

**REPORT OF THE ACTIVITIES OF ANTI-SEXUAL HARASSMENT/INTERNAL COMPLAINTS COMMITTEE (ICC)  
2020-2021**

The ICC of the college was reconstituted by the Executive Authority of the institution at the beginning of the academic year with the following members:

1. Presiding Officer: Ms. Bindu A., Associate Professor, Dept. of English.
2. Dr. Minoo Divakaran, Associate Professor, Dept. of Botany.
3. Dr. Shanthi Vijayan, Assistant Professor, Dept. of English.
4. External member/NGO: Ms. Bindu G., Advocate.
5. Mr. Devon George, Senior Clerk, Providence Women's College.
6. Mr. Sandeep K., Clerk, Providence Women's College.

Student members ( If the matter involves students)

7. Ms. Blessy Mariya Peter, Dept. of History, Member, Interim College Union
8. Ambili K., Dept. of Physics, Member, Interim College Union
9. Theertha V., Dept. of BBA, Member, Interim College Union.

The ICC met on 01/10/2020 virtually via Gmeet and discussed the action plan for the year. The mode of instruction having shifted to online platforms on account of the pandemic, it was decided not to burden students with additional online lectures/awareness programmes. Lockdown and subsequent exposure to laptop/mobile screens have taken a toll on their mental/physical welfare. Considering this, the ICC decided that one tutorial hour should be set aside to make the students aware of the ethical and legal questions around sexual harassment. The ICC Policy document available in the college website, which provides an elaborate account of the working of the ICC, shall be explained to the students. The ICC followed up the conduct of these tutorials with the HoDs of each department reporting to the committee soon after each tutorial hour was completed. The legal advisor, Ms. Bindu G. delivered an awareness lecture on anti-sexual harassment to the teaching and non-teaching faculty on 01/11/2020 via Gmeet.

The ICC received no complaints this year.

## **REPORT OF THE ACTIVITIES OF THE ANTI-RAGGING COMMITTEE 2020-2021**

The ARC of the college was reconstituted with the following members in the first general staff meeting of the academic year held on 06/08/2020 :

1. Dr. Sr. Jaseena Joseph, Principal
2. Dr. Shanthi Vijayan, Teacher Representative
3. Mr. I. K. Biju, PTA President
4. Mr. Pradeep Kumar N, College Office Superintend
5. Ms. Sreelakshmi C.K., Dept. of English, I Year Representative
6. Ms. Anjana R., Dept. of Psychology, II Year Representative
7. Ms. Aneena Vincent, Dept. of Physics, III Year Representative
8. Ms. K.P. Heera, Dept. of Computer Science, PG Representative.

The ARC met on 01/09/2020 virtually via Gmeet and discussed the action plan for the year. The mode of instruction having shifted to online platforms on account of the pandemic, it was decided not to burden students with additional online lectures/awareness programmes on ragging. Lockdown and subsequent exposure to laptop/mobile screens have taken a toll on their mental/physical welfare. Considering this, the ARC decided that one tutorial hour should be set aside to make the students aware of the ethical and legal questions around the inhuman practice of ragging. The Anti-Ragging Policy document available in the college website, which provides an elaborate account of the working of the ARC, shall be explained to the students. The ARC followed up the conduct of these tutorials with the HoDs of each department reporting to the committee soon after each tutorial hour was completed.

The Covid-19 scenario denied everyone an active social life throughout the year and offline campus education got partially scheduled from January 2021. Being the fag of the academic year, in the changed circumstances, the ARC found no point in circulating the hardcopy of Anti-Ragging affidavit compulsorily as done annually in the previous years and resolved to wait till the campus goes back to regular activities offline. Also, as anticipated, the ARC received no complaints this year.



# GRIEVANCE REDRESSAL COMMITTEE REPORT

2020-2021

The Grievance Redressal Committee (GRC) of the college reconstituted in 2019 with a tenure of two years met virtually on June 2<sup>nd</sup> 2020 via Google meet and decided on the functioning of the Committee in accordance with UGC Regulations. In the event of the pandemic with the classes being conducted online, the Committee anticipated grievances regarding non-availability of net connectivity, attendance and conduct of online examinations and decided to inform all HoDs to redress such grievances on humane grounds to the utmost benefit of the students. The Induction Programme for the first year students included an awareness session on the institution's mechanism for redressing grievances and the mode of grievance submission. The Principal met each class separately via google meet and gave the students an orientation on the same. This ensured emotional and moral support to every student who was mentally stressed in untold ways on account of an unprecedented lock-down that had isolated them socially denying all comforts of campus life. Tutorial hours conducted regularly also helped students ease their worries, especially those regarding completion of the course on time. The grievances received by the different DGRCs were mostly related to issues mentioned before and were solved at the department level. So the IGRC did not have any general grievances forwarded from any department, during this academic year. Considering the Covid 19 scenario, the students were allowed to raise their grievances orally over phone and immediate and necessary action was taken by each department, periodically monitored by the members of the IGRC. The DGRCs did a commendable job, updating themselves on student welfare in consultation with individual tutors. The Principal also maintained direct contact with all student representatives on a daily basis through her whatsapp group with them.

## Grievance Redressal Committee Members

1. Dr.Sr. Jaseena Joseph, Principal
2. Dr.Shanthi Vijayan, Co-ordinator
3. Dr.Jeena K., Staff Advisor
4. Ms. Blessy, Student Representative



2020-21

The grievance redressal committee of the academic year 2020-21 was reconstituted as follows in the Dept. meeting convened on June 3<sup>rd</sup> 2020, via Gmeet.

Members:

1. Ninikala K - HOD.
2. Shiji P - Asst Professor.
3. Aysha Anis - Asso Secretary (Student Rep)

The first meeting of the committee held on, June 3 2020, discussed the functioning of the committee in accordance with Pandemic protocol & in the wake of online mode of instruction. Tutor was entrusted to orient the students on online teaching, attendance & confort of students. Aysha expressed the student's opinion on online classes. Teachers promised to redress any grievance of the students.

1. Ninikala K

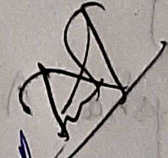
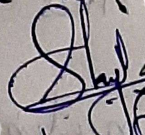

2. Shiji P

3. Aysha Anis



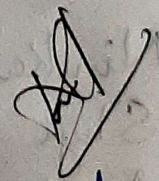
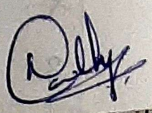
23/11/2020

An urgent meeting was conducted to address the complaint of Roselit Babu, 5<sup>th</sup> sem student. She raised the grievance that her first internal exam was not entered in the consolidated internals. Concerned Subject teacher Ms Shiji P addressed the grievance by entering the internal marks and made corresponding changes in the consolidated mark list.

Members Present: Ninikala K.   
Shiji P.   
Roselit Babu 

24/11/2020

Based on Anjana V's (5<sup>th</sup> Sem student) complaint on correction in internal mark of the Subject Financial Management a meeting was conducted. The committee after collecting the photo of the internal test as proof decided to make the required correction in the internal marks.

Members Present: Ninikala K.   
Nineethya Premod 



Anjana v ~~Anya~~

02/03/2021

Anya, Student of second sem M.Com raised an issue regarding the change in the internal mark of the subject Management Accounting. Committee asked her to produce the answer scripts. After the evaluation, the concerned Subject teacher Ms. Vethya Krishna corrected the wrongly entered mark.

Members Present : Ninikala K.

Vethya Krishna  
Anya

~~AS~~  
Vethya  
AS

25/03/2021

Roslit Babu of 6<sup>th</sup> Sem BCOM filed a complaint that the retest marks of the subject Financial Accounting was not included in the internal marks.

Ms. Maribel Josephine, Concerned Subject teacher after proper checking entered the left out retest



internal mark to the final list.

Members Present:

Ninikala K.

Mirabel Josephine

Roseth Babu

22/03/2021

Aysha Anis, student of 6<sup>th</sup> sem Bcom raised a grievance regarding external Exams. She gave a written complaint regarding the pattern of Question paper for their 6<sup>th</sup> sem. Univ exam, for the paper 'Fundamentals of Investment'. She stated that even after FOI being a problems paper, there was no problem related questions for the exam. HOD, Ms Ninikala K and the Subject Teacher Ms. Mirabel informed the concerned authorities in the university about the same. Decision is yet to be informed by the University.

Members Present:

Ninikala K.

Mirabel

Aysha Anis



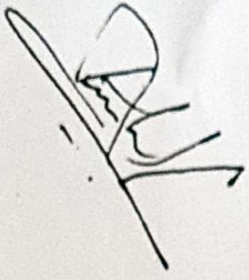
## Internal/ External Examination related grievances received during the year 2020-21

Date	Name of the student	Class	Level of Exam	Summary of Grievance	Faculty Handled the Grievance	Action taken	Status
23/11/2020	Roselit Babu	S5 B.Com	Internal	First internal exam mark was not entered in consolidated internals	Shiji P	First internal mark was entered and made corresponding changes in the consolidated marks	Solved
24/11/2020	Anjana V	S5 B.Com	Internal	Correction in internal mark of the subject Financial management	Nivedhya Pramod	First internal mark was wrongly entered as 3.8, it was corrected as 4.	Solved
02/03/2021	Arya	S2 M.Com	Internal	Change in the 1 <sup>st</sup> internal mark of the subject	Vidhya Krishna	First internal mark was wrongly entered	Solved

*Department of Commerce  
Providence Women's College  
Calicut - 679 009*



				Advanced Management Accounting		as 3.85, it was corrected as 4.	Solved
25/03/2021	Roselit Babu	S6 B.Com	Internal	Retest mark of the subject Financial Derivative was not entered in the published internal	Mirabel Josephine Paul	Retest mark 3.9 was entered in the consolidated internal mark	
22/03.2021	Ayisha Anis Peedikathodiyil	S6 B.Com	External	In the 5 <sup>th</sup> semester university exam of Fundamentals of Investment (Problem paper) none of the questions was a problem.	Ninikala K	Informed the Chairman of University exam	Unsolved



Head of the Department

Ninikala K

Department of Commerce  
 Providence Women's College  
 Calicut - 673 009



22/03/2021

From

Aysha Anis Peedikathodiyil  
III B-Com.

To

Ninikala. K  
Head of the Department of Commerce.

Dear Ma'am,

This is to inform you that in the 5<sup>th</sup> semester university exam of Fundamentals of Investment, there was no problem question even it is mentioned as 60% problem and 40% Theory in syllabus.

I kindly request you to bring it to the notice of University and do the needful

Yours faithfully  
Aysha



From

Anjana V

III<sup>rd</sup> BCOM

Providence Women's College

To

Nivedhya Ma'am

Dept of Commerce

Providence Womens College.

Ma'am,

This is to inform you that, there is a change in my 1<sup>st</sup> internal mark for the subject Financial Management. In the published internals, the mark is shown as 3.8, but I have scored 4.0 in the exam. So kindly look into it and do the needfull.

Thanking You.

