



**SUPPORTING DOCUMENT FOR 5.1.4**

**5.1.4 THE INSTITUTION HAS A TRANSPARENT MECHANISM FOR  
TIMELY REDRESSAL OF STUDENT GRIEVANCES INCLUDING  
SEXUAL HARASSMENT AND RAGGING CASES:**

**Proof related to Mechanisms for submission of online/offline students’  
grievances**

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**MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE STUDENTS'**

**GRIEVANCES:**

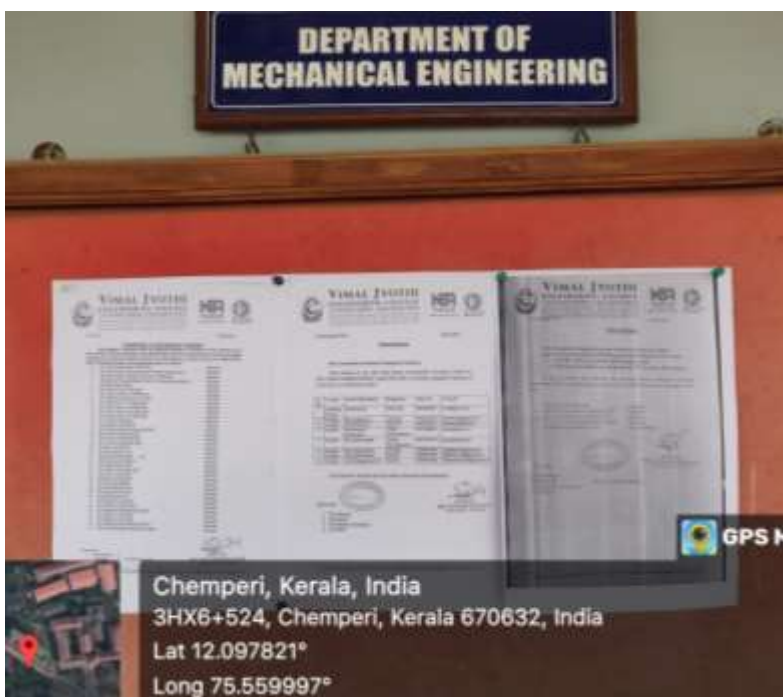
Students can register their grievances either in writing (Offline) or by using the online Grievances portal in the College website.

**MECHANISM FOR OFFLINE GRIEVANCE SUBMISSION:** Students may drop their grievances and suggestions in the Grievance box kept in front of college reception.

They can also hand over written complaints/grievances to Principal, HODs, Mentors, Grievance Redressal Committee Members, Internal Complaint Committee Members, & Anti ragging Committee Members whose details are displayed on various notice boards



**Grievance/Compliant/Suggestion Box near College Reception**



**Display of various Grievance Committee Details with Mobile No & Email Id**

### Sample Offline Grievances

From,  
Meghana Sumesh M  
52 ECE  
Roll No 33  
Vimal Jyothi Engineering College, Kannur  
23-05-2021

To,  
The Grievance Committee  
Vimal Jyothi Engineering College, Kannur

Sub: For the review of my maths exam result

Respected sir,  
I am a student of 52 ECE in your institution. It is noticed that my Maths examination result is zero after the first internal examination. Our Maths Professor (Mr. George K V) allegedly says that I've copied the answers in the examination. I am sure that I've never made any such malpractices during the online examination. So I humbly request you to take necessary steps for the kind revaluation of my answer paper.

Padmeskkad  
23-05-2021

Yours faithfully  
*Meghana*  
Meghana Sumesh M

From:  
ARUN MATHAN  
SBMEA  
VJEC

To:  
GRIEVANCES AND REDRESSAL CELL  
VJEC.

CHEMPERI  
9 OCT 2018.

