

**KOTTAKKAL FAROOK  
ARTS & SCIENCE COLLEGE**

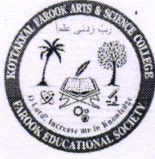
PARAPPUR P.O, KOTTAKKAL, MALAPPURAM DISTRICT, KERALA, 676503

**Grievance  
Redressal**

**MEETING MINUTES**

**GRIEVANCE REDRESSAL**

**2018-19**



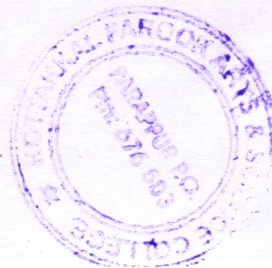
# KOTTAKKAL FAROOK ARTS & SCIENCE COLLEGE

PARAPPUR P.O, KOTTAKKAL, MALAPPURAM DISTRICT, KERALA, 676503

## Meeting 1:

- **Date:** 10th September 2018
- **Venue:** Conference Room, Main Block
- **Chairperson NANDINI P.C.** (Head, Department of Commerce) *Nandini*
- **Convenor:** MOHAMMED LABEEB M (Vice Principal)
- **Members:**
  1. MUBARAK (HOD, Department of physics) *Mubarak*
  2. MR. MOHAMED HANEEFA KT (office supdt)
  3. SREENATH .M (HOD, Department of Botany) *Sreenath*
  4. SAMPREETH. PM. (HOD, Department of English)
  5. SAJAD ( Elected Student Representative) *Sajad*
- **Quorum:** 4 members present
- **Agenda:**
  - Introduction of the reconstituted SGRC.
  - Discuss the initial grievances received.
  - Set timelines for addressing grievances.
- **Discussion Points:**
  - The Chairperson welcomed all members and highlighted the importance of the SGRC.
  - Three initial grievances were discussed, primarily related to course scheduling and library resources.
  - Timelines were set to address these grievances within the next month.
- **Outcomes:**
  - Established a grievance handling process and SOP.
  - Assigned specific grievances to respective members for follow-up.

*Nandini*  
Nandini P.C.



*Prof. M. Abdul Azeez*  
Chairman

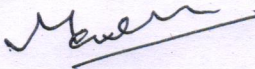
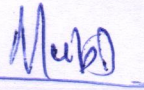
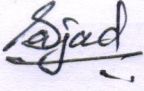
**Prof. M. ABDUL AZEEZ**  
**PRINCIPAL**  
KOTTAKKAL FAROOK ARTS & SCIENCE COLLEGE  
PARAPPUR(P.O) - 676 503

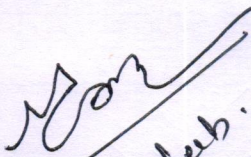


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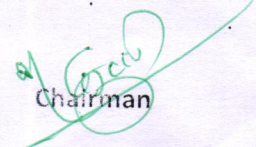
PARAPPUR P.O, KOTTAKKAL, MALAPPURAM DISTRICT, KERALA, 676503

## Meeting 2:

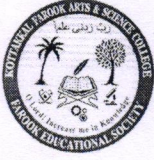
- **Date:** 15th December 2018
- **Venue:** Conference Room, Main Block
- **Chairperson Nandini p.c.** (Head, Department of Commerce)
- **Convenor:** Mohammed Labeeb M (Vice Principal) 
- **Members:**
  1. MUBARAK (HOD, Department of physics) 
  2. MR. MOHAMED HANEEFA KT (office supdt)
  3. SREENATH .M (HOD, Department of Botany)
  4. SAMPREETH. PM. (HOD, Department of English)
  5. SAJAD ( Elected Student Representative) 
- **Quorum:** 3 members present
- **Agenda:**
  - Review progress on received complaints.
  - Discuss any new grievances received.
- **Discussion Points:**
  - Progress on course scheduling issue: schedules adjusted as per recommendations.
  - New grievance regarding lack of library resources.
- **Outcomes:**
  - Addressed and resolved two major complaints.
  - Planned to allocate additional funds for library resources.

  
Labeeb.



  
Chairman

**Prof. M. ABDUL AZEEZ**  
PRINCIPAL  
KOTTAKKAL FAROOK ARTS & SCIENCE COLLEGE  
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# KOTTAKKAL FAROOK ARTS & SCIENCE COLLEGE

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## Meeting 3:

- **Date:** 20th March 2019
- **Venue:** Conference Room, Main Block
- **Chairperson Nandini p.c.** (Head, Department of Commerce) *Nandini*
- **Convenor:** Mohammed Labeeb M (Vice Principal) *M. Labeeb*
- **Members:**
  1. MUBARAK (HOD, Department of physics) *Mubarak*
  2. MR. MOHAMED HANEEFA KT (office supdt)
  3. SREENATH .M (HOD, Department of Botany)
  4. SAMPREETH. PM. (HOD, Department of English)
  5. SAJAD (Elected Student Representative) *Sajad*
- **Quorum:** 4 members present
- **Agenda:**
  - Final review and year-end summary.
  - Plan for pending grievances.
- **Discussion Points:**
  - Reviewed all grievances handled during the year.
  - One complaint still pending resolution to purchase books to the library.
  - Discussion on improving the grievance handling process for next year.
- **Outcomes:**
  - Resolved all but one complaint.
  - Recommendations made for improving awareness about SGRC and implementing a digital complaint submission system.

*Nandini*



Chairman

*(Green)*  
**Prof. M. ABDUL AZKEZ**  
PRINCIPAL  
KOTTAKKAL FAROOK ARTS & SCIENCE COLLEGE  
PARAPPUR(P.O) - 676 503