Anjana V

24/11/2020

From

Roselit Babu

III B.Com

Providence Women's College

Calicut

To,

Ms. Mirabel Josephine Paul

Assistant Professor

Dept. of Commerce

Providence Women's College

Dear Ma'am,

This is to inform you that I had written the report for the first internal exam for Financial Derivatives but the same has not been recorded in the published internal sheet. I have scored 3.9 in the exam. Kindly look into the matter and do the needful.

Thanking you

Roselit Babu

25/03/2021

From:

Arya.

I<sup>st</sup> M.Com.

Dept. of Commerce

Providence Women's College.

To:

Vidhya Ma'am.

Dept. of Commerce.

Providence Women's College.

Subject: Corrections On Internal Mark.

Ma'am,

This is to inform you that, there is a slight change in my 1<sup>st</sup> Internal mark for the Subject "Advanced Management Accounting".

The Internal mark which was published on notice board, shows my mark as 3.85 but I have scored 4.0 in the Exam. So, kindly look into it, and pls. make the change Ma'am.

Thanking you

Arya

2/10/2021.





From

Roselit

V<sup>th</sup> Sem Bcom

Providence Women's College

To.

Ms. SHISI.P

Asst. Professor


Dept of Commerce

Providence Women's College.

Sir,

Sub: ~~Correction in Internal Marks.~~  
~~Accounting for Management~~

As I have attended my  
first internal exam, but in the  
final internal score it is marked  
as absent. I request you consider  
my internal Exam test I marks  
and make necessary changes.  
Thanking you.

Yours faithfully  
Roselit. 

From

Roselit

V<sup>th</sup> Sem Bcom

Providence Women's College

To.

Ms. SHISI.P

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Dept of Commerce

Providence Women's College.

Sir,

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As I have attended my  
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my internal Exam test I marks  
and make necessary changes.  
Thanking you.

Yours faithfully  
Roselit. 

From,

3<sup>rd</sup> year

PWC

To,

HOD

BBA Department

Subject : Changes in Question pattern.

Respected Ma'am,

This is to inform you about the changes in question pattern. It creates a problem in students. Year by year changing in question pattern makes us confused that how the question appears.

So I request you to take necessary actions against it.

Yours faithfully,

~~Hiba~~  
Hiba Fathima.

Class Representative.



From,  
3<sup>rd</sup> year  
PWC

To,  
HOD  
BBA Department

Subject : Delay in publishing result

Respected ma'am,

This is a letter to inform you that there is a delay in publishing result. As a result the students are not getting enough time to prepare for improvement exam. So I request you to take necessary action so that the results can be published earlier.

Nak  
Yours Faithfully

Kadeeja C.

From,  
3<sup>rd</sup> years B.B.A  
PWC

To,  
HOD  
BBA Department.

Subject: Postponement of university exam.

Respected ma'am,

This is a letter to inform you that the postponement of university examination causes a mental stress in us.

It leads to the overloaded of positions in us.

So I request you to take necessary action to conduct examination as soon as earlier.

Ssk  
Yours Faithfully,  
Sandra. K.T.



From

3<sup>rd</sup> year

PWC

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HOD

BBA Department

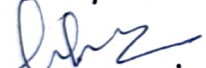
Subject :- Different question paper is given to different colleges

Respected Ma'am,

This is you to inform that different question papers are distributed in different colleges during examinations. Thus the students gets confused while discussing after examination

So I request you to take necessary actions against it

Yours faithfully,

  
Theeltha. V

## GRIEVANCE REDRESSAL

### COMMITTEE REPORT OF 2020-2021

#### June 2020

The Grievance Redressal Committee of the academic year 2020-2021 was reconstituted as follows in the Department meeting convened on June 20<sup>th</sup> 2020 via Google meet.

1. HOD - Mrs. Deepa Ashok
2. Sr. Tr - Mrs . Prasy V K
3. Association Secretary- Ms. Kadeeja

The first meeting held on 20<sup>th</sup> June discussed the functioning of the committee in accordance with the Pandemic Protocol and in the wake of online mode of instruction.

The Complaints were regarding:

1. Online Attendance
2. Mobile Network Issues
3. Online Tests

The committee met through Google Meet and addressed the above 3 complaints satisfactorily during this period.

*Deepa*



## MARCH 2021

On partial reopening of the college an offline internal examination was conducted for the students of all batches in turn. On the completion of the examinations of all the three batches few students of all the batches (Hyfa Marjan and Sneha: 1 DC, Fathima Mehabooba and Noorjahan: 2 DC , Adheena.K. Satish, Theertha V and Sreelakshmi V Rajesh : 3DC) had complaints regarding their internal marks and retests to be conducted for absentees. A Grievance Committee Meeting was held in March, 2021 and necessary steps were taken to resolve these oral complaints.

HOD : Mrs. Deepa Ashok

Sr.Tr : Mrs. Prasy V K

A mass complaint from students were received regarding External University Examinations. The main complaints were Out of Syllabus Questions, Delay in Publishing result, Changes in question pattern etc.

The complaints were forwarded to the University.

*Deepa*

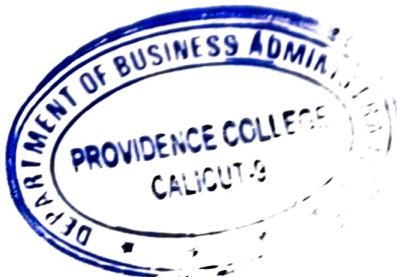


**INTERNAL EXAMINATION RELATED GRIEVANCE 2020-2021**

SL NO	NAME OF THE COMPLAINANT	CLASS	LEVEL OF EXAM	SUMMARY OF GRIEVANCE	NATURE OF GRIEVANCE	STATUS OF GRIEVANCE	TIME TAKEN TO SOLVE
1.	HYFA MARGAN	I DC	INTERNAL	LESS MARK IS GIVEN THAN EXPECTED	ORAL	SOLVED	1DAY
2.	SNEHA K MOHAN	IDC	INTERNAL	COUNTING MISTAKE	ORAL	SOLVED	1DAY
3.	FATHIMA MEHABOBA	II DC	INTERNAL	LESS MARK GIVEN FOR ASSIGNMENT	ORAL	SOLVED	2 DAYS
4.	NOORJAHAN	II DC	INTERNAL	LESS MARK GIVEN THAN EXPECTED	ORAL	SOLVED	1 DAY
5.	ADHEENA K SATHISH	III DC	INTERNAL	LESS MARK FOR VIVA	ORAL	SOLVED	1DAY
6.	THEERTHA V	IIIDC	INTERNAL	RETEST FOR ABSENTEES	ORAL	SOLVED	3 DAYS
7.	SREELAKSHMI V RAJESH	IIIDC	INTERNAL	LESS MARK GIVEN FOR SEMINAR	ORAL	SOLVED	1 DAY

**NAME AND SIGNATURE OF THE HOD:**

*Deepa k* *Deepa*

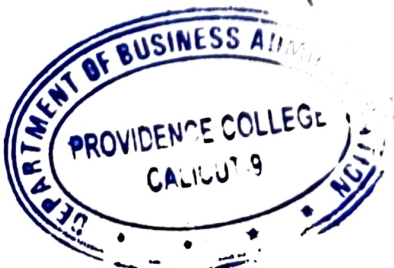


**EXTERNAL EXAMINATION RELATED GRIEVANCE 2020-2021**

SL NO	NAME OF THE COMPLAINANT	CLASS	LEVEL OF EXAM	SUMMARY OF GRIEVANCE	NATURE OF GRIEVANCE	STATUS OF GRIEVANCE	TIME TAKEN TO SOLVE
1.	Mass complaint from III dc students	III DC	external	Different question paper is given to different colleges	written	unsolved	
2.	Mass complaint from III DC students	IIICD	external	Changes in Question pattern	written	unsolved	
3.	Sreelakshmi n p	IIICD	external	Less mark than expected	oral	unsolved	
4.	Mass complaint from III DC	III DC	external	Delay in publishing result	written	unsolved	
5.	Jasnabanu	III D C	external	Unable to attend exam	Oral telephonic	unsolved	
6.	Theertha v	III D C	external	Difficult question paper	oral	unsolved	
7.	Hibafathima	III D C	external	Out of syllabus	oral	unsolved	
8.	Mass complaint from II D C	II DC	external	Postponement of university exam	written	unsolved	

**NAME AND SIGNATURE OF HOD:**

*Deepa k Deep*





## GRIEVANCE REDRESSAL

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*Deepa*



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On partial reopening of the college an offline internal examination was conducted for the students of all batches in turn. On the completion of the examinations of all the three batches few students of all the batches (Hyfa Marjan and Sneha: 1 DC, Fathima Mehabooba and Noorjahan: 2 DC , Adheena.K. Satish, Theertha V and Sreelakshmi V Rajesh : 3DC) had complaints regarding their internal marks and retests to be conducted for absentees. A Grievance Committee Meeting was held in March, 2021 and necessary steps were taken to resolve these oral complaints.

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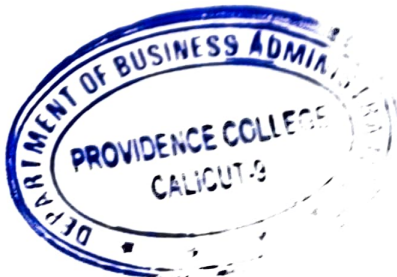


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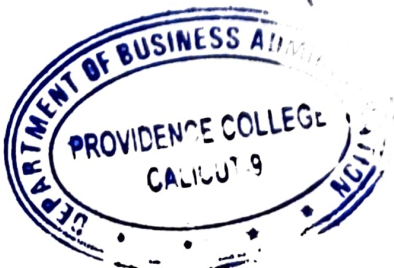


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**NAME AND SIGNATURE OF HOD:**

*Deepa k Deep*



From,

3<sup>rd</sup> year

PWC

To,

HOD

BBA Department

Subject : Changes in Question pattern.

Respected Ma'am,

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Yours faithfully,

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Hiba Fathima.

Class Representative.

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BBA Department

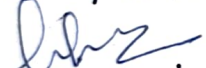
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Yours faithfully,

  
Theeltha. V

## GRIEVANCE COMMITTEE REPORT 2020-2021

4/8/2020

An urgent meeting was conducted due to the complaint of Riya Joy of fifth semester BSC botany. The issue was to postpone the internal exam because, due to the heavy schedule of practicals they couldn't cover the whole portion. Miss Deena, the Head of the department address the grievance committee and solved the problem by extending exam date to next week.

5/9/2020

The grievance committee meeting was conducted to face the issue raised by Pallavi c 5th semester BSC botany students about the error in internal marks. The issue was solved by collecting checking and correcting the internal marks of the student

10/9/2020

The grievance committee meeting was conducted to address the issue raised by Soorya P about the problems in submitting online exam paper due to lack of net connectivity. The issue was solved by giving extra time to submit the exam.

10/10/2020

The grievance committee meeting was conducted to address the issue raised by Aparna Sudarsan & Aisarya K.P about the problems in submitting online exam paper due to lack of net connectivity. The issue was solved by giving extra time to submit the exam.

15/10/2020

The grievance committee meeting was conducted to address the issue raised by Kavya Chandran about the problems in submitting online exam paper due to lack of net connectivity. The issue was solved by giving extra time to submit the exam.

