-09-19.	Council Minutes	The discussion conducted so as to ensure a peaceful campus atmosphere.	Grievance Register 2019-20. dt. 23-9-2019. report dt. 31-10-19	Register- Concerned Page. Report.
6	Abhijith P V, I B Sc Geology	Conduct of free PSC registration camp regarding.	Principal and placement cell of the college.	The recruitment and the connected process are handled by the placement cell of the college. It had already started the registration drive.	Letter from Abhijith P V, dt. 12-12-19 and remarks of the principal and placement cell convener on the request letter.	Letter



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Grievance Redressal Mechanism- Table of Activities

2020-21

Serial No.	Complaint raised by	Nature of Complaint/ Matter of Discussion	Attended by/ Redressal of Grievance Initiated by	Remarks	Ref.	Attachment/ Document
1	Mariya mary Joseph, President (SFI), Alan Joy Secretary (SFI) ; 15.6.2020.	Covid related academic issues ;	College Council	Instruction to teachers to follow the timetable exactly and to limit the time span of live classes to maximum 2 Hours a day.	letter from Mariya Mary Joseph & Alan Joy; Council Minutes Dated 15/06/2020.	Letter; Council Minutes.
2.	A group Students – via online meetings	Revision Classes Regarding	College Council	Teachers were instructed to arrange revision classes and doubt clearance session for students	Online interactions with students during Covid period. Council minutes dt.29-10-20; Council minutes- dt.11-12-20	Council minutes
3.	The suggestion raised in the College Council Meeting.	Request to remove roadside shops in front of the college	Municipality and national highway authorities	Request to remove roadside shops in front of the college will be submitted to municipality and national highway authorities	Council minutes dt.09-01-2021	Council minutes



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4.	Suggestion in the College Council.	opening of canteen regarding	College council; Building committee	council entrusted building committee to make arrangements for the inauguration of new canteen building	Council minutes dt. 19-01-2021	Council minutes
5.	Suggestion in the College Council.	discipline issues	college council in association with PTA	council decide to convene a meeting of student representatives, NCC and NSS officers and PTA representatives to ensure peaceful campus atmosphere	Council minutes dt.22-02-21	Council minutes
6.	NA	Internal Complaint Committee formation	College Council	Committee formed to conduct enquiries into sexual harassment complaints from students and staff.	Council minutes Dated 01-03-21.	Council minutes



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Grievance Redressal Mechanism- Table of Activities

2021-22

Serial No.	Complaint raised by	Nature of Complaint/ Matter of Discussion	Attended by/ Redressal of Grievance Initiated by	Remarks	Ref.	Attachment/ Document
1	Suggestion in the College Council.	roadside shops in front of the college regarding	College Council, SP	Decided to submit a request to SP to remove street vendors in front of the college to avoid crowding of vehicles	Council Minutes-Dated.05-07-2021.	Council Minutes
2	Suggestion in the College Council.	removal of flag post	College Council	council decided to give a letter to unit secretary of the concerned students union to remove the post,	Council Minutes-Dated. 05-07-2021	Council Minutes
3	NA	Internal complaint committee formation	College Council	As per UGC regulation council reconstituted internal complaint committee that will conduct enquiries into sexual harassment complaints from students and staff.	Council Minutes dt. 03-08-2021	Council Minutes
4	NA	committee formation for the prevention of cast based discrimination	college council	a committee is formed for the prevention of cast based discrimination in higher education institutes for students and teachers belonging to SC-ST -OBC	Council Minutes dt.09-09-2021	Council Minutes
5	Suggestion in the College Council.	Blind students assistance	college council	As per reference Council Minutes 10-12-2021, it is also decided that Rs. 52000/- of the CDC of 2019-20 may be spent for the purchase of hardware for blind students.	Council Minutes, dt. 04-12-21, Council	Council Minutes; Letter.



