


Criterion 5- Student Support and Progression

5.1 Student Support

5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

- 1. Implementation of guidelines of statutory/regulatory bodies**
- 2. Organisation wide awareness and undertakings on policies with zero tolerance**
- 3. Mechanisms for submission of online/offline students' grievances**
- 4. Timely redressal of the grievances through appropriate committees**




Dr. DOMINIC THOMAS
Principal
S.E.S. COLLEGE
SREEKANDAPURAM

NOTICE

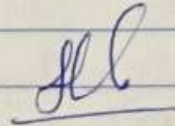
There will be a meeting of the Students Grievance cell on 4/1/2016 at 1:30 p.m. at Principal's Cabin

Agenda

Planning of the activities of grievance cell

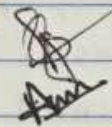
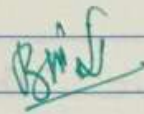
Sreekandapuram

4/1/2016



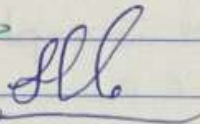
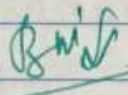
Sheela M. Joseph

1. Dr. Dominic Thomas
2. Sri. George K.V
3. Smt. Dolly P.A
4. Sri. Saleesan P
5. Sri Sajesh T.J
6. Smt. Anamol Thomas



Members Present

1. Dominic Thomas
2. Sheela - M. Joseph
3. Sajesh T.J
4. Dolly P.A
5. Anamol Thomas



Decisions

1. Decided to Convene meetings to solve the issues within 3 days on receiving any Grievance from students'

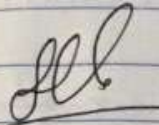
NOTICE

There will be a meeting of Students Grievance Cell on 30/3/2016 at 1:30 p.m at Principal's Cabin

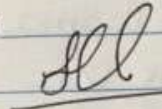
Agenda

1. Review

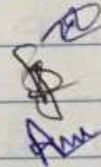
Sreekandapuram
29/3/2016


Sheela M. Joseph
Convener

1. Dr. Dominic Thomas
2. Sheela M. Joseph
3. Sri. George K.V
4. Smt. Dolly P.A
5. Sri Sajesh T.J
6. Smt. Anamol Thomas

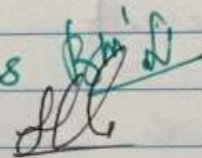




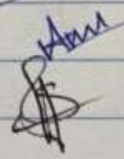


Members Present.

1. Dr. Dominic Thomas
2. Sheela M Joseph
3. Dolly P A
4. Anamol Thomas
5. Sajesh G.S







Decisions

1. As no Complaints are registered, the Committee supposed to wind up its activities for this year.

NOTICE

There will be a meeting of the students Grievance Cell to day 28/7/16 at Principal's Cabin at 1.30 p.m.

Agenda:

1. Planning of the activities of the students grievance cell.

15. E.S. College
28/7/16

Sheela
Sheela M. Joseph
Convenor.

- | | | |
|------------------------|----------|-----------------|
| 1. Dr. Dominic Thomas | Chairman | <i>DT</i> |
| 2. Sheela M. Joseph | Convenor | |
| 3. Dolly P.A | Member | <i>Dolly</i> |
| 4. Dr. Reena Sebastian | " | <i>Reena</i> |
| 5. Shabeena Bocker | " | <i>Shabeena</i> |

Principal Dr. Dominic Thomas presided the meeting.
Members Present.

1. *Dr. Dominic Thomas* *DT*
2. *Dr. Reena Sebastian* *Reena*
3. *Shabeena Bocker* *Shabeena*
4. *Dolly P.A* *Dolly*

Decisions

1. Decided to convene a meeting on receiving a Complaint.
2. The grievance will be solved within 3 days on receiving the Complaint.
3. A review meeting should be held annually.

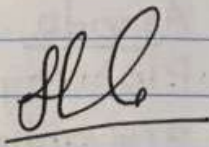
NOTICE





There will be a meeting of the Grievance Cell Tomorrow 29/3/17 at 1.30 p.m at Principal's Cabin

Agenda.