3/1/2021

The grievance committee meeting was conducted to face the issue raised by Asla V. P of 3<sup>rd</sup> semester M.SC botany student about the error in internal marks. The issue was solved by collecting checking and correcting the internal marks of the student

5/2/2021

Today's grievance committee meeting was conducted to discuss the challenges faced by Pritty John students in Online mode exams. The issue was raised by pretty John 3rd semester MSc

student about the honesty of online descriptive type exams. The issue was solved by changing the exam mode from descriptive type to MCQ mode.

2/11/2021

The grievance committee addressed the issue raised by Sruti of third semester MSc about the issue of not working of fan. The grievance committee took the measures to face the problem and necessary actions were taken to repair it.

2/12/21

The grievance committee meeting was conducted to address the problem raised by gopika 3rd year MSc student about the repair of the projector of their classroom since it was a dire need for the students the immediate actions were taken to repair it.



From,

Malaparamba,  
2/11/21.

Sreethi  
II Msc Botany

Providence Women's College.

To

Head of the Department  
Department of Botany  
Providence Women's College

Respected madam,

I have a complaint that the fan in the classroom makes such a loud noise - can we get it repaired? We would be grateful to you if you take any necessary action.

humbly,

Sreethi  
II PG  
Providence Women's



From,

4/8/2020

Anjuna.  
III<sup>rd</sup> DE Botany  
Providence Women's College

To,  
Respected HOD,

Ms. Deena  
Dept- of Botany  
Providence Women's College

This is to bring your notice regarding the marking of my absence in three days continuously in the attendance Register. kindly check and do the needful. I think it is a mistake.

Thanking you.

Anjuna  
III<sup>rd</sup> Botany

2/12/21

To,

Head of the department

Dept of Botany

Providence women's college

Calicut

From,

Copilca

III<sup>rd</sup> sem M.Sc

Subj: Repair our Projector

Respected mam,


Kindly repair our Projector  
of II<sup>nd</sup> PGs class room. Since we need  
urgently for seminar presentation.

Gurprey

**DEPARTMENT OF BOTANY**  
**Internal/external examination related grievances received – 2020-21**

Sl no	Name of complainant	Class	Date	Type of exam (internal/external)	Summary of the grievance	Nature of grievance	Status of grievance	Action taken	Time taken to solve
1	Riya Joy E	5 Sem BSc	04/08/2020	Internal	Postponement of internal exam	Oral	Solved	Exam postponed for 1 week	One day
2	Pallavi C	5 Sem BSc	05/09/2020	Internal	Error in totaling	Oral	Solved	Retotaling was done and marks corrected	2 days
3	Soorya P	3 Sem MSc	10/09/2020	Internal	Difficulty in submitting online exams due to net connectivity	Oral	Solved	Submission time extended	One day
4	Aparna Sudarsan	5 Sem BSc	10/10/2020	Internal	Difficulty in submitting online exams due to net connectivity	Oral	Solved	Submission time extended	One day
5	Aiswarya KP	5 Sem BSc	10/10/2020	Internal	Difficulty in submitting online exams due to net connectivity	Oral	Solved	Submission time extended	One day
6	Kavya Chandran	3 Sem BSc	15/10/2020	Internal	Difficulty in submitting online exams due to net connectivity	Oral	Solved	Submission time extended	One day
7	Asla VP	3 Sem MSc	03/01/2021	Internal	Less than deserving marks awarded	Oral	Solved	Revalued and better marks awarded	3 dyas
8	Pritty John	3 Sem MSc	05/02/2021	Internal	Honesty of online descriptive exams	Oral	Solved	Shifted to MCQ model	One day



  
 Head  
 Department of Botany  
 Providence Women's College  
 Kozhikode-673009, Kerala



From

Sona K S

II DC Chemistry

To

The Head of the Department  
The Department of Chemistry

10<sup>th</sup> March 2021

Sub-grievances of students during lockdown period

Madam,


I, Sona K S of II D.C Chemistry would like to convey few of our problems and concerns on behalf of all the class students.

Madam, this lockdown has taken its toll on all of us. With everyone being indoors and with lots of spare time in our hands, although indulging in various activities have proven helpful but at times we are all the more lethargic and low spirited. We are often slipping into a depressive state of mind. Often we are finding it difficult to get ourselves to watch the uploaded online classes and more difficult is the task of having proper concentration throughout the same.

Madam, we know that everyone, <sup>and</sup> is in these tough times, are finding it hard to even survive a day. Still it would be really helpful if you could help us in any way amidst all the uncertainties.

Thanking you


Yours faithfully

  
Sona K S

## Department of Chemistry

### Internal/external examination related grievances: 2020-21

SI No	Name of the complainant	Date	Class	Type of Exam	Summary of the grievance	Action Taken	Status of Grievance	Time taken to solve
1	Aswathy K P	11/08/20	III DC	Internal	Time not sufficient to attend online exam on Moodle	Exam conducted again with increased time	Solved	3 days
2	Aparna P S	28/09/20	II DC	Internal	Postponement of exam	Exam postponed for a week	Solved	1 day
3	Thasni A	30/09/20	II DC	Internal	Difficulty in submitting online exams due to net connectivity issues	Submission time extended	Solved	1 day
4	Meghna Babu	30/09/20	II DC	Internal	Difficulty in submitting online exams due to net connectivity issues	Submission time extended	Solved	1 day
5	Alphonsa P J	30/09/20	II DC	Internal	Difficulty in submitting online exams due to net connectivity issues	Submission time extended	Solved	1 day
6	Sneha Sudheer	14/1/21	III DC	Internal	Less marks for internal	Discussed about how to answer the question	Solved	1 day
7	Hanin Sharifa	23/2/21	IDC	Internal	Difficulty in writing online exams due to net connectivity issues	Offline exam was conducted when the college reopened	Solved	2 weeks

  
DR. GIGY ABRAHAM  
ASSOCIATE PROFESSOR & HEAD  
DEPT. OF CHEMISTRY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT



9/6/2020

5:00 p.m.

The first meeting of the internal grievance redressal cell for the academic year 2020-21 was conducted on 09/06/20 at Department of Chemistry to elect the new members for the year. The meeting was conducted online via google meet.


Members present:

- 1) Head of the department: Dr. Gigy Abraham
- 2) Teacher in charge: Dr. Deepthi Jose
- 3) Student representatives  
III DC: Aswathy Paul  
II DC: Nila S

Decided to keep student representatives as the members of grievance redressal cell.

The meeting came to an end at 4:00 p.m.

Coordinator: Dr. Deepthi Jose.

  
DR. GIGY ABRAHAM  
ASSOCIATE PROFESSOR & HEAD  
DEPT. OF CHEMISTRY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT



01/10/2020  
3.30 PM

Agenda: To address the grievances received  
on 30/09/2021.

Members present:

Dr. Gigg Abraham  
(HOD)

Dr. Deepthi Jose

Ms. Aswathy Paul.

Minutes of the meeting:

The meeting was conducted to address the grievances received on 30/09/21. The grievances were about the difficulty in submitting online exams due to net connectivity issues. The committee decided to extend the submission time of the exams and solved the issue. The meeting was conducted online via Google meet.

The meeting came to an end  
at 4.00 pm.

Co-ordinator Dr. Deepthi Jose

DR. GIGG ABRAHAM  
ASSOCIATE PROFESSOR & HEAD  
DEPT. OF CHEMISTRY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT



24/02/2021

3.30 PM

Agenda: To address the grievance received  
on 23/2/2021

members present:

Dr. Gigy Abraham, HoD

Dr. Deepthi Jose

Ms. Aswathy Paul

Ms. Nila S.

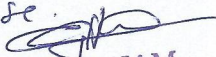
Ms. Aswini V.

Minutes of the meeting (via Google meet)

The meeting was conducted to address the grievance on the difficulty in the writing online exams due to poor network connectivity. The complainant was Harin Sharafa of IDC chemistry. It was decided to conduct an offline exam for her when the college reopens.

The meeting came to an end  
by 4.00 PM

Co-ordinator Dr. Deepthi Jose

  
DR. GIGY ABRAHAM  
ASSOCIATE PROFESSOR & HEAD  
DEPT. OF CHEMISTRY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT



12/03/21

3:30 pm

Agenda: To address the grievance received on  
10-03-2021

members present

Dr. Gigg Abraham (HOD)

Dr. Deepthi Jose

Ms. Nila S.

Ms. Aswini V

minutes of the meeting (Google meet)

The meeting was conducted to address the common grievances of chemistry students during the lockdown period. Students shared their problems to tutors over the phone. Their major issues include mental stress, lack of communication during online classes, health issues in connection with lack of exercise or decreased physical activities.

The committee discussed these issues in detail and taken the following decisions


- \* personal counselling by tutors
- \* Create a whatsapp group to share their problems and find the solutions. Students can Email their matter of concern to the HOD through a common ID so that their names are not get revealed.



\* decided to conduct a life skill webinar for helping the students to keep their body and mind fit during the lockdown.

\* meeting came to an end at 4.15 pm.

Co-ordinator Dr. Deepthi Jose.

  
DR. GIGY ABRAHAM  
ASSOCIATE PROFESSOR & HEAD  
DEPT. OF CHEMISTRY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT



PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS <i>by</i>
<i>11/08/20</i>	<i>Time not sufficient to attend online exams on Moodle</i>	<i>Abwathy K.P.</i>
<p style="text-align: center;">Action Taken</p> <i>Exam conducted again with increased time</i>		

Signatures

*Deep*  
Head of the Department / Tutor

*Abwathy*  
Complaints *by*

# PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

## GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS BY
28-09 2020	Postponement of exam	Aparna P S
<b>Action Taken</b>  Exam postponed for a week.		

Signatures

Head of the Department / Tutor 

Complaints by 



# PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

## GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS BY
30- 9- 20	Difficulty in submitting online exams due to net connectivity issues.	Thasbi-A

### Action Taken

Submission time extended

### Signatures

Head of the Department / Tutor

Complaints by  
Thasbi-A

PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS BY
6/1/22	Difficulty in submitting online exams due to the net connectivity issues.	Meghna Babu.
<p style="text-align: center;">Action Taken</p> <p style="text-align: center;">Submission time extended</p>		

Signatures



Head of the Department / Tutor

Complaints by  




PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS BY
30-9-20	Difficulty in submitting online exams due to net connectivity	Alphonsa P.J.

Action Taken

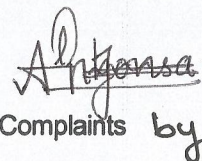
Submission time extended.

Signatures

Head of the Department / Tutor



Complaints by

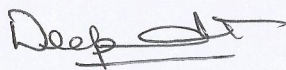


PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

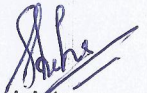
GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS By
14/11/21	Less marks for internal	Sneha Sudheer
<p style="text-align: center;">Action Taken</p> <p>Discussed about how to answer the questions</p>		

Signatures



Head of the Department/ Tutor



Complaints



# PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

## GRIEVANCE REDRESSAL FORM

DATE	GRIEVANCE	COMPLAINTS by
23/2/21	Difficulty in conducting online exams due to net connectivity issues	HANIN SHARAF
<p style="text-align: center;">Action Taken</p> Offline exam was conducted when the college reopened.		

