


GRIEVANCE REDRESSAL CELL REPORT OF THE YEAR 2022-23

The Grievance Redressal Cell has been reconstituted according to UGC (University Grants Commission) norms for the academic year 2022-23. Grievance Redressal Cell plays a vital role in addressing the concerns and complaints of students and faculty, ensuring a fair and transparent process. The grievance cell has received grievances regarding the facilities in library and computer centre, amenities in ladies' hostel and missing of personal belongings. All student grievances were handled with compassion and resolved effectively. The 4 meetings were arranged by the committee to discuss and redress the grievances of the year. The grievance redressal cell received 6 written grievances during the academic year 2022-23 and have redressed satisfactorily.



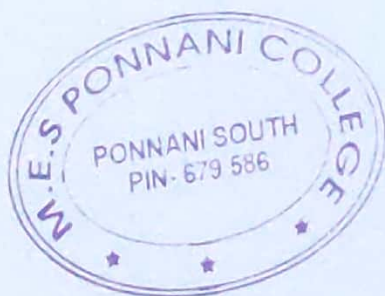

Principal
MES Ponnani College
Ponnani South - 679 586

GRIEVANCE REDRESSAL CELL

M.E.S. PONNANI COLLEGE

DETAILS OF ACTIVITIES OF THE CELL 2022-23

SL. NO.	DATE	GRIEVANCE	REDRESSAL	TIME TAKEN
1	24/06/2022	Regarding the improvement of facilities in library, computer lab, MSK and boys' room	Forwarded to principal and took necessary actions for renovations	2 weeks
2	01/07/2022	Regarding the hygienic issues faced by hostlers in ladies' hostel	Forwarded to principal and rectified	1 week
3	07/07/2022	Regarding missing of umbrella	Forwarded to the superintendent and rectified	2 days
4	07/07/2022	Missing of college bag from exam hall	Forwarded to the superintendent and rectified	1 day
5	03/08/2022	Regarding batch change practical exam	Forwarded to the controller of examination and took necessary actions for the same	1 day
6	06/09/2022	Regarding the insufficient laundry drying facility in ladies hostel	Forwarded to the principal and rectified	4 days



Aman
Principal
MES Ponnani College
Ponnani South - 679 586

GRIEVANCE REDRESSAL COMMITTEE 2022-23

NAME	CONTACT NO.	EMAIL ID
Dr. V.U. AMEERA (Principal)	9961314545	principal@mespni.ac.in
Smt. SOUMYA.C.C. (H.O.D. Dept. of Chemistry)	9400598327	soumyacc@mespni.ac.in
Dr. M.V. BUSHARA (H.O.D. P.G. Dept. of Economics)	9947170327	m vbushra@gmail.com
Sri. P.K.ABDUL NAFIH (Assistant Professor, Dept. Of Geology)	9562660535	abdulnafihpk@gmail.com
Smt. P.MINSHIYA (Assistant Professor, Dept. of Chemistry)	9745517334	minshiya@rediffmail.com
Dr. ASHA K MOIDEEN (Assistant Professor, P.G. Dept. of Commerce and management studies)	9495646485	dr.ashakmoideen@gmail.com
Kum. MURSHIDA PARWIN C V (student)	8156919187	murshidaparwin12@gmail.com
Kum. ARDRA P V(student)	7902468235	
Sri.O.O. SHAMSU (Standing Committee Chairman, Ponnani Municipality)	9895215426	



Anon
Principal
MES Ponnani College
Ponnani South - 679 586

GRIEVANCE CELL

MINUTES

2018-2019

GRIEVANCE REDRESSAL CELL

MEETING MINUTES



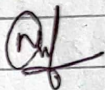
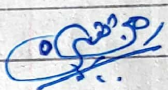




2022-23

53

The minutes of meeting held on 2/6/2022
Agenda:

Regarding the working of Grievance and redressal cell during the academic year 2022-23


Members attended:

<u>Name</u> :	<u>Designation</u>	<u>Signature</u>
1. Smt. Soumya C-C	H.O.D, Dept of chemistry (coordinator)	
2. Dr. M.V Bhabara	H.O.D, P.G. Dept of Economics (member)	
3. Sri. P.K. Abdul Nafih	Dept. of Geology (member)	
4. Smt. P Minshiya	Dept. of chemistry (member)	
5. Dr. Asha K Moideen	Dept. of commerce Management studies (member)	
6. Kum. Manshida P	Student (member)	
7. Kum. Ashra PV	Student (member)	
8. Sri O.O. Shamsu	Local body member	

Minutes:

Decided to function as per the usual norms and regulations during the academic year 2022-23

The meeting came to an end at 4.00pm




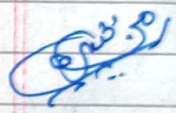


Soumya C-C
Coordinator

The minutes of meeting held on 4/8/2022 at 3:30 pm

Agenda:

Regarding the grievance addressed based on the amenities in the college and their timely redressal, awareness on the grievance redressal cell.