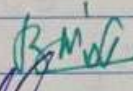
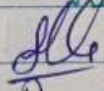
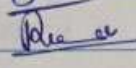

1. Annual review

S.E.S College
23/3/17.


Sheela M. Joseph
Convenor

- | | | |
|------------------------|----------|--|
| 1. Dr. Dominic Thomas | Chairman |  |
| 2. Sheela M. Joseph | Convenor | |
| 3. Dolly P.A | Member |  |
| 4. Dr. Reena Sebastian | " |  |
| 5. Shabeena Backer | " |  |

Our Principal Dr. Dominic Thomas Presided the meeting.

1. Dr. Dominic Thomas, 
2. Sheela M. Joseph 
3. Dr. Reena Sebastian 
4. Dolly PA 

Decisions

1. As no complaints are registered during the year, the Committee is supposed to wind up its activities of the current year. The chair appreciated the active participation of all the Committee members.

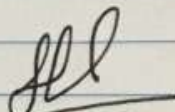
NOTICE


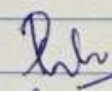
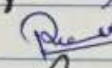


There will be a meeting of the Grievance Cell Tomorrow 21/7/2017 at Principal's Cabin at 1.30 p.m

Agenda

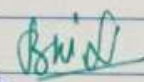
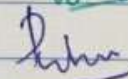
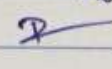
1. Planning of the activities of the Grievance Cell for the year 2017-2018

S.E.S College
2017/2018


Sheela M. Joseph
Convenor

- | | | |
|------------------------|----------|---|
| 1. Dr. Dominic Thomas | Chairman |  |
| 2. Sheela M. Joseph | Convenor | |
| 3. Dr. K.V. Philomina | Member |  |
| 4. Dr. Reena Sebastain | " |  |
| 5. Dr. N.M. Sreekumar | " |  |
| 6. Sri Preju K. Paul | " |  |
| 7. Smt. Jessy Jacob | amr. | |

Principal Dr. Dominic Thomas presided the meeting.

1. Dr. Dominic Thomas 
2. Dr. K.V. Philomina 
3. Preju K. Paul 
4. Jessy Jacob amr -

Decisions

1. Decided to convene meeting of the Grievance Cell on receiving the complaint

I / 2017-18

Students of Ist & IInd D.C Maths
Maths Department
S.E.S college

The Principal
S.E.S college,
Sreekandapuram

11 January 2018

SUB : unavailability of electricity

Sir

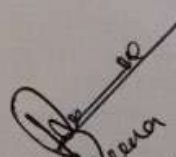
We the students of Ist & IInd D.C Maths
would kindly draw your attention towards
unavailability of electricity from past two
weeks.

So we kindly request you to go through
this matter.

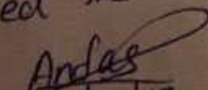
Thanking You

Yours faithfully

Anfas. P.P (Asso. Secretary)


Dr. P. Venkatesh
Dept. of Mathematics

Rectified the complaint


Anfas
12/01/18

NOTICE

There will be a meeting of the
Students Grievance Cell on 12/1/2018 at 1.30 p.m
at Principal's Cabin

Agenda

1. Complaint from Ist and IInd B.Sc Maths students
(I / 2017-2018)
Sreekanthapuram
11/1/2018

Shl
Sheela M. Joseph
Convenor.

1. Dr. Dominic Thomas DT
2. Sheela M. Joseph
3. Dr. K.V. Philomina Phl
4. Smt Jessy Jacob amr
5. Dr. Reena Sebastian Ree
6. Dr. N.M. Sreekumar SS
7. Sri Preju K. Paul P

Principal Dr. Dominic Thomas presided over the meeting.

Members Present

1. Dr. Dominic Thomas DT
2. Jessy Jacob amr
3. Preju K. Paul P
4. Dr. Reena Sebastian Ree
5. Dr. K.V. Philomina Phl
6. Dr. Sreekumar SS

Decisions

1. The meeting decided to rectify the electrical problems of Room No B17 and B18 as early as possible.

I / 2018

college Sreekanthapuram

Of Economics

Principal

SES college Sreekanthapuram

Sub: ഇംഗ്ലീഷ് പ്രാർത്ഥന.

