



# **MILAD-E-SHERIEF MEMORIAL COLLEGE**

**Accredited by NAAC with 'B' Grade**

**KAYAMKULAM-690502**

**KERALA STATE- SOUTH INDIA**

**(A Minority Community Educational Institution)**

**Affiliated to the University of Kerala**

**Web site: [www.msmcollege.in](http://www.msmcollege.in), E-mail: [msmcollege@rediffmail.com](mailto:msmcollege@rediffmail.com)**

**Fax: 0479-2445594, Tel. No: 0479-2442111**



**Criterion 5.1.5 AQAR 2020-2021**

# MILAD-E-SHERIEF MEMORIAL COLLEGE



Accredited by NAAC with 'B' Grade

KAYAMKULAM-690 502

KERALA STATE - SOUTH INDIA

(A Minority Community Educational Institution)

Affiliated to the University of Kerala

Web Site: [www.msmcollege.in](http://www.msmcollege.in), E-mail: [msmcollege@rediffmail.com](mailto:msmcollege@rediffmail.com)

Fax : 0479 - 2445594, Tel. No.: 0479-2442111

## SUPPORTING DOCUMENT FOR 5.1.5

**The institution's transparent mechanism for timely redressal of student's grievances including sexual harassment and ragging cases.**

This document contains information regarding institution's transparent mechanism for timely redressal of student's grievances including sexual harassment and ragging cases. The document include:

- 1 Reports
- 2 Minutes of the Meetings
- 3 Photo

## **Grievance Redressal and Counselling Cell-2020-2021**

The institution prioritizes and systematizes the psychological and subjective contentment of its students and staffs. To safeguard the wellbeing of the students, the college has devised a grievance redressal policy, a mechanism that gives freedom for the staff and students to express their grievances.

A grievance may be any kind of dissatisfaction or negative perception whether expressed or not arising out of anything connected with the college, that a student or staff thinks and feels is unfair and unjust. This platform allows them to raise their concerns openly and provide necessary measures to support them.

The grievance policy reiterates that the institution shall:

1. Constitute a Grievance and Redressal Committee to monitor any grievances and to offer feasible solutions and rectifications
2. Furnish Grievances boxes in the main block of the college to submit their personal and collective grievances
3. Ensure verification and review of grievances if any by the Grievance Redressal Committee on regular basis
4. Encourage both teaching and non-teaching to report their grievances to the principal or submit written complaints to the Grievance Redressal Committee.

## **Minutes of the online meeting Grievance Redressal committee**

Due to the rapid spread of the pandemic all over the world, the educational institutions were closed and the learning facilities were provided to the students through online platforms. In order to understand whether the students of MSM College have faced any kind of complaints or difficulties related to online learning, an online meeting of Grievance Redressal Committee was held under the leadership of Dr .K.Geethakumari, who is also the Chairperson. on 5/6/2020 at 10:30am.

### Participants

- 1.Dr.K.Geethakumari . (Principal)(Chairperson)
2. Dr. Rekha Nair R (Political Science) ( Convenor)
3. Sajitha B (English) (Co-Convenor)
- 4.Jayalekshmi B (English) ( Member)
- 5.Dr. Farook.S (Arabic) ( Member)
- 6.Ashida (Commerce) ( Member)
- 7.Abdul Kalam Azad. (Commerce) ( Member)
- 8.Dr Bindu V.S(Zoology) ( Member)
- 9.Dr Shanil (Arabic) ( Member)
10. Jasmine (Non-teaching staff ) ( Member)
11. Ajmal A (English Literature)

### Grievance Redressal Mechanism

#### Decisions taken

1. Decision was taken to instruct the class tutors of UG/PG sections to make necessary arrangements to find out the students who are facing difficulties in connection with online learning and to receive their complaints.
2. Decided to arrange to investigate if there is any difficulty in the scheduled time schedule during online learning.

#### Complaints received from students

- 1.Economically backward students do not have access to online learning because they do not have their own phone.
2. Students living in rural areas do not get timely access to internet while the classes through Google Meet are conducted properly.
3. Students who use their parents' phones for studying are not able to attend classes on time due to lack of availability of phones during the day.
4. Online learning facility is not available for students in areas without internet facilities.

## **Minutes of the online meeting Grievance Redressal committee**

An online meeting was organized under the leadership of the Principal on 7/7/2020 at 11AM to collect the complaints raised regarding online learning and take appropriate remedial measures.

### Participants

1. Dr.K.Geethakumari. (Principal)(Chairperson)
2. Dr. Rekha Nair R (Political Science) ( Convenor)
3. Sajitha B (English) (Co-Convenor)
4. Ashida (Commerce) ( Member)
- 5.Dr Bindu V.S(Zoology) ( Member)
- 6.Dr Shanil (Arabic) ( Member)
7. Jasmine ( Non teaching staff ) ( Member)
- 8.Ajmal A (English Literature)

### Agenda

1. Under the guidance of College PTA, NSS, NCC and various departments, purchase mobile phones and provide them to deserving students.
2. Change the schedule of online classes to make online learning available to all students.
3. Provide necessary assistance to students in areas where internet access is not available.
4. Understand the situation of students whose classes are not available through Google Meet and prepare a system to record and send classes through Telegram application.

