



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
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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)
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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>M G Cyriac</u>
3	Ms. Annie P Joseph	<u>Annie P Joseph</u>
	Mr. Manoj Kumar V.K	<u>Manoj Kumar V.K</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,

B. Peter
B.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

[Handwritten signature]

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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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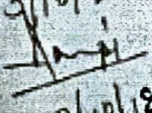
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MINUTES OF THE MEETING HELD ON 28.09.2018

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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GRIEVANCES AND APPEAL COMMITTEE

29/08/2019

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Annie

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ANNUAL REPORT OF GRIEVANCES AND APPEAL COMMITTEE

Summary of the activities of Grievance and Appeal Committee for 2018-2019

The first meeting of Grievance and Appeal Committee for the academic year 2018-2019 was held on 12th September 2018 at 12.15pm. The agenda of the meeting was to discuss about the grievance received by students for the academic year 2018-2019 and to discuss about the how to resolve the issue.

The second grievance committee meeting was held on 28.09.2018 at 2.45pm to discuss the grievance received by the students and ways to resolve the same.

The details are given below

Sl. No.	Grievances	Remarks/ Action Taken
1	Private bus concession	Issue reported to regional transport officer and police authorities
2	Facilities in the toilet of EC block	Committee decided to provide the requested facilities

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Ranjith

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Sunny

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NOTICE

28/10/2019

A meeting of grievance and appeal committee has been convened on 28.10.2019 at Insight Hall at 2.30pm. All the committee members are hereby informed to attend the meeting without fail.

Agenda: To discussed the grievance received

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Copy To,

All the committee members

Sunny

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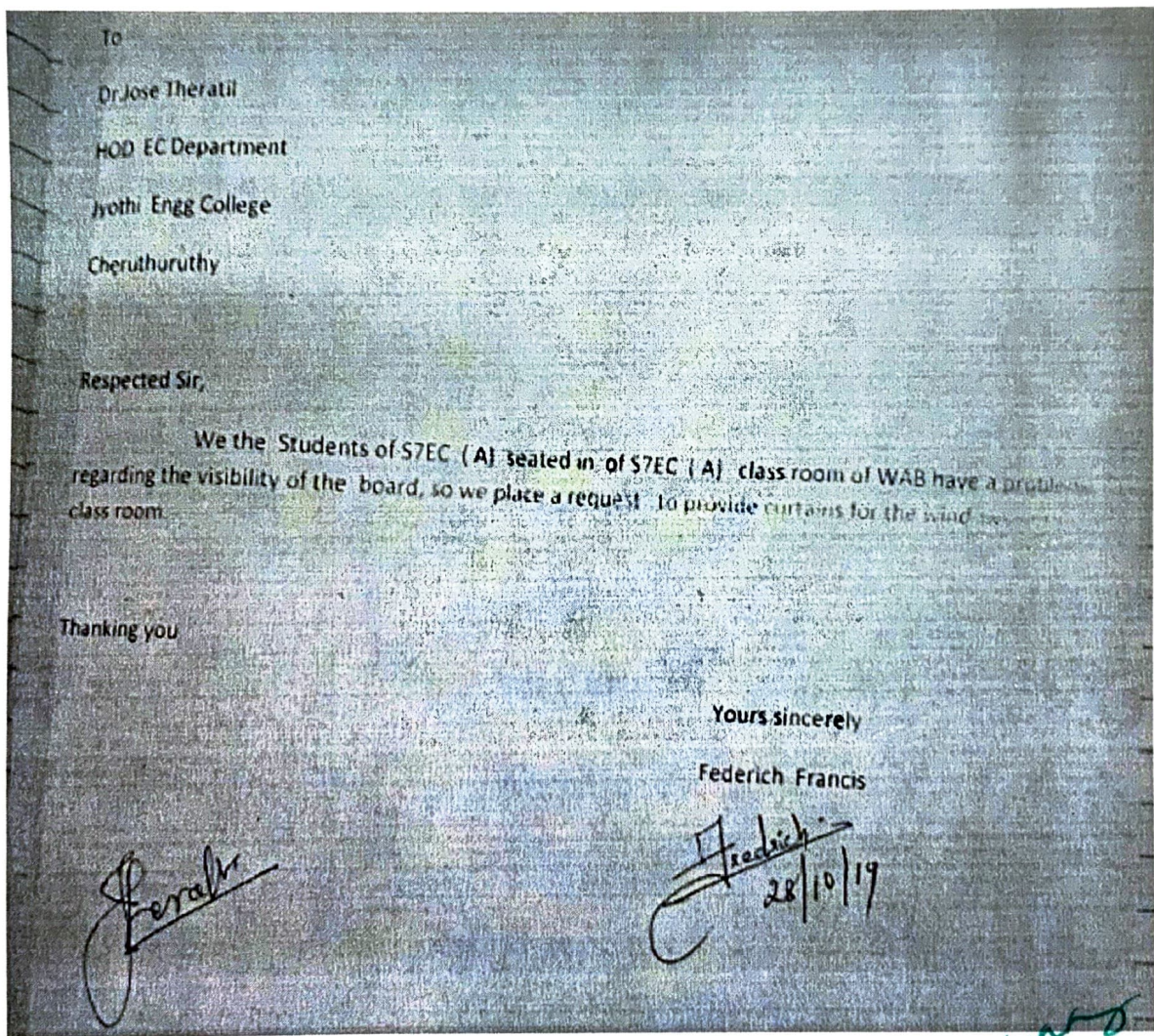
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GRIEVANCES RECEIVED