Members in the meeting:

<u>Name</u>	<u>Designation</u>	<u>Signature</u>
1. Saumya CC	H.O.D, Dept of Chemistry (Coordinator)	
2. Dr. M.V Bushra	H.O.D, Pn Dept of Economics (Member)	
3. Sri P K Abdul Nafih	Dept. of Geology (Member)	
4. Smt. P. Minshya	Dept. of Chemistry (Member)	
5. Dr. Asha K Moideen	Dept of commerce & Management Studies (member)	

Minutes:

Decided to provide an awareness about the grievance and redressal cell functioning in the college, the provisions and mode of submitting the grievances and making use of UGC website. Grievance regarding the insufficient facilities were discussed and decided to forward to the Principal to take necessary actions at the earliest.


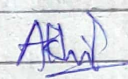


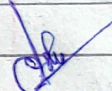
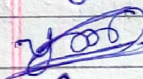

The meeting came to an end at 4:30 pm


Saumya CC
Coordinator.

The minutes of meeting held on 10/1/2023
 Agenda:

Regarding the activities of grievance and redressal cell and the timely redressal of the grievances

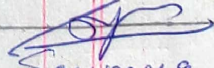
Members attended:

<u>Name</u>	<u>Designation</u>	<u>Signature</u>
1. Soumya C C	H.O.D, Dept of chemistry (Coordinator)	
2. Dr. M V Bushara	HOD Pro Dept of Economics (Member)	
3. Sri P C Abdul Nafi	Dept of Zoology (Member)	
4. Smt P. Minshiga	Dept. of Chemistry (Member)	
5. Dr. Asha K Marleen	Dept of Commerce & Management Studies (Member)	
6. Kum. Musshidha	Student (Member)	
8. Sri O. O. Shamsa	Local body member	

Minutes:

Discussed the activities and grievances received to the cell. The complaints were considered and redressed by forwarding it to the concerned authorities.

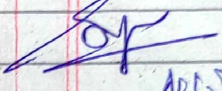

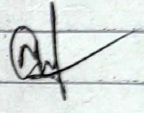
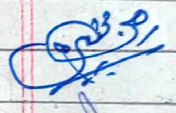


The meeting came to an end at 4:00 pm


 Soumya C C
 Coordinator

The minutes of meeting held on 23-3-2023
at 3-30 p.m
Agenda:

Regarding the functioning and grievance redressal
of the committee during the academic year
2022-23

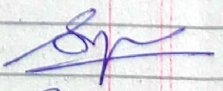
Members attended:

Name	Designation	Signature
1. Soumya C	H.O.D, Dept of Chemistry (Coordinator)	
2. Dr. M.V. Bushara	H.O.D, PG Dept of Chemistry (Member)	
3. Sri P.K. Abdul Nayib	Dept of Zoology Member	
4. Smt. P. Minshiga	Dept of Chemistry Member	
5. Dr. Asha K. Madhan	Dept of Commerce & Management Studies (Member)	
6. Kum. Ardra P.V	Student member	

Minutes:

The grievance redressal cell has received 6
written grievances during the academic year
2022-23. The complaints addressed to the
cell have been considered and redressed
satisfactorily.

The meeting came to an end at 4.00 p.m


Soumya C
Coordinator



**MES PONNANI COLLEGE
GRIEVANCE REDRESSAL CELL
COMPLAINTS RECEIVED**

UDSF MES PONNANI UC

24/06/22

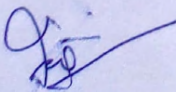
From,
UDSF unit Committee
MES Ponnani College.

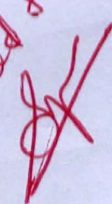
To,
Dr. Ameera Beegum
The principal
MES Ponnani College.