Sir,

Economics IInd PC class ന് സംബന്ധമായി പ്രാർത്ഥനയോടുകൂടി
HOD യോടും Principal യോടും അറിയിച്ചിരുന്നു. സംബന്ധമായ ക്ലാസ്സും
ധനകാര്യ മന്ത്രാലയം ഉണ്ടായിട്ടില്ല. Compare ചെയ്ത മലയാളവും
ഇംഗ്ലീഷും IInd PC Economics ന് നൽകി. നൽകുന്നത്. ഇത് വിദ്യാർത്ഥികൾക്ക്
ഇംഗ്ലീഷ് അറിയാൻ കഴിയാത്ത അവസ്ഥയാണ്. വിദ്യാർത്ഥികൾ അറിയാത്ത
ഒരു ഭാഗത്തുവെച്ചാണ് പ്രാർത്ഥനയോടുകൂടി. ഈ പ്രശ്നത്തിന് മേൽ
ഒരു ചരിത്രം ഉണ്ടാകുമെന്ന് അങ്ങനെയൊരു പരിഹാരം.

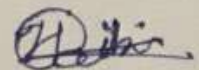
Place : Sreekanthapuram

Date : 19/07/2018.

എസ്

class leader

Haibin Mathew



1	Bijisha.T.P	<u>Bijisha</u>
2	Akshara.M.V	<u>Akshara</u>
3	Navani.V.P	<u>Navani</u>
4	Athulya Jolly	<u>Athulya</u>
5	Elsamarica Abraham	<u>Elsamarica</u>
6	Athulya.K	<u>Athulya</u>
7	Dinika.K.C	<u>Dinika</u>
8	Jisna.p.v	<u>Jisna</u>
9	Akshara.suresh	<u>Akshara</u>
10	Akhila.K	<u>Akhila</u>
11	PRAJISHA.P	<u>Prajisha</u>
12	Sharafunnessa.	<u>Sharafunnessa</u>
13	Arya.T.K	<u>Arya</u>
14	Athulya.T.K	<u>Athulya</u>
15	Sandra Sajith	<u>Sandra</u>
16	Sanaga.	<u>Sanaga</u>
17	Subina.ic	<u>Subina</u>
18	Chaitanya.K	<u>Chaitanya</u>
19	Sreedhaya.kk	<u>Sreedhaya</u>
20	Arshika.K.P	<u>Arshika</u>
21	Anjuna.K.C	<u>Anjuna</u>

26 Alexthi K.B Alex K B

27 Nibin . c Nibin

28 Sayooj . A Sayooj

29 Anandu prasad Anand

30 Martin M. George Martin

31 Nobin James Nobin

32 Jishnu . a Jishnu

33 Jishnu . k Jishnu

(33) Rahna . S . Ravi Rahna

34 Sreenaths k k Sreenath

35 Akash . m Akash

(36) JIMIRA . Jimira

37 Anad . v . v Anad

38 Jishnu . E Jishnu

NOTICE

There will be a meeting of the
~~Students~~ Grievance Cell on 16/1/2018 at 1:30 p.m.
at Principal's Cabin

Agenda

To discuss the action taken against the
Complaint I / 2017-18

Sheela M. Jose

Sreekandapuram
15/1/2018

Sheela M. Jose
Convenor

1. Dr. Dominic Thomas *Sub*
2. Dr. K.V. Philomena *am*
3. Smt. Jessy Jacob *am*
4. Dr. Reena Sebastian *Reena*
5. Dr. N.M. Sreekumar *Re*
6. Sri. Preju K. Paul. *x*

Members present.