Signatures

  
Head of the Department / Tutor

  
Complaints by

## **Document for Internal Evaluation and Grievance Redressal**

<b>Sl No.</b>	<b>Name</b>	<b>Class</b>	<b>Level of Exam(Internal/ External)</b>	<b>Summary of the Grievance</b>	<b>Nature of the Grievance (oral/Written)</b>	<b>Status of the Grievance (Solved / Unsolved)</b>	<b>Time taken to solve (No. of Days)</b>
1	Parvathi M	II PG	Internal	Repeat Internal Exams	Written	Solved	7 days
2	Sandra K	II PG	Internal	Improvement Exam	Written	Solved	7 days
3	Joshna Joseph	II PG	Internal	Repeat the internal Exams	Written	Solved	7 days
4	Amalendu E.N	III DC	Internal	Repeat Internal Exam	Written	Solved	7 days
5	Akshara T K	IIICD	Internal	Request for retest	Written	Solved	7 days



The Grievance Redressal Committee of the Academic year 2020-21 was reconstituted as follows in the department meeting convened on June 5, 2020 via Google meet

1. Dr Manjusha K K(HOD, Department of Computer Science)
2. Ms Savitha S V(Staff Coordinator)
3. Anamika K(Association Secretary)

The first meeting, held on June 8<sup>th</sup> 2020 discussed the functioning of the committee in accordance with the pandemic protocol and in the wake of online mode of instruction. The meeting was attended by all three members. The agenda of the meeting was to elect student representatives for Grievance Redressal cell from the Department of Computer Science. It was decided that electing student representatives will ensure direct interaction among students which in turn will bring to light any issues, common or individual, they might encounter anytime. If they wish to report or give suggestions or complaints they can approach the cell representatives and the same will be passed to the teacher coordinator. The meeting also discussed an action plan regarding grievances about marks scored in internals, especially on online mode. In case of such complaints, re-tests, and improvements exams may be conducted in consultation with the students and teacher concerned. Also additional lab sessions and remedial coaching may be provided according to the requirement of students.

#### Agenda of Grievance Redressal Cell

- Discuss grievances that may arise, regarding the internal exam low grades.
- Need for remedial classes and lab sessions
- Need for conducting retests/improvement exams

The elected Student Representatives are

1. Josna Joseph(2<sup>nd</sup> year MSc)
2. Inasna Zuhail(1<sup>st</sup> year MSc)
3. Aiswarya Mohan(3<sup>rd</sup> year BSc)
4. Afna(2<sup>nd</sup> year BSc)
5. Nadaan Azil(1<sup>st</sup> year BSc)

Dr. Manjusha. K.K  
HOD, Assistant Professor  
Department of Computer Science  
Providence Women's College  
CALICUT

16/7/2020

An urgent meeting was convened online to address (Amalendu 3<sup>rd</sup> year computer science) complaint/request regarding the conduct of retest for the 4<sup>th</sup> semester. It was attended by Dr Manjusha K.K, Ms Savitha.S.V, Geopika Prasoona and Amalendu. The committee agreed to conduct retest on 20/7/2020 as per the student's convenience.

Members Present:

Dr Manjusha K.K Manjusha

Ms Savitha S.V Savitha

Geopika Prasoona Geopika

Anamika.K Anamika

Amalendu E.N Amalendu

17/9/2020

An urgent meeting was convened based on Akshara T.K 3<sup>rd</sup> year computer science) request for retest, a meeting over google meet was convened. It was attended by Dr. Manjusha.K.K, Ms Shalanya.V.P, Akshara T.K, Geopika Prasoona. The committee agreed to conduct retest on 20<sup>th</sup> September 2020.

Members Present:

Dr Manjusha.K.K Manjusha

Ms Shalanya.V.P Shalanya

Akshara.T.K Akshara

Geopika Prasoona Geopika

Anamika.K Anamika



5/1/2021

Based on request from Jolina Joseph, Sandra K, Parvathi M of IT MSc Computer Science the GRC met on 5<sup>th</sup> January at 10 am. All the students requested to conduct a retest in those papers where they scored low marks and the committee decided to inform the teacher consent to conduct the retest.

Members present

Dr Manjasha K.K. Manjasha

Savitri S.V. S

Anamika K. Anamika

Jolina Joseph Jolina

Parvathi M. Parvathi M

Sandra K. Sandra K

Manjasha

Dept. of Computer Science  
 Providence Women's College  
 Calicut-9

From

Akshara T.k  
III<sup>rd</sup> Bsc-Cs  
Providence Women's college

To

Manjusha k k  
HOD, Cs  
Providence Women's College

I am Akshara T.k of 3<sup>rd</sup> Bsc. computer Science.  
During PHP exam held on 9 September 2020, I was suffering from food poisoning. I was, therefore, unable to write my internal exam properly. I am writing to request permission to retake it. Although incomplete, my exam paper was graded. I am disappointed in the grade, as I believe I would have done better if allowed to complete the exam. This opportunity will allow me to remedy that.

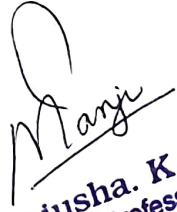
I look forward to hearing from you.

Thank you for your time.

Sincerely,

Akshara T.k

Akshara

  
Dr. Manjusha. K.K  
HOD, Assistant Professor  
Department of Computer Science  
Providence Women's College  
CALICUT



From  
Amalendu EN  
III<sup>rd</sup> BSc student  
Providence Women's College

To  
Dr Manjusha K. K  
HOD, Computer Science

Subject: Request for attending improvement exam.

Respected Ma'am,

I am Amalendu EN of 3<sup>rd</sup> BSc Computer Science. I was suffering from food poisoning while my internal exams were being conducted. Therefore I was unable to attend the exams properly.

I am writing to request permission to retake these exams so as to improve my grades. I believe I would have done better if I am allowed to retake them. Hope you will grant me permission and do what's necessary.

Thanking you

Yours Sincerely

Amalendu EN

Amalendu

  
Dr. Manjusha. K.K  
HOD, Assistant Professor  
Department of Computer Science  
Providence Women's College  
CALICUT

From

Josna Joseph

Msc Computer Science

To

Manjusha Ma'am

Head of Computer Science Department.

Sub: Request for retest.

Respected Ma'am

I am writing this letter to request a retest for the internal exams which I didn't do well. This test marks are really important for my academics. So I want to score more marks than the previous exam. I request you to please consider my plea and let me write the test for the same.

Kindly grant my request.

Yours Sincerely

Josna Joseph



**Dr. Manjusha. K.K**  
HOD, Assistant Professor  
Department of Computer Science  
Providence Women's College  
CALICUT



From,  
Sandra.K  
II Msc.CS  
Providence women's college

To,  
Dr. Manjusha .K.K  
HOD, CS  
Providence women's college


Respected Ma'am,

Sub: Requesting to write improvement exam.

I am a 2nd year Msc computer science student. I have wrote the improvement exam but the grades are not good. To increase my internal marks, I would like to repeat the improvement exam. Hope you'll grant me the permission to repeat the exam and do what is necessary. Thank you.

Your's faithfully,

Sandra.K



**Dr. Manjusha. K.K**  
HOD, Assistant Professor  
Department of Computer Science  
Providence Women's College  
CALICUT

FROM,

Paavathi M

MSc Computer Science.

To

Manjusha Mam

Head of Computer Science Department  
Providence Women's College Calicut.

Subject: Request for retest.

Respected Mam,

With the respect, I am Paavathi M, final year MSc student of Computer Science Department. I am writing this letter to request a retest for internal exams which I was not able to attend properly. This test marks are really important for my academics. So I request you to please consider my request and let me write the test once again so that I can ~~score~~ score more marks than the previous exam.

Please Consider my request as a genuine appeal.

Yours Sincerely

Paavathi M

Paavathi



**Dr. Manjusha. K.K**  
HOD, Assistant Professor  
Department of Computer Science  
Providence Women's College  
CALICUT



# Grievance Redressal Cell. 2021.

Dpt of Economics.

The grievance Redressal Cell of department of Economics consist of two student co-ordinators and three teachers.

The teachers are

Dr. Sr. Sheeba Andrews H.O.D.

Dr. K. T. Vidya

Miss Gopika Unni.

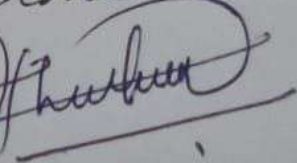
The student co-ordinators are

1. Ritika V. T.

2. Anusri T. V.

These girls bring the grievances of the students. Oral complaints are given and the teachers meet immediately to take a common decision which will boost their performance. This year mainly three complaints came w.r.t. their online learning & actions taken immediately.

Dr. Sr. SHEEBA ANDREWS  
Assistant Professor & Head  
Department of Economics  
Providence Women's College  
CALCUT-673 009



PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

GRIEVANCE REDRESSAL FORM : ECONOMICS

DATE	GRIEVANCE	COMPLAINTS
01-06-2020	The students expressed on the first day itself when asked online teaching via google meet their difficulty in attending the classes due to poor net connectivity for a long time.	Online teaching is not accessible for all.

Action Taken

In order to address this problem, the meeting of the staffs in the department was conducted and we have decided that we will circulate / share recorded video class through google class room. But will monitor their attendances and preparation of notes everyday.

Signatures

*Neelgale?*

Head of the Department / Tutor

*[Signature]*

Dr. Sr. SHEEBA ANDREWS  
Assistant Professor & Head  
Department of Economics  
Providence Women's College  
CALICUT-673 009

Complaints /



# PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009

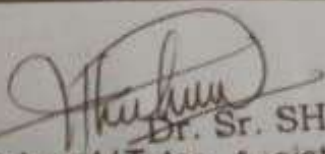
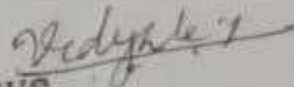
## GRIEVANCE REDRESSAL FORM ; ECONOMICS

DATE	GRIEVANCE	COMPLAINTS
23-08-2020	The students were facing the problem of net issue during online exam and were unable to submit the test online in time. Hence they demanded to increase the time for online exams.	Online Exams.

### Action Taken

The teachers in the department of Economics agreed that they will give some extra time but not more. However, the better way to solve this issue was found in conducting module wise tests and the best of those marks will be taken for internals. For this students agreed and was happy with the decisions.

Signatures

Head of the Department / Tutor  
 Dr. Sr. SHEEBA ANDREWS  
 Assistant Professor & Head  
 Department of Economics  
 Providence Women's College  
 CALICUT-673 009


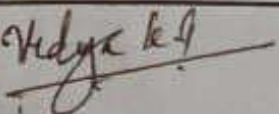
Complaints 2

PROVIDENCE WOMEN'S COLLEGE, CALICUT - 673 009  
 GRIEVANCE REDRESSAL FORM : ECONOMICS

DATE	GRIEVANCE	COMPLAINTS
8-9-2020	Since classes were online students were unable to make revisions and they have asked for revising the portions once and that was found a good suggestion from the part of the students.	Revisions for Each Module for the exam.