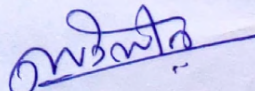
- വിഷയം : 1. കോളേജ് ലൈബ്രറിയിലെ കമ്പ്യൂട്ടർ സിസ്റ്റം പ്രവർത്തന രഹിതമാക്കിയിരുന്ന സാമ്പത്തികം.
2. കമ്പ്യൂട്ടർ ലാബിലെ സിസ്റ്റങ്ങളുടെ ശോചന നീക്കം ചെയ്യുക.
3. ജനലേറ്റിംഗ് യൂണിറ്റുകൾ മാലിന്യങ്ങൾ പൊട്ടി ഒലിക്കുന്നത് അറ്റൻഡൻസിനും ഉടൻതന്നെ നടത്തുന്നതിനെ സാമ്പത്തികം.
4. MSK പരിപാടിയുടെ പരിധിയിലെ ബുദ്ധിമുട്ടുകൾ
5. Boys നൂറ്റിലെ പാൻ വർഷങ്ങളായി വർക്ക് ചെയ്യുന്നതിൽ.

ബഹുമാനപ്പെട്ട മാഡം,

കേന്ദ്രപഠന വിഭാഗങ്ങൾ വിദ്യാർത്ഥികൾ ഏറെ ആശങ്കയോടെ നോക്കിക്കാണുന്നവയാണ്. ആയതിനാൽ അവർക്ക് കൈപ്പറ്റാൻ എത്രയും പെട്ടെന്ന് ശ്രദ്ധനടപടി എടുക്കുക കൗതുകമെന്ന് വിനീതമായി അഭ്യർത്ഥിക്കുന്നു.

From,
UDSF unit Committee


ചരിത്രം
KSV കമ്മിറ്റി
Khadeeja
Forwarded to principal


എസ്
അദ്ധ്യക്ഷൻ മാഡം
KSV കമ്മിറ്റി


From,

Hostelees

Ist Msc Geology

MES college Ponnani

To,

The principal

MES Ponnani college

Respected Ma'am,

Subject :- Regarding the Hostel issues

This is to bring to your kind attention about the issues we are facing at ladies hostel, we request you to consider the following matters:

- 1, Our hostel rooms are very congested with six people in a single room.
- 2, we are facing discomfort due to water leakage in the rooms and we cannot store our clothes neatly.
- 3, Our hostel has no proper hygiene and not maintained properly.
- 4, we are provided with stale food at times.
- 5, Our hostel water filtering system must be cleaned at least monthly once.
- 6, There is lack of shelves and tables in our room.

We hope you do the necessary.

Yours faithfully

Karthika Biju

Sneha S

Shafna K.P

Umaira Jabeen

Sakkiba P S

Ashika Sreelakshmi

Ganathi R Krishnan

~~Karthika Biju~~

~~Sneha S~~

~~Shafna K.P~~

~~Umaira Jabeen~~

~~Sakkiba P S~~

~~Ashika Sreelakshmi~~

Forwarded

Sms

01/07/22
C. Suresh

From,
Shahana Sheerin K.P

I BA Economics

7/07/2022

To,

The Principal

MES Ponnani College

Respected mam,

Subject :- Regarding missed umbrella.

This is to bring your attention about the missing of my umbrella in college on 6/07/2022. As I have put my umbrella in I BSc. Geology class at 4.30 pm. And it is now missing. I am kindly requesting you to help me as soon as possible.

7/07/2022

MES College Ponnani

Yours faithfully

Shahana

Phn: 812965 72 70

Aneem

07-07-22

Thursday

From

Zain Abdul Vaseem

To

The Principal

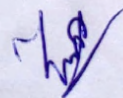
Zain,

അന്ന് അന്ന് തുടർന്ന് 07-07-2022 രവ്യം

പരിഷ്കാര മാർഗ്ഗരീതി നിന്നും നൽകപ്പെട്ടു. അതിനാൽ
അത് തിരിച്ചു ലഭിക്കുന്നതിനുള്ള തുടർനടപടികൾ സ്വീക-
രിക്കുന്നതിന് വിനീതമായി അഭ്യർത്ഥിക്കുന്നു.

അന്ന്

Zain Abdul Vaseem



Ameera

From,

Sreelekshmy.A

3rd Year BSc Zoology

POAUSZOCRS

Through,

Dr. Hanifeg Rahman V

Coordinator of NCC

MES Ponnani College.

To,

Chemistry Practical Examiners.

Respected Sir,

According to Calicut University Practical Examination
Schedule I included in 'B' batch. Due to Army
Attachment Camp (AAC) at 22 Rajputana Rifles, Bangalore,
I humbly request you to allow me, to attend the chemistry
Practical exam of 3rd August 'A' batch.