1. *Dr. Dominic Thomas* *Brid*
2. Preju K. Paul *2*
3. Dr. Reena Sebastian *Reena*
4. Dr. K.V. Philomena *Philu*
5. Jessy Jacob *am*
6. Dr. Sreekumar N.M. *2*

Decisions

1. Principal explained the action taken.
2. Decided to convey the action taken procedure
oral to representatives of Maths dept and also

decided to go receive their Acknowledgement

Student representatives who have registered the Complaint

1. Athulya IC ~~Athulya~~
2. Arya T.K ~~Arya~~

NOTICE

There will be a meeting of the staff students
Grievance cell on 20/7/18 at 1.30 p.m.
at Principal's Cabin

Agenda

1. Complaint from Economics students dt 19/7/2018
(I / 2018)

Sreekandapuram
20/7/2018

Shl
Sheela. M. Joseph

1. Dr. Dominic Thomas Shl
2. Dr. K. V. Philomena Shl
3. Smt. Jessy Jacob am
4. Dr. Reena Sebastian Reena
5. Dr. N. M. Sreekumar Shl
6. Sri Preju. K. Paul Shl

Members Present

1. Dr. Dominic Thomas Shl
2. Sheela. M. Joseph Shl
3. Dr. Reena Sebastian Reena
4. Preju K. Paul Shl
5. Jessy Jacob am
6. Dr. K. V. Philomena Shl
7. Dr. Sreekumar. N. M. Shl

Decisions

1. ~~It was~~ decided to take up the matter with the management through Principal to rectify the Complaint without any further delay.

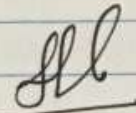
NOTICE






There will be a meeting of the ^{students} ~~staff~~ Grievance Cell on 25/7/18 at 1.30 p.m. at Principal's Cabin

Agenda


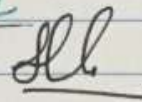
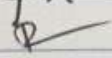


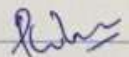

1. Discussion of Action taken on complaint I / 2018 dt 19/7/2018

Sreekandapuram
25/7/18


Sheela M. Joseph

1. Dr. Dominic Thomas 
2. Dr. K.V. Philomena 
3. Smt. Jessy Jacob 
4. Dr. Reena Sebastian
5. Dr. N.M. Sreekumar 
6. Sri Preju K. Paul 

Members Present.

1. Dr. Dominic Thomas 
2. Sheela M. Joseph 
3. Preju K. Paul 
4. Jessy Jacob 
5. Dr. Reena Sebastian 
6. Dr. K.V. Philomena 
7. Dr. Sreekumar N.M. 

Decisions

1. The issue of leakage of water now was resolved by the intervention of Management. Decided to communicate the same to the students

and to obtain their acknowledgement.
2. Entrusted the Committee Convenor to obtain the acknowledgement,

Student representatives who registered the Complaint,

I-2019

To,

പ്രിൻസിപ്പൽ

എസ്.ഇ.എസ് കോളേജ്

ശിങ്കർഗാപുരം

താഴെപ്പറയുന്നപ്രകാരം സർ,

1st DC പിസിക്സിൽ കുറ്റകൃത്യം

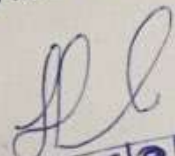
ശല്യം രൂക്ഷമായിത്തീർന്നിരിക്കുന്നു. അത് നമ്മുടെ പഠനത്തെ ഹാനമായി ബാധിക്കുന്നുണ്ട്. അതിനാൽ ഈ പ്രശ്നത്തിന് എന്തും ചെയ്താണ് ഒരു നടപടിയെടുക്കണമെന്ന് അപേക്ഷിക്കുന്നു.

എന്ന്

1st DC പിസിക്സ്

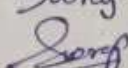
വിദ്യാർത്ഥികൾ

Recommended


Sheela M. Joseph

H.O.D Physics

Rectified the complaint

Sooraj T


NOTICE

There will be a meeting of the Students Grievance Cell on 7/3/19 at 1.30 p.m. at Principal's Cabin

Agenda
1. Complaint II / 2018-19
Sreekandapuram
7/3/19

Sh
Sheela M. Joseph
Convener

1. Dr. Dominic Thomas *Sh*
2. Dr. K.V. Philomina *Sh*
3. Smt. Jessy Jacob *on*
4. Dr. Reena Sebastian *Reena*
5. Dr. N.M. Sreekumar *Sh*
6. Sri. Preju K. Paul *2*
7. Sri. Samson Rajan *Sh*

Members Present.

