



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, VETTIKATTIRI 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

01/07/2017

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. Aswathy Wilson (Asso. Professor-CSE) - Member
4. Mr. Christy V Vazhappilly (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.

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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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NOTICE

07/07/2017

A meeting of grievance committee has been convened on 10.07.2017 in BSH Department at 12.30pm. All the committee members are hereby informed to attend the meeting without fail.

Agenda: To discuss the grievance received

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Copy To,

All the committee members

Sunny

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MINUTES OF THE MEETING HELD ON 10.07.2017

Minutes of the Grievances and Appeal Committee

The first meeting for Grievances and Appeal Committee was held on 10-07-2017 at 12.300 PM in BSH Department. The following members were present in the meeting

- | | |
|-----------------------------|----------|
| 1. Fr. John Tharayil, BSH | Chairman |
| 2. Mr.M.G Cyriac | Member |
| 3. Ms. Aswathy Wilson, CS | Member |
| 4. Mr.Christy V Vazhappally | Member |

The Chairman brief about the role of the committee.

The committee decided that the forum will accept the Grievances only through the proper channel.

Committee discussed the grievances already got from the S4 students. It tells that the revaluation results came after the supplementary examination. They pointed out that if the results will come before the supplementary exams it will be more more benefit for students. The committee found that this is a genuine grievance so committee decided to forward this to principal for the necessary steps.

Chairman
J. Tharayil
Fr. John Tharayil, BSH



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NOTICE

A meeting of grievance committee has been convened on 26.09.2017 in BSH Department at 12.30pm. All the committee members are hereby informed to attend the meeting without fail.

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Copy To,

All the committee members

amary

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MINUTES OF THE MEETING HELD ON 26.09.2017

Minutes of the Grievances and Appeal Committee

The first meeting for Grievances and Appeal Committee was held on 26/09/2017 at 12.30 PM in BSH Department. The following members were present in the meeting

- | | | |
|------------------------------|---|----------|
| 1. Fr. John Tharayil, BSH | - | Chairman |
| 2. Mr. M.G. Cyniac | - | Member |
| 3. Ms. Aswathy Wilson, CS | - | Member |
| 4. Mr. Christy V Vazhappilly | - | Member |

The Chairman briefed the minutes of the last meeting. Chairman told that principal give assurance to take necessary steps for the grievances from S4 students

There is no grievance arise from students so committee conclude that all are satisfied with the all the matters.

Chairman
J. Tharayil
Fr. John Tharayil, BSH

Amrith

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MINUTES OF THE MEETING HELD ON 26.09.2017

Minutes of the Grievances and Appeal Committee

The third meeting for Grievances and Appeal Committee was held on 09/11/2017 at 12.30 PM in BSH Department. The following members were present in the meeting

- | | | |
|------------------------------|---|----------|
| 1. Fr. John Tharayil, BSH | - | Chairman |
| 2. Mr. M. G. Cynac | - | Member |
| 3. Ms. Anuathy Wilson, CS | - | Member |
| 4. Mr. Christy V Vazhappilly | - | Member |

The Chairman brief about the minutes of the last meeting. There is no grievance arise from student's committee conclude that all are satisfied with the all the matters.

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Christy V Vazhappilly

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NOTICE

A meeting of grievance committee has been convened on 09.11.2017 in BSH Department at 12.30pm. All the committee members are hereby informed to attend the meeting without fail.

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Copy To,

All the committee members

[Handwritten signature]

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ANNUAL REPORT OF GRIEVANCES AND APPEAL COMMITTEE

Summary of the activities of Grievance and Appeal Committee for 2017-2018

The first meeting of Grievance and Appeal Committee for the academic year 2017-2018 was held on 10th July 2017 at 12.30pm. The agenda of the meeting was to discuss about the grievance received by students for the academic year 2017-2018 and to discuss about the how to resolve the issue.

The second and third grievance committee meeting was held on 26.09.2017 and 09.11.2017 respectively.

The details are given below

Sl. No.	Grievances	Remarks/ Action Taken
1	Conducting supplementary examination before publication of revaluation result	Committee forwarded the grievance to the principal for the necessary steps

Chairman

J. Tharayil
Fr. John Tharayil, BSH

Amulya

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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

[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
<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 *	(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

Amrith

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