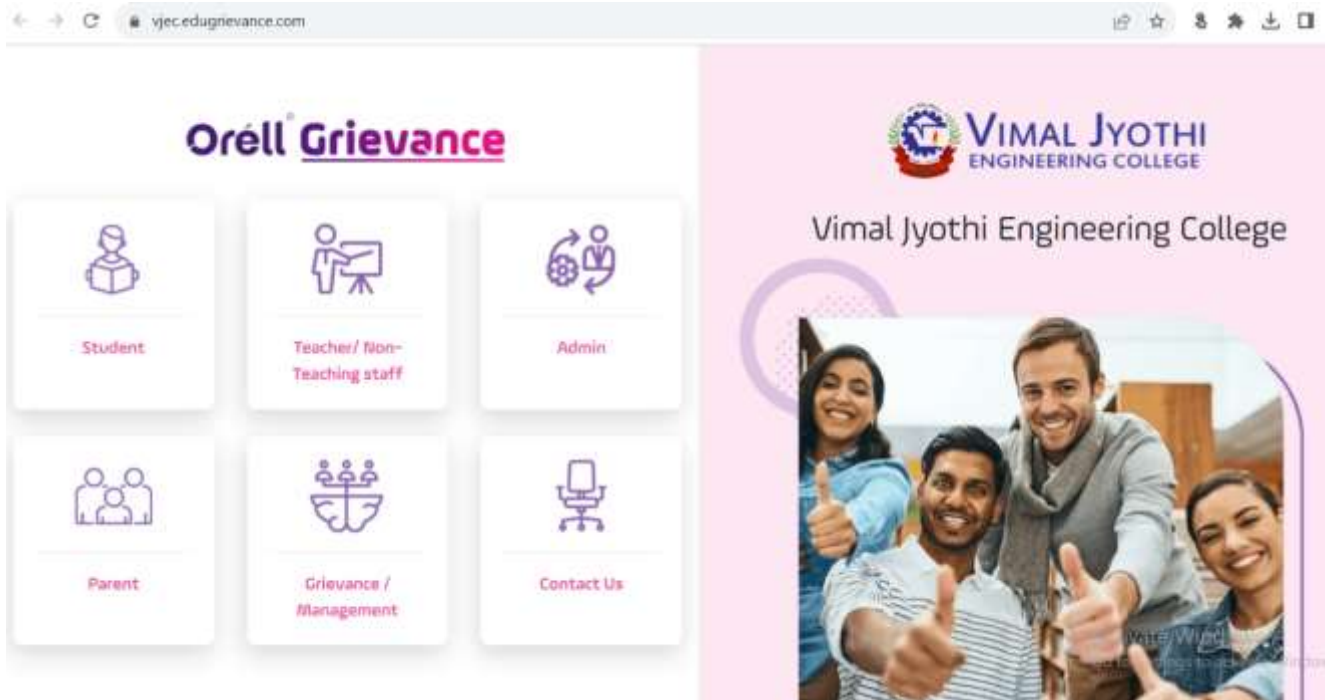
Respected sir,  
Subject: Requesting an investigation about my phones retrieval.  
I am writing this letter as per the instructions of the principal.  
On 20<sup>th</sup> of September I came to college and I had works to finish in the class. My mates Mr. Srin A Jose and Mr Nitish Noble were going to submit their phones so I gave them my phone with them. They went to reception and requested to keep their phones to keep there for safe keeping. The phones where rejected from the reception and to my friends Nitish and Srin were directed to our Mechanical department to keep the phone. When they reached there they saw our tutor Asst. Prof. Jestin C Jose and requested him for keeping the phones in the cabin. Asst. Prof. Jestin sir told them that there was no facility in our department to keep the phones right now, so he directed us again to the reception to keep the phone. Nitish and Srin again went to reception and requested to keep the phones in the reception but they were rejected again. So they came back to our tutor Asst. Prof. Mr. Jestin C Jose and told him what happened. He told that they were not allowed to safe keep students phones. By the time the prayer bell rang and they came back to the class with phones with them. They give my phone to me. I switched off my phone and kept it in my bag. Unfortunately, the phone went on after sometime. A call came to my phone while Asst. Prof. Sr. Disha was in the class. She seccased my phone from class and is now under process. I request you to do what look into this matter and take necessary action.

Yours faithfully  
Arun Mathan

### MECHANISM FOR ONLINE GRIEVANCE SUBMISSION

Students can mail Grievances to Principal, HODs, Mentors, Grievance Redressal Committee Members, Internal Complaint Committee Members, Ant ragging Committee Members, Student welfare Committee members. An exclusive page has been provided in the College website for creating awareness among the students about the grievance redressal mechanism and facility of online grievance submission

**Web link:** <https://vjec.edugrievance.com>



### Email/Online Grievance Sample

----- Forwarded message -----

From: Akhil T P <akhilvenugopal555@gmail.com>  
Date: Tue, 3 Nov 2020 at 16:17  
Subject: Request to take necessary action for the issue of NSS certificate  
To: Dr Benny Joseph <bennyjoseph@vjec.ac.in>

#### COMPLAINT LETTER

SIR,

This letter is to inform you about a serious issue regarding NSS VOLUNTEERS 2017-2021 batch. Due to irresponsible behaviour of our Program officer [VASUDEVAN MASTER], we are in a current situation that we will not be provided with NSS CERTIFICATE and thereby we will face a shortage of activity points too. The TECH CELL authorities have informed the PO about the deadline for uploading the activities of 120hrs through a mail, but due to our POs carelessness we lost that opportunity. The authorities also provided an option for those who missed that last chance by paying a penalty. Our PO also missed this chance. Due to this issue, now we are in such a trouble. As we came to know about this situation, we tried to reach to PO but we didn't get expected response from him.

This is not just an issue of one or two students, but an issue affecting over 50 students. So we kindly request you to get into this issue and find an apt solution. And also we request you to take necessary action against VASUDEVAN MASTER because we all are in this situation just because of him. Hope u will take necessary action.

YOURS FAITHFULLY,  
NSS VOLUNTEER SECRETARY  
AKHIL T P  
SANDRA TOM

Raju K K ME <rajukk@vjec.ac.in>

To: Dr Benny Joseph <bennyjoseph@vjec.ac.in>

Tue, Nov 3, 2020 at 8:06 AM

Cc: "Vasudevan. M" <vasu@vjec.ac.in>, Manager <manager@vjec.ac.in>, "Jagannath.M.P" <jagannathmp@vjec.ac.in>, "Dr. VRA Saathappan CE" <drsaath@vjec.ac.in>

Yes Sir,

Kindly direct Dr VRA Saathapan to hand over all Grievance and appeals committee files and documents to ME office, or to me.

[Quoted text hidden]

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Regards....

Cdr Raju K Kuriakose (retd)  
HOD  
Department of Mechanical Engineering