### Proceedings/ Decisions taken

- 1.Complaints of students who don't have facility for online study, under the leadership of NSS NCC study departments, smart phones have been provided to deserving students.
2. In order to provide convenience to the children of parents who go to work during the day time, the online study time of the children involved classes has been arranged after 7 PM.
3. Started taking coded classes through Telegram application for those students who are not able to access classes through Google Meet.
4. Children in areas where internet facilities (especially range problems)are not available are provided learning facilities in the nearby area.

## **Minutes of the online meeting Grievance Redressal committee**

An online meeting of the Grievance Redressal Committee was organized on 12/10/2020 at 10.30 AM under the leadership of the Vice-Principal.

### Participants

- 1 Dr. A .Muhammed Thaha( Vice-Principal)
2. Sajitha B (English) (Co-Convenor)
- 3.Jayalekshmi B (English) ( Member)
- 4,DrFarook.S (Arabic) ( Member)
- 5..Ashida (Commerce) ( Member)
- 6.Abdul Kalam Azad.(Commerce) ( Member)
- 7.Dr Bindu V.S(Zoology) ( Member)
- 8.Dr Shanil (Arabic) ( Member)
9. Jasmine ( Non teaching staff ) ( Member)

### Agenda

1. Discussions were held to see if there are any students who are facing mental and health challenges due to the spread of Covid.
2. To find and provide necessary help to the underprivileged children affected by Covid.

### Decisions taken

- 1.It has been decided to instruct the class tutors of UG/PG sections to make necessary arrangements to find out the students who are facing mental and health challenges due to the spread of Covid.
2. It has been decided to provide necessary help to the underprivileged children affected by Covid with support of PTA,NSS and NCC

## **Minutes of the online meeting Grievance Redressal committee**

A meeting was organized on 6-01-2021 at 2.30 pm in the conference hall of the college under the leadership of the principal. With the completion of covid vaccination for those above 18 years of age, in the situation where the educational institutions are open, the necessary steps were taken to find out the problems of the students who came to the college for the regular class and to receive the complaints from the students under the leadership of the class tutors. Arrangements have been made to inquire whether the students have written and submitted their complaints in the complaint box of the college.

### Participants

1. Dr.K.Geethakumari ( Principal)(Chairperson)
2. Dr. Rekha Nair R (Political Science) ( Convenor)
- 5.D.rFarook.S (Arabic) ( Member)
5. Ashida (Commerce) ( Member)
6. Abdul Kalam Azad.(Commerce) ( Member)
7. Dr Bindu V.S(Zoology) ( Member)
8. Dr Shanil (Arabic) ( Member)
9. Ajmal A (English Literature) (student representative)

### Complaints from students

1. Resolve the malfunction of drinking water purifier installed in A block of the college
2. Shift the college library functioning on the 3rd floor of A block to the ground floor for the benefit of majority of students and teachers.
3. Repair the taps in the girls' toilet.
4. When the college reopened after a long period of closure, the campus witnessed the growth of many bushy waste plants and creepers. The removal of these overgrowth of plants, Sanitizing classrooms, and clean campus were the concern of the students.

## **Minutes of the online meeting Grievance Redressal committee**

A meeting of the Grievance Redressal Committee was organized on 18-01-2021, at 11:30 AM under the leadership of the Vice Principal. The said meeting was organized to look into the grievances received from the grievance box of the college and written by the PG students in possession through the class tutors for redressal.

### **Participants**

1. Dr. A .Muhammed Thaha( Vice-Principal)
2. Dr. Rekha Nair R (Political Science) (Convenor)
3. Sajitha B (English) (Co-Convenor)
4. Jayalekshmi B (English) ( Member)
5. Ashida (Commerce) ( Member)
6. Abdul Kalam Azad.(Commerce) ( Member)
7. Dr Bindu V.S(Zoology) ( Member)
8. Jasmine ( Non teaching staff ) ( Member)
9. Ajmal A (English Literature)

### **Grievance Redressal Procedures**

1. Repair of damage of drinking water purifier tank in A block and maintenance of tap in girls toilet as per sanctioned amount from PTA fund of the college.
2. Students and teachers suffering from health disorders were not able to access library service on 3rd floor of A block. The management assured that the demand would be met by the start of the next academic year.



< Back

### S3 &S4 BA ENGLISH

69 members, 4 online



Join my Gondie classroom for today's session  
August 10, 2020

09:53



Respected mam,

I am Alex

Geevarghese from English department ( semester 3 ). Due to heavy continuous raining my house is flooded and there is power failure and my phone battery is drained. Due to these reasons i am not able to attend the online classes and kindly take this reasons into consideration.

Thanking you

19:50



AI QUAD CAMERA  
Shot by TechSupport

19:51

August 11, 2020



Message