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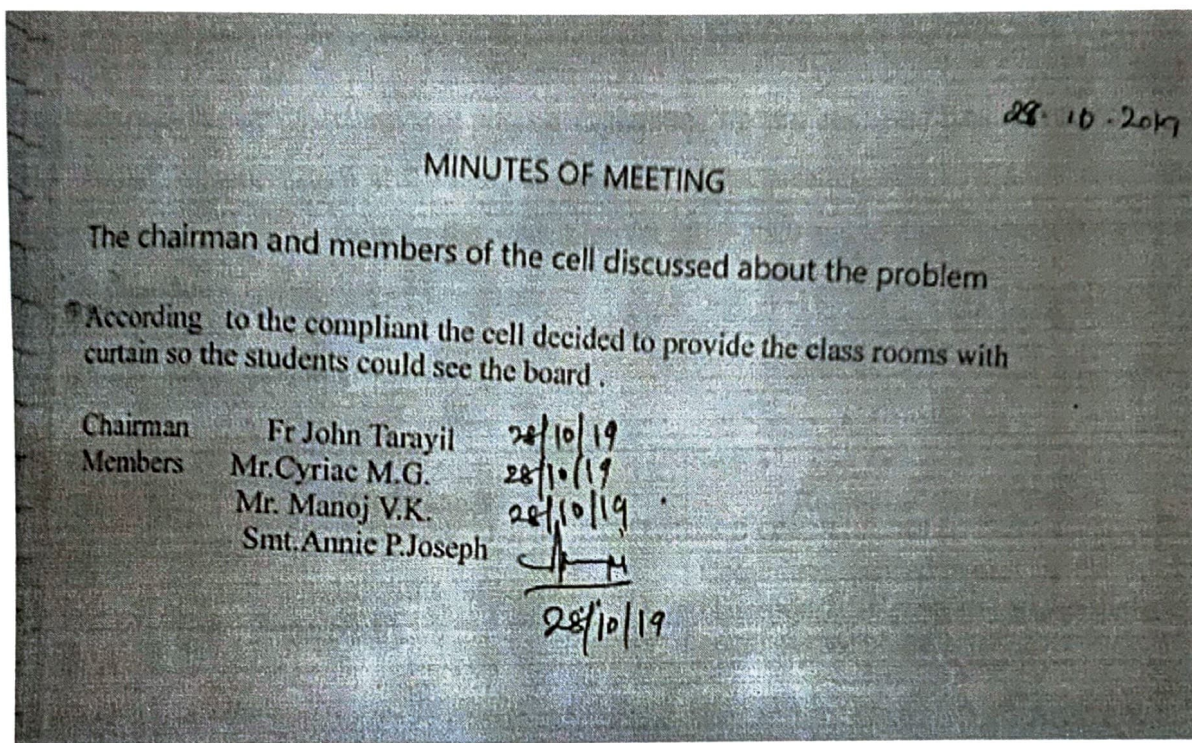
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MINUTES OF THE MEETING HELD ON 28.10.2019



Sunny Joseph

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ANNUAL REPORT OF GRIEVANCES AND APPEAL COMMITTEE

Summary of the activities of Grievance and Appeal Committee for 2019-2020

The first meeting of Grievance and Appeal Committee for the academic year 2019-2020 was held on 28th October 2019 at 2.30pm. The agenda of the meeting was to discuss about the grievance received by students for the academic year 2019-2020 and to discuss about the how to resolve the issue

The details are given below

Sl. No.	Grievances	Remarks/ Action Taken
1	Regarding the visibility of board in the S7 EC A classroom	Committee decided to provide the classroom with curtains , so the students could see the board

Chairman

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Fr. John Tharayil, BSH

Roman

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SAMPLE OF ONLINE GRIEVANCE RECEIVED FORMAT

jecc.ac.in/grs/grievances/index



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Welcome to Grievance Redressal System

Important Links

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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 which you can check 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 Status' button.

Developed by Team tbi@jecc. Jyothi Engineering College

ONLINE GRIEVANCE FORM

* Mandatory Fields

Name of the person *	Category *	JEC code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email ID *	Mobile Number*	
<input type="text"/>	<input type="text"/>	
Contact Address*	<input type="text"/>	
<input type="text"/>		
Grievance Type*	<input type="text"/>	
(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

Amang

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