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GRNO27092025509

Grievance

Status Update

Download Summary

List Grievances

Grievance Number GRNO27092025509

Grievance Type Academic

Subject / Title Grievance of inaccessibility on lift facility

Grievant 367

Grievant Category Student

Grievance Post Date 27/09/2025

Grievance Details Respected Sir or Madam, We, the students of S7 Civil Engineering, would like to bring to your attention that one of our classmates has her leg plastered and cannot climb stairs. On 26 09 2025, the lift was not working, and the biomedical staff who has the keys was on leave. No action was taken to operate the lift, so she had to climb the stairs, causing her severe inconvenience. We kindly request that the lift facility be made accessible at all times and that arrangements be made in case the responsible staff is unavailable. Thanking you,
Name

Status Closed

Action Taken Assigned to cell member

Grievance Reply Date 29/09/2025

Displaying 1-1 of 1 result.

Cell members

Date of assign

5259

27/09/2025

Grievance

Displaying 1-7 of 7 results.

Level	Action Taken	Date	Document
1			
Grievance posted by Student			
27/09/2025			
2			
Status updated to Viewed by RANJEESH R CHANDRAN			
27/10/2025			
3			



Level	Action Taken	Date	Document
Assigned to cell member DIXON M A			
27/09/2025			
4			
Sent reply to grievant as "The concern raised regarding the non-operation of the lift on 26-09-2025 has been duly noted. We regret the inconvenience caused to the student. It is informed that the campus electricians have also been provided with the lift key to operate the lift in case the designated staff from the Biomedical Department is unavailable. The office has also been informed to ensure that the facility remains accessible during such situations. The concerned Head of the Departmen			
29/09/2025			
5			
Meeting scheduled on 2025-09-27 by RANJEESH R CHANDRAN			
29/09/2025			
6			
Sent reply to grievant as "The concern raised regarding the non-operation of the lift on 27-09-2025 has been duly noted. We regret the inconvenience caused to the student. It is informed that the campus electricians have also been provided with the lift key to operate the lift in case the designated staff from the Biomedical Department is unavailable. The office has also been informed to ensure that the facility remains accessible during such situations. The concerned Head of the Department has			
29/09/2025			
7			
Status updated to Closed by RANJEESH R CHANDRAN			
29/09/2025			

Has been resolved.



Mural
29/09/25

PRINCIPAL
Adi Shankara Institute of
Engineering & Technology
Vidya Bharathi Nagar
Mattoor, Kalady- 683574

ASIET

Ranjeesh R Chandran <ranjeesh.ae@adishankara.ac.in>

Complaint regarding girls washroom facilities on the first floor of the main block

1 message

Jesna Joshy <jesnax05@gmail.com>
To: grievancecell@adishankara.ac.in

Fri, Sep 19, 2025 at 12:20 PM

Sir/Madam,

I am writing to bring to your attention the poor condition of the washroom facilities located on the first floor of our college. Out of the six wash basins available, only two are in proper working condition, which causes overcrowding and inconvenience during busy hours. Moreover, the flush system in the toilets is not functioning, making it very difficult to maintain cleanliness and hygiene.

These issues are causing discomfort to everyone using the first-floor washroom and also raise serious concerns about sanitation. I kindly request you to take immediate action to repair the non-functional wash basins and restore the toilet flushes at the earliest.

We look forward to your kind attention to this matter.

Thanking you.
Yours respectfully
Jesna Joshy
S3 CSE B



Adi Shankara


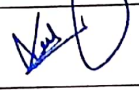
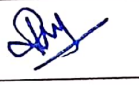
INSTITUTE OF ENGINEERING AND TECHNOLOGY
Vidya Bharathi Nagar , Mattoor, Kalady, Ernakulam, Kerala 683574

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING

Venue: RA Dept Seminar Hall Time: 12:45 pm

Date: 22/09/2025

The Grievance Redressal Committee meeting was held on 22/09/2025, 12:45 pm at RA Dept Seminar Hall and the following members were present.

Sl No	Name	Department	Signature
1	Prof. Ranjeesh R Chandran	Assistant Professor-RA	
2	Prof. Neetha K Nataraj	Assistant Professor - CSE	
3	Prof. Raghi R Menon	Assistant Professor - CSE	

1. Agenda

- To discuss the grievance regarding the poor condition of the washroom facilities on the first floor.
- Specific issues:
 - Out of six wash basins, only two are functional.
 - Non-functional flush systems in toilets.
 - Overcrowding and hygiene concerns due to these issues.

2. Discussions

- Review of student complaints about overcrowding and inconvenience.
- Acknowledgement of hygiene and sanitation concerns.
- Confirmation that the issue has been formally conveyed to the General Manager through the Principal.

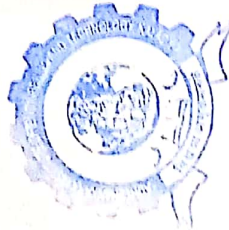
- Maintenance requirements and immediate repair actions identified.

3. Actions

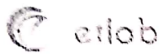
- Maintenance team assigned to repair non-functional wash basins and flush systems.
- Timeline for restoration to be communicated by the maintenance department.
- Follow-up inspection to ensure all repairs are completed satisfactorily.
- Principal's office to monitor progress and update students.