1. Dr. Dominic Thomas *Sh*
2. Sheela M. Joseph *Sh*
3. Dr. Reena Sebastian *Reena*
4. Preju K. Paul *2*
5. Jessy Jacob *on*
6. Dr. K.V. Philomina *Sh*
7. Dr. Sreekumar N.M. *Sh*
8. Samson Rajan *Sh*

Decisions

1. Decided to take up the issue before the Management for taking effect remedies for controlling the pest.

NOTICE

There will be a meeting of the students
Grievance Cell on 13/3/2019 at 1.30 p.m
at Principal's Cabin

Agenda

1. Discussion of action taken on Complaint
II / 2018-19.

Sreekandapuram
12/3/19

Shb
Sheela M. Joseph
Convener.

1. Dr. Dominic Thomas Shb
2. Dr. K.V Philomina Shb
3. Smt. Jessy Jacob ans.
4. Dr. Reena Sebastian Praveen
5. Dr. N.M Sree Kumar Shb
6. Sri. Preju K. Paul Shb
7. Sri. Samson Rajan Shb

Members Present

1. Dr. Dominic Thomas, Shb
2. Sheela M. Joseph
3. Jessy Jacob ans.
4. Preju K. Paul Shb
5. Dr. K.V Philomina Shb
6. Dr. Sree Kumar N.M
7. Samson Rajan Shb

Decisions

1. As the issue was resolved completely,
it is decided to close the file after
obtaining the Acknowledgement from the students.

2. Entrusted Sheela M. Joseph, Convenor
to obtain the Acknowledgement from
the Students

1) SOORAJ-T Seeg

2) Vignesh P.V Vignesh

Grievance Redressal Committee

Name of Convener: Smt. Sheela M Joseph

HOD , Dept. of Physics

E-mail ID:sheelaaugustine@gmail.com

The College has a Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Students grievance cell attempts to redress the genuine grievances of the students. Complaints related to academic matters can be brought before the grievance cell.

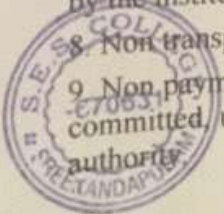
Objectives

The specific objectives of the grievance redressal cell are specified below:

1. To give opportunity to students, staff and parents to express their grievances / problems freely and frankly, without any fear of being victimized.
2. To make officials of the college responsive, accountable and courteous in dealing with the students.
3. To ensure effective solution for the grievances of students and staff in an impartial and fair manner.
4. To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship.

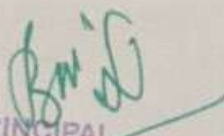
Scope

1. Demand of excess money other than that specified in the declared admission policy or approved by the competent authority to be charged by the institution;
2. Complaints of the students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minority or Disabled categories;
3. Non publication of prospectus/broucher, as specified;
4. Denial of quality education as promised at the time of admission or required to be provided;
5. Publishing any information in the prospectus, which is false or misleading, and not based on facts.
6. Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
7. On provision of student amenities as may have been promised or required to be provided by the institution;
8. Non transparent or unfair evaluation practices;
9. Non payment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;



Procedure

The students, staff and parents are ought to lodge their grievances in the prescribed form available in the college website. The form, duly filled, is required to be submitted to the Co ordinator or any member of the grievance committee or drop in the suggestion / complaint box placed outside the Principal's office. The students are allowed to drop in written grievance letter also. The co ordinator/ member in turn intimates the matter to the committee chaired by the Principal for necessary action. Decision based on grievances received and resolved will be intimated to the complainant at the earliest.


PRINCIPAL
S.E.S. COLLEGE
SREEKANDAPURAM



S.E.S.COLLEGE SREEKANDAPURAM
GRIEVANCE REDRESSAL APPLICATION FORM

NAME :

REGISTER NUMBER :

NAME OF DEPARTMENT :

COMMUNICATION ADDRESS :

COMPLAINT CATEGORY :

COMPLAINT DESCRIPTION :

PLACE :

DATE :

SIGNATURE