Action Taken

The students especially the peer tutors were requested to come to campus for two to three days keeping the Covid-protocols to have offline revisions. To which students agreed and came to the college. Dr. Sr. Sheela took plan for them keeping to the Covid protocols and revised the entire syllabus within three days.

Signatures  

**Dr. Sr. SHEEBA ANDREWS**  
 Head of the Department / Tutor Assistant Professor & Head  
 Department of Economics  
 Providence Women's College  
 CALICUT-673 009

Complaints



GRIEVANCE REDRESSAL CELL

2020-21

DATE	GRIEVANCE	NATURE OF COMPLAINT ORAL/WRITTEN	COMPLAINANT/ S	ACTION TAKEN	TIME TAKEN TO RESOLVE THE COMPLAINT
5-6-2020	Request for retest of 4th semester core as the student was unable to attend the exam in the offline mode	oral	Arunima A , 4 <sup>th</sup> semester BA	Retest was given in the online mode	2 days
17-11-2020	Request for retest in the offline mode due to internet connectivity issues	oral	Rubaiha C.N, 3 <sup>rd</sup> semester B A	Retest was given in the offline mode	1 week
19-2-2021	Inability to attend offline classes due to the covid 19 pandemic situation	oral	1 semester & 4 <sup>th</sup> semester MA students	Classes were shifted to the online mode and those students who were able to be on the campus were allowed to attend offline classes	2 days
18-4-2021	Request for postponement of 4th semester MA internal exams	oral	4th semester M A students	Exams were postponed to the week after	1 day
6-5-2021	Request for revaluation of assignment in the 4th semester MA as the student got lower marks than expected	oral	Sandra D, 4th semester M A	Revalued	1 day

Signature of the HOD



ശ്യാമ. ഇ  
അസോസിയേറ്റ് പ്രൊഫസർ & വകുപ്പ് മേധാവി  
ഇംഗ്ലീഷ് വിഭാഗം  
പ്രൊവിഡൻസ് വുമൻസ് കോളേജ്  
കോഴിക്കോട് - 673009

The Grievance Redressal Committee of the academic year 2020-21 was reconstituted as follows in the Dept. meeting convened on June 2, 2020 via Gmeet.




Members:

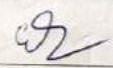
1. Shyama E - HOD
2. Shanthi Vijayan - Assistant Professor
3. Hanan Ashraf - Student Representative (Association Sect.)

The first meeting of the committee held on June 5 2020 discussed the functioning of the committee in accordance with the pandemic protocol and in the wake of online mode of instruction. It was decided to entrust the tutors with the task of giving each class an orientation regarding online mode of teaching, attendance calculation and the like to the benefit and comfort of students.

The meeting was attended by all three members. Hanan Ashraf expressed the apprehensions of students in general regarding online classes and availability of net connectivity.

The teachers promised to consider each grievance, if any, which the students are free to raise anytime over phone to any faculty in the dept., with empathy.

1. Shyama E. 
2. Shanthi Vijayan 
3. Hanan Ashraf 

  
ശ്യാമ. ഇ  
അസോസിയേറ്റ് പ്രൊഫസർ & വകുപ്പ് മേധാവി/  
ഇംഗ്ലീഷ് വിഭാഗം  
പ്രൊവിഡൻസ് വുമാൻസ് കോളേജ്  
കോഴിക്കോട് - 673009



7-6-2020

An urgent meeting was convened online to address Anunima A's (4<sup>th</sup> Sem. B.A. English) complaint/request regarding the conduct of retest for the 4<sup>th</sup> Sem. Core paper since she could not attend the test in the offline mode. The HoD proposed to recommend an online test for the same to be conducted according to the convenience of the teacher concerned & the student. Shanthi Vyajan seconded the suggestions and informed Dr. Surya K. who agreed to conduct the retest on 10-6-2020, the date suggested by Anunima A.

Members Present online: Shyama E. SE  
Shanthi Vyajan SV  
Hanan Ashraf HA  
Anunima A. Anunima

28-11-2020.

Based on Rubaiha C.N's (3<sup>rd</sup> sem. BA English) request for retest, a meeting over phone was convened. It was attended by Shanthi Vyajan, Preetly Mary George (teacher-in-charge) and Rubaiha. The committee agreed to conduct retest on 25 July 2020 as per the student's convenience. The HoD was informed of the proceedings. Hanan Ashraf had earlier expressed her inconvenience in attending the meeting.

Shanthi Vyajan SV  
Rubaiha C.N. Rb  
Preetly Mary George. Preetly

ശ്രീമാ. ഇ

അന്വേഷണ പ്രൊഫസർ & സെക്രട്ടറി  
ഇംഗ്ലീഷ് വിഭാഗം  
പ്രൊവിഡൻസ് സെന്റർ കോളേജ്  
കോഴിക്കോട് - 673009

20.2.2021

Students of 1<sup>st</sup> & 4<sup>th</sup> Semesters M.A. English requested an alternative arrangement for classes since most of them find it difficult to attend offline classes due to the covid 19 pandemic situation. <sup>on 19.02.2021.</sup> The <sup>Committee</sup> meeting was convened on 20-02-2021 and the HoD invited the tutors - Bindu A & Ramani C.E. and the class leaders - Niranjana Sunil & Binsha K to the meeting. The committee decided to shift the mode of instruction to online w.e.f 21.02.2021 and <sup>agreed that</sup> the students who wanted to attend classes offline <sup>should be</sup> ~~were~~ permitted to do likewise.

Members present: Shyama E ES

Shanthi Vyayan SV

Bindu A. A

Ramani C.E. CER

Niranjana Sunil NS

Binsha K. bk

18.04.2021.

Students of 4<sup>th</sup> Sem. M.A. requested to postpone their internal exams scheduled on 20-04-2021. An urgent meeting of the committee was convened with the class tutor a representative as invited members. It was decided to postpone the exams by one more week and it was rescheduled 25 July 2021.

Shyama E ES

Ramani C.E. CER

Binsha K. bk

Shanthi Vyayan SV

ശ്യാമ. ഇ  
അസോസിയേറ്റ് പ്രൊഫസർ & വകുപ്പ് ചെയർമാൻ  
ഇംഗ്ലീഷ് വിഭാഗം  
പ്രൊവിഡൻസ് സൂമൻസ് കോളേജ്  
കോഴിക്കോട് - 673003



6.5.2021.

An urgent meeting was convened in the evening of 6.5.2021 to redress the grievance of Sandia D (4<sup>th</sup> Sem. M.A. English) who complained that she got lower marks than expected for an Assignment submitted in Paper: 2. The committee decided that the paper was to be revalued and any change of marks be reported in two days.

Shyama E. ESShanthy Vyajan SVRamani C.E. CRSandia D. Sandia

A follow-up was done after two days (8<sup>th</sup> May 2021) and the student informed of the change.

ES

ശ്യാമ. ഇ  
 അന്യോന്യപേര് പ്രൊഫസർ & വകുപ്പ് മേധാവി  
 ഇംഗ്ലീഷ് വിഭാഗം  
 പ്രൊഫിസർസ് വുമാൻസ് കോളേജ്  
 കോഴിക്കോട് - 673009

## MINUTES OF THE MEETING

## Agenda:

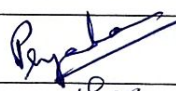
1. Rabiyathul Misriya informed about Network issue
2. Nikitha.C - Informed that she doesnot have a smart device to attend class.


The meeting was held on 10-8-2020 and resolved.


H.O.D Dr. Priyadarshini reminded that since many of our students live in remote areas, their request grievance related to Network issue should be considered in favour of the children.

The committee felt relieved that Nikitha.C got a smart phone from her panchayath. Earlier we had decided to give her a phone.

## Members Present.


HOD. Dr. Priyadarshini. P 

Dr. Susmithe Ramakrishnan. 

Dr. Laina. P 

Col. Lini. E. 

## Student Representative

Ms. Anagha. 

Rabiyathul Misriya 

Nikitha.C. 

DR. PRIYADARSINI  
HODI - Dept. of History  
Providence Women's College  
Kozhikode - 673 009



## MINUTES OF THE MEETING.

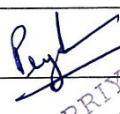
### Agenda:

Request to post pone internal test + request given by Anusha. M.S.


The meeting was held on 28.8.2020.


The internal test <sup>for</sup> of 11 yrs to be held on 30.8.2020 was post poned to 6.9.2020. This was decided on the request of Anusha.M.S. Due to network issue many students were yet to get into track. Hence the decussion was taken in favouer of the students who face network issues. The request was settled on the day of receiving request itself.

### Members Present:

H.O.D Dr. Priyadarsini 


Dr. Susmitha. 


Dr. Laina 

Capt. Lini 

DR. PRIYADARSINI  
[HOD] - Dept. of History  
Providence Women's College  
Kozhikode - 673 009

### Student Representatives:

Anagha. 

Anusha. 

## MINUTES OF THE MEETING

Agenda:

Request to delay the submission of Rough project & report.

Ms. Alka Deepak of III History requested that she needs one week more to submit her rough project report. The request was received on 3.12.2020. The meeting was held on 5.12.2020 and it was decided that she could be given more time. She could not submit the report because the main source of information for her Project was available only 2 days back. The delay was genuine because the primary source she depended was down with Covid.

Her project guide Dr. Susmitha agreed to give Alka one week more to submit her project. The date was extended <sup>to</sup> 19.12.2020.

Members Present:

H.O.D. Dr. Priyadarsini. P Priya

Project Guide: Dr. Susmitha. Susmitha

Student Representative: Anagha. Anagha

Alka Deepak. Alka

DR. PRIYADARSINI  
(HOD) - Dept. of History  
Providence Women's College  
Kozhikode - 673 009



## MINUTES OF THE MEETING:

### Agenda:

1. To discuss the grievance of Anyali Chandran and Vaishna.V.

The meeting discussed the phone call of Anyali Chandran that she had network issue during class hours on 7-1-2021.

Since the teachers had unanimously decided to give students living in remote areas excuse for not attending live classes, the student was given excuse.

Vaishna.V had mentioned that her smart device was on repair. So she will not be able to join online class till she gets it repaired. Permission was granted and Vaishna continued attending classes after a gap of 3 days.

The meeting was held on 15-1-2021.

### Members Present:

H.O.D. Dr. Priyadarsini P

Dr. Susmitha.R Susmitha

Dr. Laina.P Laina

Col. Lini.E. Lini

DR. PRIYADARSINI  
HOD, Dept. of History  
Providence Women's College  
Kozhikode - 673009

### Students:

Ms. Anagha. Anagha

Ms. Anyali Chandran. Anyali Chandran

Ms. Vaishna.V. vaishna.V

## MINUTES OF THE MEETING.

### Agenda:

Request to postpone internal test - Request given by Aleena Mary.

The meeting was held on 12.2.2021.

Aleena Mary had requested to postpone internal test. because she was Covid positive.  
All teachers agreed to give her re-test.