Issue has been resolved

Mural
29/09/25



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Mattoor, Kalady - 683574



Home Grievance Grievances GRNO23092025433

Grievance

Status Update

Download Summary

List Grievances

Grievance Number GRNO23092025433

Grievance Type Hostel and Transportation

Subject / Title Bus return timings

Grievant 4388

Grievant Category Student

Grievance Post Date 23/09/2025

Grievance Details Please note recently there is a delay in buses starting time from College. Last week for about 3 days the bus started only at 0445 which resulted students reaching home only after 0700pm. Request you to please look into this matter and prioritize the bus according to their route and distance

Status Closed

Action Taken Assigned to cell member

Displaying 1-1 of 1 result.

Cell members

Date of assign

2573

24/09/2025

Grievance

Displaying 1-3 of 3 results.

Level

Action
Taken

Date

Document

1

Grievance posted by Student

23/09/2025

2

Status updated to Viewed by RANJEESH R CHANDRAN

24/09/2025

3

Status updated to Viewed by RANJEESH R CHANDRAN

24/09/2025



Level	Action Taken	Date	Document
4	Status updated to Viewed by RANJEESH R CHANDRAN	24/09/2025	
5	Assigned to cell member LEO FRANCIS	24/09/2025	
6	Sent reply to grievant as "Dear Students, We acknowledge the concern raised regarding the recent delays in the departure of college buses. The inconvenience caused is regretted. Please note that due to placement drives, career guidance sessions conducted by external agencies, and certain urgent meetings, the buses were delayed on a few days last week. We understand the difficulty this has caused and assure you that every effort will be made to ensure buses leave the campus on time hereafter	25/09/2025	
7	Status updated to Closed by RANJEESH R CHANDRAN	25/09/2025	
8	Status updated to Closed by RANJEESH R CHANDRAN	25/09/2025	

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Mural
26/09/25
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Vidya Bharathi Nagar
Mattoor, Kalady- 683574

ASIET

Ranjeesh R Chandran <ranjeesh.ae@adishankara.ac.in>

(no subject)

1 message

Kr Balagopal <krbalagopal17@gmail.com>
To: grievancecell@adishankara.ac.in

Fri, Jul 11, 2025 at 2:19 PM

Hi there,

The men's bathroom on the 2nd floor of the Main Block is in terrible condition. Out of the 8 urinals, only 3 are barely functioning, and the condition of the toilets is even worse.

Please look into this and make the necessary arrangements.

Genl office has instructed the maintenance team to rectify the issues within one week

~~A-IX~~
for principal.

Resolved the issue
for principal

~~A-IX~~
15/07/2025



Home Grievance Cellmember GRH008072025110

Grievance

More

Status Update

Assign cell member

Reply to grievant

Meeting Details

Grievance Number GRH008072025110

Grievance Type Others

Subject / Title Helmet theft issue

Grievant Category Student

Grievance Post Date 08/07/2025

Grievance Details Subject: Request for Installation of CCTV Camera in Parking Shed Due to Repeated Helmet Thefts

Dear Sir/Madam, I am writing to bring to your attention a serious and growing concern regarding the safety and security of the parking area. Recently, there have been repeated incidents of helmet theft from parked two-wheelers in the shed. Several residents/users have faced similar issues, and unfortunately, I too have been affected. This not only causes inconvenience but also raises serious concerns about the overall security of the premises. If such incidents continue unchecked, there is a real risk that miscreants may escalate their actions to stealing vehicle parts, including tyres, mirrors, or worse — entire vehicles. In light of these developments, I sincerely request the immediate installation of a CCTV camera in the parking shed. A surveillance system would act as both a deterrent to such thefts and a means of identifying culprits if such acts occur in the future. I hope you will treat this matter with urgency and take the necessary steps to improve the security of our parking area. Your swift action will ensure a safer and more secure environment for all vehicle owners. Thank you for your attention to this issue. I look forward to a prompt and positive response.

Sincerely, Anav S Hair S5 ECE A

Grievance Documents :

Status Assigned to cell member

Action Taken Assigned to cell member

Reply Thank you for bringing this important issue to our attention. We fully acknowledge the concern regarding helmet thefts in the parking shed and understand the need for enhanced security measures. The matter has already been discussed with the Principal-in-Charge, Dr. Sreepriya S., who has responded positively and assured support for installing a CCTV camera in the affected area. Necessary steps are being initiated for the installation, and the issue will be resolved at the earliest to ensure the

Grievance Reply Date 10/07/2025

Reply Details Not set

Reply Documents :

Displaying 1-1 of 1 result.

Cell members

Date of assign

RANJEESH R CHANDRAN

10/07/2025

Grievance

Displaying 1-4 of 4 results.



Level	Action Taken	Date
1		
Grievance posted by Student		
08/07/2025		
2		
Sent reply to grievant as "Thank you for bringing this important issue to our attention. We fully acknowledge the concern regarding helmet thefts in the parking shed and understand the need for enhanced security measures. The matter has already been discussed with the Principal-in-Charge, Dr. Sreepriya S., who has responded positively and assured support for installing a CCTV camera in the affected area. Necessary steps are being initiated for the installation, and the issue will be resolved at		
10/07/2025		
3		
Status updated to Viewed by RANJEESH R CHANDRAN		
10/07/2025		
4		
Assigned cell member RANJEESH R CHANDRAN		
10/07/2025		

Instructions has been given to an office to install CCTV at the said location and if possible to arrange locker facility for the same.

A-H
for principal