Ameen

Assistant Professor
in charge of the Principal
MES Ponnani College
P.O. Ponnani South - 679 586

3/8/22



Dr Jayasree KM

THE CHIEF SUPERINTENDENT
UNIVERSITY EXAMINATIONS
MES PONNANI COLLEGE CENTRE
P.O. PONNANI SOUTH - 679 586

From,

Sreelakshmy. A

3rd Year BSc Zoology

POAUSZ0026

Through,

Dr. Thouseeg Rahman V

Caretaker of TVCC

MES Ponnani College

To,

Chemistry Practical Examinor

Respected Sir,

According to Calicut University Practical Examination Schedule I included in 'B' batch on 3rd August. Due to Army Attachment Camp (AAC) at 22 Rajputana Rifles, Bangalore. I humbly request you to ~~allow~~ afford me chemistry practical exam of 3rd August 'A' batch.

Ameen

Assistant Professor
in charge of the Principal
MES Ponnani College
P.O. Ponnani South - 679 586



Dr. Jayasree KM
THE CHIEF SUPERINTENDENT
UNIVERSITY EXAMINATIONS
MES PONNANI COLLEGE CENTRE
PONNANI SOUTH - 679 586

2022

From

Secretary
Fraternity movement

To

Principal
MES Ponnani college

Subject: വുമാൻബർ ഹോസ്റ്റൽ തിരുത്തലുമായി ബന്ധപ്പെട്ട്

Respected Mam,

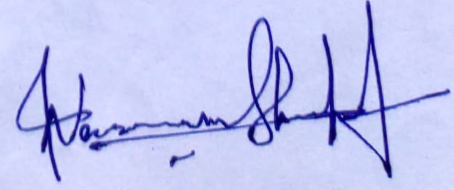
മാം.ജ.എസ് പൊന്നാനി വുമാൻബർ ഹോസ്റ്റൽ വിദ്യാർത്ഥികൾ മുഴുവലിന് വർഷം ഉണ്ടാകുന്നതിൽ പ്രയാസം നേരിടുന്നു. ഇതിന് പരിഹാരമായി ടാമ്പിൽ ഫീസ് ഉടനെ തന്നെ അവശ്യപ്പെടുന്നു. അടിയന്തരമായി ടാർപോളിൻ ഫീസ് രണ്ടു ഉപയോഗിച്ച് പരിഹാരം കാണണമെന്നും ആവശ്യപ്പെടുന്നു.

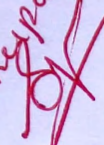
ഹോസ്റ്റലിലെ നൂറുകുടിലും വരാന്തയിലും ജനൽവഴിയും തെന്തിലേറ്റർ വഴിയും വിളക്കു വഴിയും തൊട്ടും ചോരുന്നതും.

ഹോസ്റ്റലിലെ വാടൻ ഫീസും ഉപയോഗ ശൂന്യമാണ്.

ഹോസ്റ്റലിന്റെ തിരുത്തലുമായി ബന്ധപ്പെട്ട പ്രശ്നങ്ങൾക്ക് ഘടനയും ചെട്ടൻ പരിഹാരം കാണണമെന്നും അപേക്ഷിക്കുന്നു.

Sincerely

Naseem Shakin A 

Forwarded to Principal 

Shifara Thasmi-T-7

Basila Rasna P

Nami XI

Badhra V5

Saneethi-k

Nandana P-7

Ranna duthim

Shadrada

Sahna shesha-M

Ashange s

fusna ktc

Cotema

mlakha kuyil

Athira Sealabsham

Sneha S

Nimi-k

Shagna k.P

Gmasia Gabean

Saktika

Shokara Sheen K.P

Dhanusha-v

Kathika Biju

Rasha mai .PT

Jaahara Jehin P

Vahiba ck

~~Shifara Thasmi-T-7~~

B.R. Rajeev

A. V. V. V.

~~Shifara Thasmi-T-7~~

Shifara Thasmi-T-7

~~Shifara Thasmi-T-7~~

Shifara Thasmi-T-7

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

~~Shifara Thasmi-T-7~~

Gayathri R. Krishnan ~~Gayathri~~

Shehinaul S. N ~~Shehina~~

Ayisha Haniya ~~Haniya~~

Safira Beegum ~~Safira~~

Jiby George ~~Jiby~~

Prathibha ~~Prathiba~~

Fida Hassan ~~Fida Hassan~~

Fathima Shana ~~Fathima~~

Amina Shirin ~~Amina~~

Arya ~~Arya~~

Anamika ~~Anamika~~

Fathima ~~Fathima~~ Maysiya ~~Maysiya~~

Fatma Nayan ~~Fatma~~

Najma Yousefali ~~Najma~~

Rahsha Fathima K ~~Rahsha~~

Aiswarya K.M ~~Aiswarya~~

Amrutha C ~~Amrutha~~

Anushri ~~Anushri~~

Nanditha ~~Nanditha~~

Mushne Shareef ~~Mushne~~