### Members Present:

H.O.D Dr. Priyadarsini

Dr. Susmitha. Susmitha

Dr. Laina

Capt Lini

Laina  
Lini

Priyadarsini  
DR. PRIYADARSINI  
HOD - Dept. of History  
Providence Women's College  
Kozhikode - 673 609

### Students Present:

Ms. Anagha. Anagha

Ms. Aleena Mary.



## MINUTES OF THE MEETING:

## Agenda:

Request for Retest.

Munsila Sherin requested for retest. She wanted to improve her score for the internal test.

All the teachers agreed to give Munsila Sherin retest, so that she could improve her internal marks. The request was received on 5.3.2021 and it was resolved on 9.3.2021.

## Members Present:

H.O.D. Dr. Priyadarsini P

Dr. Susmitha R Susmitha

Dr. Laina P

Capt. Lini Lini

Priyadarsini  
DR. PRIYADARSINI  
[HOD]- Dept. of History  
Providence Women's College  
Kozhikode - 673009

## Students:

Anagha.

Anagha.

Munsila Sherin.

Munsila Sherin.

SL.NO	NAME	ISSUE	DATE OF RECEIVING THE REQUEST	DATE OF SETTLEING THE REQUEST	STATUS OF THE ISSUE
1	RABIATHUL MISRIYA	NETWORK ISSUE	5-8-2020	5-8-2020	SETTLED
2	NIKITHA.C	NO SMART DEVICE TO ATTEND CLASS	5-8-2020	10-8-2020	SETTLED
3	ANUSHA.M.S	REQUEST TO POSTPONE THE INTERNAL TEST	28-8-2020	28-8-2020	SETTLED
4	ALKA DEEPAK	REQUEST TO DELAY SUBMISSION OF ROUGH PROJECT	3-12-2020	5-12-2020	SETTLED
5	ANJALI CHANDRAN	NETWORK ISSUE	7-1-2021	7-1-2021	SETTLED
6	VAISHNA.V	SMART DEVICE ON REPAIR UNABLE TO ATTEND CLASS	12-1-2021	12-1-2021	SETTLED
7	ALEENA MARY	REQUEST TO POSTPONE THE INTERNAL TEST	12-2-2021	12-2-2021	SETTLED
8	MINSILA SHERIN	REQUEST FOR RETEST	5-3-2021	9-3-2021	SETTLED



## Department of Mathematics and Statistics

The Grievance Redressal committee of the academic year 2020-21 was reconstituted as follows in the department meeting convened on June 2, 2020 via Google meet.

### Members

1. Aiswarya Paul-HOD
2. Priya K.- Assistant Professor
3. Sreelakshmi S- Association Secretary

### Minutes of the meeting of Grievance Redressal Committee held on 13.08.2020 via google meet:-

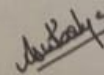
Based on the request of 2<sup>nd</sup> PG and 1<sup>st</sup> UG students for repeated internal exams in each semester and about the University exams being frequently postponed, the committee members decided to repeat the internal exams after each module for each subject and file a mass petition to the University on conducting the exams on time.

Members present online:

Aiswarya Paul

Priya

Sreelakshmi S



Aiswarya Paul  
Assistant Professor  
H.O.D of Mathematics  
Providence Women's College  
Calicut-673009

## Minutes of the meeting of Grievance Redressal Committee held on 22.01.2021 via google meet:-

The students of 2<sup>nd</sup>B.Sc and 1<sup>st</sup>Pg Mathematics requested to reduce the difficulty in the internal question paper. A meeting of the committee was convened with class tutor and representative of all UG and PG classes as invited members. The committee decided to provide a number of questions as question bank with various difficulty levels after each module, ask the students to answer previous year University question papers as assignment after each semester and keep question paper discussion sessions where all the students must be prepared with the answers and actively participate in the discussion.

Members present online:

Aiswarya Paul (3<sup>rd</sup> year UG tutor)

Nitha Niralda (2<sup>nd</sup> year UG tutor)

Dona Alex (1<sup>st</sup> year UG tutor)

Priya K (2<sup>nd</sup> year PG tutor)

Arya P (1<sup>st</sup> year PG tutor)

Sreelakshmi S(Association Secretary)

Jainish P. B (3<sup>rd</sup> year UG Class Rep)

Sreeshma P (2<sup>nd</sup> year UG Class Rep)

Hridya T (1<sup>st</sup> year UG Class Rep)

Sreelakshmi (2<sup>nd</sup> year PG Class Rep)

Anjali (1<sup>st</sup> year PG Class Rep)

*Aiswarya Paul*

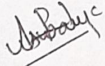
Aiswarya Paul  
Assistant Professor  
H.O.D of Mathematics  
Providence Women's College  
Calicut-673009

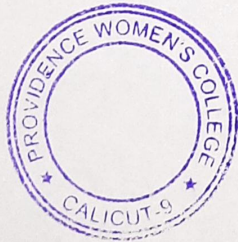


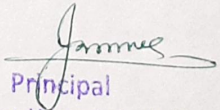
Grievance related to internal / external examination 2020-21

Name of the department: Mathematics

SI No	Name of the complaint	Class & No	Level of Exam (internal/ External)	Summary Of the grievance	Number of the Grievance (solved/ Unsolved)	Status of Grievance (solved/ Unsolved)	Time taken to solve (no of days)
1	Anaswara R	2 <sup>nd</sup> PG 2	Internal	Repeat the internal exam	Oral	Solved	5 days
2	Jhanvi James	1 <sup>st</sup> BSc 43	Internal	Postponement Of exam	Oral	Solved	0 days
3	Sreeshma	2 <sup>nd</sup> BSc 43	Internal	Difficult question paper	Oral	Solved	3 days
4	Sweety Nadasha K P	1 <sup>st</sup> PG 21	Internal	Error in Totaling	Oral	Solved	1 day
5	Athira N S	2 <sup>nd</sup> BSc 28	Internal	Insufficient time	Oral	Solved	10 days

Signature of the HOD: 



  
Principal  
Providence Women's College  
Kozhikode - 673 009

Online meeting :-

27/06/2020  
4:00 pm

The first meeting of the internal grievance redressal cell for the academic year 2020-2021 was conducted online due to covid pandemic. New members were elected.

- 1) Head of the Department : Dr. A. Sobha. ~~A. Sobha~~
- 2) Teacher in charge : Ms. Siji. A. J. ~~Siji. A. J.~~
- 3) Student representatives :
  - III<sup>rd</sup> DC physics : - Arya K. Vijayan <sup>Aud</sup>
  - II<sup>nd</sup> DC physics : - Soorya R. ~~S.~~
  - I<sup>st</sup> DC physics : - Aswathy S. ~~S.~~
  - PGs physics : - Sandriya

The meeting came to an end at 25.00 pm. <sup>Krishnan</sup> ~~S.~~

Coordinator. Ms. Siji. A. J. ~~Siji. A. J.~~

~~A. Sobha~~

Dr. A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kozhikode, Kerala - 673 009



22/10/2020  
3.15 pm.

Agenda : To address the grievance received on.  
12/10/2020

Members present : ~~Dr. A. Sobha~~  
Ms. Siji. A.J. ~~dsigejohn~~  
Ms. Anya-K. Vijayan ~~AnyK~~

Minutes of the meeting :

We have considered the matter in details  
We ~~can~~ found that the student's problem is genuine.  
So that we decided to offer an online exam  
with the previous portions.

The meeting came to an end at 4. Pm.

Coordinator Ms. Siji. A.J. ~~dsigejohn~~

~~Sobha~~  
Dr. A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kozhikode, Kerala - 673 009

8/2/2021  
3:15 pm.

Agenda :- To address the grievance received on.  
5/2/2021

Members present : Dr. A. Sobha. ~~Asst~~  
Ms. Siji. A.J. ~~Sijeejohn~~  
Ms. Arya. K. Vijayan. ~~Asst~~

Minutes of the meeting :-

The committee considered the grievance and remarked that priority should be given to complete the portions in time. Once all the portions are covered as per the syllabus difficult portions may be taken if the time permits. Hence this grievance is pending to be resolved for the time being.

The meeting came to an end at 4 pm

Coordinator. Ms. Siji. A.J. ~~Sijeejohn~~

~~Asst~~

Dr. A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kerala - 673 009



1/3/2021

3.15 PM

Agenda: To address the grievance received on.  
26/2/2021

Members present: Dr. A. Sobha. ~~A. Sobha~~  
Ms. Siji. A. J. ~~Siji. A. J.~~  
Ms. Aswathy. S. ~~Aswathy. S.~~

Minutes of the meeting.

We have considered the matter in details. We find the problem to be a genuine one. Since exam can be conducted in offline mode under the current situation, we decided to offer a model examination before the vacation.

The meeting came to an end at 4:00 PM

Coordinator - Ms. Siji. A. J. ~~Siji. A. J.~~

~~A. Sobha~~

Dr. A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kozhikode, Kerala - 673 009

17/3/2021

3:00 pm

Agenda:- To address the grievance received on 15/3/2021.

Members Present:- Dr. A. Sobha. ~~A Sobha~~

Ms. Siji A.J. ~~Siji A.J.~~

Soonya R. ~~Soonya R.~~

Minutes of the meeting.

The committee considered the grievance and remarked that the exam was announced in short notice due to the busy schedule of the teachers. Since many of the students failed to perform well in the exam, the committee recommended to conduct another exam immediately before the University Practical exam.

The meeting came to an end at 4:00 pm.

Co-ordinator - Ms. Siji A.J. ~~Siji A.J.~~

~~A Sobha~~

Dr. A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kozhikode, Kerala - 673 009



From,

Aneesunisa  
II<sup>nd</sup> DC physics  
Providence Women's college

To

THE HOD  
Department of Physics  
Providence Women's college

Dear Ma'am,

I couldn't perform well in second year practical exam due to the lack of time, since the exam was announced in short notice. I request you to give one more chance to appear for the exam.

yours sincerely

Aneesunisa

15/3/2021

Calicut

A Sobha

Dr. A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Calicut - 673 009

From,  
Arunima . G  
I<sup>st</sup> DC Physics  
Providence Women's College

To,  
The HOD  
Department of Physics  
Providence Women's College.

Dear Ma'am,

As the internals have been conducted in online mode, we find it very difficult to attend the university exams. So we request you to conduct an offline exam as a model paper.

Yours faithfully,

Arunima . G

Arunima

Date - 26-02-2021

Place - Calicut

~~Arunima~~

Dr A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kozhikode, Kerala - 673 009



From,

Jewel Anns  
III<sup>rd</sup> DC Physics  
Providence Women's College

To,

The HOD  
Department of Physics  
Providence Women's College

Dear Ma'am,

During online classes there were some topics which were a bit difficult for me to understand and comprehend through online mode. It would be better if such topics were retaken during offline classes. Therefore I kindly request you to inform the respective teachers to retake the portions once again through offline.