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					Minutes, Dated. 10- 12-2021. Letter to AE dt.10-01- 2022.	
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Grievance Redressal Mechanism- Table of Activities

2022-23

Seri al No.	Complaint raised by	Nature of Complaint/ Matter of Discussion	Attended by/ Redressal of Grievance Initiated by	Remarks	Ref.	Attachment/ Document
1	Pushpalatha P. , HOD, Chemistry. Dt. 6-6-2022.	working of fan& tube-lights	Principal/ PTA	The fan and the two tube lights in the Chemistry department is not functioning. The request was brought to the attention of the Principal and the issue was resolved with the assistance of PTA.	Submission by Pushpalatha P with the initial of the Principal, dated 6-6-2022.	Submission Request.
2.	Aleemath Shamma. II BA Economics. Dt. 19-07-2022.	To arrange a Classroom in the Ground floor for Common English Subject as the student is suffering from bone- disease.	Principal in consultation with HOD and teachers of English Department.	A class room for in the Ground floor was immediately arranged in the ground floor of the main building (Room No. 31) by the Principal in consultation with the teachers of English Department for the convenience of the Student concerned.	Request Letter by Aleemath Shamma, II BA Economics, Dated 19-07-2022, with the initial of the Principal.	Request Letter
3.	M S F – Haritha 26-7-2022.	Request for installing Sanitary Pad Box for Girls students.	Women Cell	A request was raised by the Students' Organization MSF Haritha to install Sanitary Pad Box in the College for Girls students. The Principal entrusted the Women Cell of the College to do the necessary. Women Cell took initiative.	Letter raising the Grievance regarding the Pad box by MSF- Haritha, dated 26-07-2022.	Letter; Photo . 




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				and A Napkin Incinerator was installed in the two Ladies Toilet Blocks by November 2022.	2022, with the initial of the Principal. Photo of the installed Napkin Incinerators in Ladies' Toilet.	
	NA	Inclusion of Student Representatives as ICC Memembers	College Council	Decided to include the following Student Representatives as members of Internal Complaints Committee: Deekshith P D(II BA Kannada), Sona V. S. (III B. Sc. Physics)& Niranjana S (II B. Com).	Council Minutes Dated 27- 2- 2022.	Council Minutes
4.	Liyaquath Ali, HOD Arabic. Dt. 2-11- 2022.	working condition of Fans and electronic tube.	Principal/ PTA	Dr. Liyaquath Ali has raised a grievance regarding the condition of Fans and electronic tubes in Arabic Class rooms, was brought to the attention of the principal. Principal entrusted PTA to solve the issues in connection with working condition of Fans and electronic tubes. With the assistance of PTA, the issue was resolved.	The submission request of Dr. Liyaquath Ali which was duly signed by the Principal with a remark to forward it to PTA.	Submission Request.
5.	Fraternity Students Movement. Dt.- 04-08-2022.	A few basic facilities like cleaning of campus, toilets, ramp for differently abled-students etc.	Principal & National Service Scheme (*NSS)	The request letter raised demands for cleaning of campus, toilets, ramp for differently-abled students. Principal sought the assistance of the National Service Scheme in this regard. So the NSS volunteers took initiatives in constructing a ramp near the toilet in auditorium for the differently-abled students. The work was started on 6 September 2022 and same thing was inaugurated on 5-12-2022.	Letter by Fraternity Students Movement. Dt.- 04-08-2022. Photos of NSS Volunteers engaged in constructing a	Letter; Photos.




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					ramp; photos of the inauguration of the ramp.	
6.	Akshay M. K.	Issue of drinking water	College Council	Students' unrest in college and demand for good quality drinking water. College Council entrusted Dr. Manoharan and Sri. Sureshkumar M, to work in coordination with Sri. Ravindranath Rai (Office Superintendent) for speedy implementation of drinking water facilities for students. With reference to the request from Akshay M. K., it was decided that, no further action is necessary as the matter is already under consideration. Council assessed present drinking water facilities in college.	College Council Dated 24- 02- 2023; College Council Dated 28- 02- 2023.	Council Minutes.



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Aleemath Shamma,
IInd year B.A. Economics,
Student, Govt. college Kasaragod. 19/7/22

19th July, 2022.

Rema. M,
Principal,
Govt. college Kasaragod,
vidyanagar

Dear Mam,

Subject: To arrange a classroom for common
english subject in the ground floor.

I am Aleemath Shamma of second year
B.A. Economics, ~~due to my osteo~~ As I am
suffering from osteogenesis imperfecta
(bone disease), I am unable to walk.

~~Due to this I cannot attend~~
my english course ~~because~~
because ~~it is located~~
top floor of class ~~room~~



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I would like you to arrange a class
for 100 students can fit at the same
time. Due to this inconvenience I have
missed of many of English classes

I hope you to hearing from you soon,

Yours sincerely,

Aleemath Shamna.

Shamna



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Recommended
Shamna
19/07/2012