Kozhikode

5/2/2021

Yours faithfully,

Jewel Anns



~~A. Sobha~~

Dr A. SOBHA  
Head of the Dept. of Physics  
Providence Women's College  
Kozhikode - 673 009

From,

സഹാനിഖ . പി  
III<sup>rd</sup> ഫിസിക്സ്  
പ്രൊവിഡൻസ് വിമൻസ് കോളേജ്

To,

ചെയർ  
ഫിസിക്സ് ഡിപ്പാർട്ടുമെന്റ്  
പ്രൊവിഡൻസ് വിമൻസ് കോളേജ്

ബഹുമാനപ്പെട്ട ടീച്ചർ,

Online ആയിട്ട് നടത്തിയ Spectroscopy -യുടെ  
ദുസ്ഥിതത ഉണ്ടാകാൻ എക്സാമിനേറ്റർമാർക്ക് തകരാർ  
കാരണം ശരിയായ രീതിയിൽ എടുക്കാൻ കഴിഞ്ഞില്ല.  
ഇത് ടീച്ചറുടെ ശ്രദ്ധയിൽ പെടുത്തിയപ്പോൾ ദുഃഖവൽ  
ലോകത്തിൽ ഉൾക്കൊള്ളിച്ച ഒരു മോഡൽ എക്സാമിനേറ്റർ  
Offline mode -ൽ നടന്നോ എന്നാണ് പറഞ്ഞത്.  
ഇതിൽ മാർക്ക് സ്കോർ ചെയ്യാൻ സാധിക്കാതെ പോകാൻ  
ആദ്യത്തെ എക്സാമിനേറ്റർ ഒരു തവണ കൂടി എനിക്ക്  
വേണ്ടി നടത്തിത്തരണമെന്ന് ആഭ്യർത്ഥിക്കുന്നു.

കോഴിങ്ങേട്  
12/10/2020

എൻ,  
റീവ്യൂക്കർമാരുടെ  
സഹാനിഖ . പി.  
Saf

Sobha

Dr A SOBHA  
Head of the Dept. of Physics  
St. Anne's College  
Kannur, Kerala 670 009



16.6.2020

A meeting was held online to choose a student representative and for guidance addressal cell. Diya Feroze of 3<sup>rd</sup> year Psychology was chosen as the student representative by the students. Dr. Lijaya Manjun supported the choice in the meeting and also explained the importance of cell to the students.

HOD- Dr. Lijaya Manjun

Ms. Asmita Ray

Student Rep- Ms. Diya Feroze

DEPARTMENT OF PSYCHOLOGY  
PROVIDENCE WOMEN'S COLLEGE  
KALICUT-673069

22.2.2021

A meeting was held to decide internal exam as mass request from student to change internal exam dates were received. Head of the department, Dr. Lijaya Manjun changed the internal exams from February to March 2021. Students also requested to reduce portions but portions were not reduced. Instead students were made to understand the importance of studying as a preparation for university exam.



examination

HOD - Dr. Lijaya Manjunath

Asantha Raj

Student rep - Divya Feroze

DEPARTMENT OF PSYCHOLOGY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT-673009

14.3.2021

Third year students wanted to extend the deadline for data collection and submission for final year project. So an urgent meeting was called and the members decided to extend the deadline for one week.

HOD - Dr. Lijaya Manjunath

Asantha Raj

Student rep - Divya Feroze

DEPARTMENT OF PSYCHOLOGY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT-673009



21.6.2021

A meeting was held online to choose a student representative for the cell. Fernya Josy of third year Psychology was chosen by the students other members of the cell also agreed. Dr Reign George supported the opinion and also explained the importance of Cell to the students.

HOD Dr Reign George

Dr Fernya Mangun

Student Rep - Fernya Josy

DEPARTMENT OF PSYCHOLOGY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT-673009

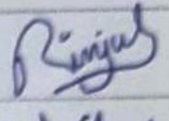
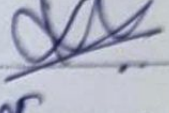
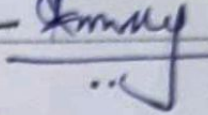
24.8.2021

Mass complaint from 2nd year 3rd DC students was received regarding online classes. Some students faced difficulty to attend classes and submit assignments due to network issues. Dr Reign George informed the students that order regarding offline classes is to be issued from government. The members also decided to upload material in google classroom and students were



also allowed to submit assignments via email if they face any network issues

DEPARTMENT OF PSYCHOLOGY  
PROVIDENCE WOMEN'S COLLEGE  
KALICUT-673009

HOD Dr. Regina George   
Dr. Lyuya Manja   
Feenya Josey - 



Grievance Redressal Cell

Department of Psychology

Date – 5.6.2021

Medium – Online

Department has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. Head of the Department Dr. Rinju George briefly explained the function of the cell, which is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person. Dr Rinju George was chosen as the convenor of the cell and all other faculty members, Dr.Lijiya Manju, Ms. Asritha Raj and Ms.Sruthi K. as the members of the cell . It was also discussed to inform students to send their complaints or grievances online (WhatsApp, email, google meet etc.) and also to solve it as soon as possible .

*Rinju*

Dr. Rinju George

Head, Department of psychology

DEPARTMENT OF PSYCHOLOGY  
PROVIDENCE WOMEN'S COLLEGE  
CALICUT-673009

**Grievance Redressal Cell**  
**Department of Psychology**

Date – 12.6.2020

Medium - Online

Department has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. Head of the Department Dr. Lijiya Manju briefly explained the function of the cell, which is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person. Dr Lijiya Manju was chosen as the convenor of the cell and all other faculty members, Ms. Asritha Raj, Ms.Chithra Prakash and Ms.Sruthi K. as the members of the cell . It was also discussed to inform students to send their complaints or grievances online (whatsapp,email, google meet etc.)



Dr. Lijiya Manju k.c  
Head of the

**DEPARTMENT OF PSYCHOLOGY**  
**PROVIDENCE WOMEN'S COLLEGE**  
**CALICUT-673009**



## **Grievance Redressal Cell**

The Grievance Redressal Cell aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus. The Department aims at solving the grievances of the students.

### **Objective:**

The Grievance Redressal Cell has been developed to settle the grievances of the students within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

### **Scope:**

The cell will deal with Grievances received in writing from the students about any of the following matters: -

**Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

**Financial Matters:** Related to dues and payments for various items from library, hostels etc.

**Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.



**GRIEVANCE REDRESSAL CELL**  
**DEPARTMENT OF PSYCHOLOGY**

2020-21

Sl.No	GRIEVANCES	SOLUTION
1.	To change internal exams from febraury to march 2021	Exam was postponed to first week of march
2.	To reduce the portions of internal exam	Did not reduce the portions instead students were made to understand the importance of studying as a preparation for semester examination
3.	To extend the deadline for data collection and submission for final year project	Extended
4.	To start offline classes fast	Made students understand that government has to decide
5.	Some students faced difficulties to upload assignments in google classroom due to internet issues	They were told to send the assignment via email
6.	Some students faced difficulties to attend online classes due to network issues	Recorded classes were uploaded in google classroom

*Rinju*  
**DR. RINJU GEORGE**  
**HEAD**  
**DEPARTMENT OF PSYCHOLOGY**  
**PROVIDENCE WOMEN'S COLLEGE**  
**CALICUT-673009**



2.5.2 list of grievance

DEPARTMENT OF TRAVEL AND TOURISM MANAGEMENT

NAME OF THE STUDENT	CLASS	LEVEL OF EXAM	SUMMARY OF GRIEVANCE	NATURE OF GRIEVANCE	STATUS OF GRIEVANCE	TIME TAKEN TO SOLVE
Akshaya prabeesh	3rd DC	Internal	change of date of exam	oral	solved	2 days
Arathi km	2nd DC	Internal	Countng mistake	oral	solved	1 day
surya mr	3rd DC	Internal	insuffient time for completing exam	oral	solved	7 days
nargeese	1st DC	Internal	less mark given for assignment	oral	solved	3 days
Aiswarya raj	2nd DC	Internal	question from out of syllabus	oral	solved	5 days
fathimathul mirsana	1st DC	Internal	more portion for internal exam	oral	solved	4 days

  
**SMITHA S**  
 Head of the Department of Travel &  
 Tourism Management  
 Providence Women's College, Calicut



2020 - 21

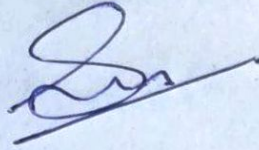
The Grievance Redressal Committee of the academic year 2020-21 was reconstituted as follows in the department meeting convened on June 10, 2020, via Google meet

1. Ms. Smitha S
2. Ms. Ann Rose Angels
3. Akshaya Prabheesh

The first meeting held on 10th June discussed the functioning of the committee in accordance with the pandemic protocol and in the wake of online mode of institution. The committee met twice this year and addressed 2 complaints satisfactorily. The committee



decided to monitor the Grievance  
Redressal cell.



**SMITHA S**  
Head of the Department of Travel &  
Tourism Management  
Providence Women's College, Calicut

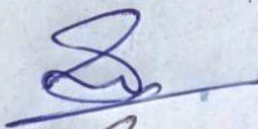



1-7-20


An urgent meeting was convened online to address Nargees (1st sem) complaint/request regarding less marks given for internal exam.

Action taken against this complaint was to check the paper properly and give marks.

Members present online :

Smitha S 

Ann Rose 

Nargees. 




SMITHA S  
Head of the Department of Travel &  
Tourism Management  
Providence Women's College, Calicut




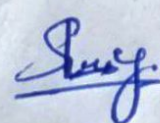
8-9-20

Based on Suleya M.R.'s (Sec O.C) request for insufficient time for completing internal exams, a meeting in online mode was convened. Action taken was equipped students to complete the paper with better time management.

Members present online -

Smitha. S 

Ann Rose 

Suleya M.R. 



**SMITHA S**


Head of the Department of Travel &  
Tourism Management  
Providence Women's College, Calicut




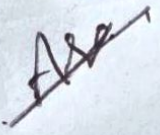
14/6/20

An urgent meeting was held for resolving the complaint of Aashmi (2:DL) regarding counting mistake in internal exam. The action taken was to recheck the paper and give additional marks.

Members present online -

Seega. S 

Smitha. S. 

Aashmi- 



**SMITHA S**  
Head of the Department of Travel &  
Tourism Management  
Providence Women's College, Calicut



9/9/20

An urgent meeting was convened online regarding the complaint/request of Aniswara Ray on questions for internals that came out of syllabus. Action taken was to equip the students to be prepared for any type of questions.

Members present online:-

Seeya. K

Ann Rose

Aniswara Ray Always

**SMITHA S**  
Head of the Department of Travel &  
Tourism Management  
Providence Women's College, Calicut

### 5.1.5 Internal/External Examination related Grievances received during the year 2020 – 21

Date	Name of the Student	Class	Level of Exam	Summary of Grievance	Faculty who addressed the Grievance	Action Taken	Status
17-12-2020	AHIJA R V	IV SEM ZOOLOGY	INTERNAL	Inability to attempt online exam due to network connectivity issues and request to conduct Internal exam offline.	Dr. Sangeetha G. Kaimal	Communicated with the Dept. and made arrangements for the ward to write the exam in the offline mode.	Resolved in 5 days
24-02-2021	VIDYA LAKSHMI T	II SEM ZOOLOGY	INTERNAL	Inability to write I Sem Chemistry Internal exam due to health issues and request for retest.	Dr. Sangeetha G. Kaimal	Contacted the faculty in charge and facilitated retest for the candidate.	Resolved in 2 weeks
25-02-2021	NANDHANA KE	II SEM ZOOLOGY	INTERNAL	Due to fever, the candidate could not attend AO1 internal exam.	Dr. Sangeetha G. Kaimal	Communicated with the HOD and made arrangements for the conduct of Retest	Resolved in 8 days
01-03-2021	HALKA HARISH	II SEM ZOOLOGY	INTERNAL	Failure to attend AO1 internals due to sickness	Dr. Sangeetha G. Kaimal	Contacted the faculty in charge and facilitated retest for the candidate.	Resolved in 4 days
01-03-2021	KRISHNA PRIYA S	II SEM ZOOLOGY	INTERNAL	Request for retest of I Sem English Internal exam	Dr. Sangeetha G. Kaimal	Communicated with the Dept. and re-exam was conducted.	Resolved in 4 days
01-03-2021	NITHYARAJ O M	II SEM ZOOLOGY	INTERNAL	Failure to attend AO1 Internals due to ill health	Dr. Sangeetha G. Kaimal	Informed the faculty in charge and retest was conducted	Resolved in 4 days



10-03-2021	SONA BOBAN	II SEM ZOOLOGY	INTERNAL	Inability to write I Sem Chemistry Internal exam due to health issues and request for retest.	Dr. Sangeetha G. Kaimal	Contacted the faculty in charge and facilitated retest for the candidate.	Resolved in 4 days
12-03-2021	ADITHYA V K	II SEM ZOOLOGY	INTERNAL	Inability to write I Sem Chemistry Internal exam due to health issues and request for retest.	Dr. Sangeetha G. Kaimal	Communicated with the Dept. and made arrangements for the test.	Resolved in 2 days

Academic Year 2020-21Members of the Internal Grievances and anti ragging cell:

1. Dr. Nishi Ann - HOD
2. Dr. Sangeetha G. Kaimal - Faculty representative
3. Ms. Lakshmi Vinod - Association Secretary (III DC)
4. Ms. Fidha Rafeeq - III DC Zoology
5. Ms. Julia Maria Thomas - III DC Zoology
6. Ms. Ahija - II DC Zoology
7. Ms. Sneha V.M. - II DC Zoology
8. Ms. Anagha K. - II DC Zoology

Minutes of the online meeting held on August 2020.

1. The second year and final year students submitted anti-ragging declaration duly signed by them and their parents
2. Few issues raised by the students pertaining to difficulties in attending online



classes due to network issues, Conduct of practicals online, record submission, internal examination, transportation issues etc were discussed.

3. Students with net issues was provided with facilities to attend online classes from college following covid protocol.
4. Practical sessions will be restricted to online mode for the time being and the museum specimens will be shown via online google meet platform and pictures of the specimens along with notes will be posted in the google practical classroom.
5. Record submission postponed until offline classes begin.

Sharma

Ranjeetha

She

Minutes of the online meeting held on 25<sup>th</sup> November, 2020.

Members of the Internal Grievance Cell:

1. Dr. Nishi Ann. — HOD.
2. Dr. Sangeetha G Kaimal - Faculty representative.
3. Ms. Lakshmi Vinod - Assn., Secretary (III DC Zoology)
4. Ms. Fidha Rafiq - III DC Zoology.
5. Ms. Julia Maria Thomas - III DC Zoology.
6. Ms. Anija R. - III DC Zoology.
7. Ms. Sneha V.M. - II DC Zoology.
8. Ms. Anagha K. - II DC Zoology.
9. Ms. Vandana P. - I DC Zoology.
10. Ms. Ancy Maria Alex - I DC Zoology.
11. Ms. Halka Harish - I DC Zoology.

Minutes.

- ① Students who failed to attend online class tests will be given a chance to attend the same on a convenient date.
- ② New members were added to the



- committee from the first year Zoology class.
- ③ Attendance during online classes will not be made compulsory taking into consideration poor network in remote areas.
  - ④ Students can buy text books from nearest bookstore and need not come to college to buy them.
  - ⑤ Freshers day will be conducted online abiding by the rules of the anti-ragging committee soon after the admission closes on December 31, 2020.

*[Signature]*

*[Signature]*

*[Signature]*

Minutes of the online meeting held on 18<sup>th</sup> December 2020 [Google Meet] at 10.00 am

An urgent meeting was convened online upon receipt of grievance letter from Miss. Ahija R. V. of IV Sem Zoology that details on the words inability to attempt online exam due to network connectivity issues at her residential area. The meeting was attended by the following members:

Dr. Nishi Ann - HOD, Zoology Dept.

Dr. Sangeetha G. Karmal - Asst. Prof. in Zoology

Dr. E. Julie - Asst. Prof. in Zoology

Ms. Lakshmi Vinod - Association Secretary

Ms. Ahija V. R - II DC Zoology

Ms. Sneha V. M - II DC Zoology

Ms. Vandana P - I DC Zoology

The matter was discussed and it was decided to make necessary arrangements in the Dept. to facilitate offline mode of conduct of exams for the word in the department of zoology. The meeting



came to an official close at 11.30 am.

~~Shan~~

~~Rangee Ma~~

~~Atti~~

Minutes of the Grievance-redressal committee held offline on 08/03/2021 at 9.30 am.

An urgent meeting was arranged upon receipt of grievances from 4 students of II Semester Zoology - Miss Halka Harish, Miss Krishna Priya S., Miss Nithya Raj O.M. and Miss Nandhana K. E.

The meeting was attended by the following members:

Dr. Nishi Ann

Dr. Sanjoetha G. Karmal

Dr. Julie E.

Mr. Lakshmi Vinod

The members found that the wards were unable to write I Sem AO: English Internal exam due to ill health and hence the grievances addressed were found genuine. The members decided to communicate the matter to the Head of the Dept of English and to request for the conduct of retest.

*[Signature]*

*[Signature]*

*[Signature]*



Minutes of the meeting of the Grievance-redressal cell on 12/03/2021 at 11:00 am:

Meeting of the cell was convened to address the grievance received from Ms. Vidyalakshmi T. Miss Sona Boban and Miss Adithya V of II Sem Zoology regarding reconduct of Internal exam.

The meeting was attended by the following members:

Dr. Nishi Anp - Head, Dept of Zoology

Dr. Sangetha G. Kaimal - Faculty in charge of I Zoology

Dr. E. Juké - Asst Prof. in Zoology

Ms. Sneha - II Zoology student representative

Miss Vandana - I Zoology student representative

The matter was delved into and was observed that the wards were suffering from sickness during the time of internal exams. It was therefore decided to communicate the faculty in charge of Chemistry internals and to recommend re-exam for the 4 candidates.

*[Handwritten signatures]*  
Sangetha G. Kaimal  
E. Juké

From,

Vidya Lakshmi T  
1<sup>st</sup> DC Zoology  
Providence Women's College

To,

Dr. Sangeetha. G Kaimal  
Asst. Professor, Dept. of Zoology  
Providence Women's College.

Respected maa'm,

I, Vidya Lakshmi of 1<sup>st</sup> DC Zoology, couldn't attend the 1<sup>st</sup> semester chemistry internal exam, conducted on 24<sup>th</sup> February 2021 (24-02-2021), because I was not well. So I hereby humbly request you to conduct a retest.

Thank You.

Yours faithfully

Calicut

Vidya Lakshmi T

10-03-2021.



From,

Sona Boban

1<sup>st</sup> DC Zoology

Providence Women's College

To,

Sangeetha G. Kaimal

1<sup>st</sup> DC Zoology Tutor

Providence Women's College.

Respected ma'am,

I, Sona Boban of 1<sup>st</sup> DC Zoology, couldn't do 1<sup>st</sup> semester chemistry internal exam well, conducted on 24<sup>th</sup> February 2021 (24-02-2021). So I hereby humbly request you to conduct a retest. Thank You

Calicut

10-03-2021

Yours Faithfully

Sona Boban



From,

Nandhana. K.E  
Ist DC zoology  
providence women's college.

To,

Sangeetha Ma'am  
Dept. of zoology  
Providence Women's college.

Mam,

Since I was suffering from fever. I was not able to attend the 1<sup>st</sup> semester AOI internal examination which was conducted on 25.2.2021

So I humbly request you to grant me permission to write a retest.

Hope you will consider my request and grant me a convenient date, so as to complete my internal examination.

Thanking you,

Your's faithfully

Nandhana. K.E



01.03.2021



From

Krishnapriya. S

I<sup>st</sup> DC Zoology

Providence women's college

To

Sangeetha Ma'am

Dept. of Zoology

Providence women's college.

Ma'am

This is to inform you that, I was not able to attend the I<sup>st</sup> sem AOI internal examination, because I was suffering from fever.

So I humbly request you to grant me permission to write a retest.

I hope you will consider my request and grant me a convenient date, so as to complete my internal examination.

Thanking you,

Yours faithfully

Krishnapriya. S

~~Krishnapriya. S~~

01/3/2021

From

Halka Harish

I<sup>st</sup> DC zoology

Providence women's college

To

Sangeetha Ma'am

Dept of Zoology

Providence Women's college

Mam, since I was suffering from fever and bedridden, I was not in a position to attend the 1<sup>st</sup> semester AO, Internal examination.

So I humbly request you to grant me permission to write a retest.

Hope you will consider my request and grant me a convenient date, so as to complete my internal examination.

Thanking you,

Yours faithfully

Halka Harish

~~Halka~~

01/03/2021.



From: Nithyareej om  
1<sup>st</sup> DC zoology  
Providence Women's college

To: Sangeetha. G. Kaimal  
1<sup>st</sup> DC zoology Tutor  
Providence Women's college

Dear miss,

Since I was suffering from cold and fever,  
I was unable to attend the 1<sup>st</sup> semester AOI internal  
examination.

So I humbly request you to grant me the  
permission to write a retest.

Hope you will consider my request and grant me  
a convenient date, so as to complete my internal  
examination.

Thanking you  
yours faithfully  
Nithyareej om



01/08/2021

From

Ahija. RV

Second year Bsc Zoology.

17-12-2020.

To

Dr. Sangeetha - G. Keimad

Assistant Professor

Department of Zoology

Providence Women's College.

Mam,

Many students in our class are unable to attend the internal exam through online mode due to net issues. So I request you to conduct a retest on the topic 'chordates' the third semester portions. Hope you will consider our humble request.

Yours sincerely

Ahija. RV

Ahija



Date / /

From

Adithya VK  
I<sup>st</sup> Dc zoology  
providence women's college

To

Dr. Sangeetha G Kaimal  
Asst. professor, Dept of zoology  
providence women's college.

Respected Ma'am,

I, viz Adithya VK of I<sup>st</sup> Dc zoology,  
couldn't attend the I<sup>st</sup> semester chemistry  
internal exam, conducted on 24<sup>th</sup> Feb.  
2021. (24.02.2021) because I was  
not well. So I hereby request you  
to conduct a retest.

Thankyou.

Calicut

12/03/2021

yours faithfully

Adithya VK.