



# Indra Ganesan

## COLLEGE OF ENGINEERING

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai  
Accredited by NAAC with 'B+' Grade, 2(f) & 12B Status Institution by UGC

IG Valley, Madurai Main Road, Manikandam, Tiruchirappalli - 620012

# NAAC DOCUMENTS

## QUALITY INDICATOR FRAME WORK

### CRITERION – 5

## STUDENT SUPPORT AND PROGRESSION

SUBMITTED BY

**IQAC**

INTERNAL QUALITY ASSURANCE CELL

**INDRA GANESAN COLLEGE OF ENGINEERING**



**2018-2019**

**ACADEMIC YEAR**

**(2018-2019)**

**ANNUAL REPORT OF GRIEVANCE REDRESSAL COMMITTEE**

<b>S.No</b>	<b>Reference</b>	<b>Content</b>	<b>Page number</b>
<b>1</b>	<b>IGCE/GRC/2018-19/ODD/01</b>	<b>GRC MEETING CIRCULAR</b>	<b>3</b>
		<b>GRC MEETING ATTENDANCE</b>	<b>4</b>
		<b>GRC MEETING MINUTES</b>	<b>5</b>
		<b>GRC ACTION TAKEN REPORT</b>	<b>6-8</b>
<b>2</b>	<b>IGCE/GRC/2018-19/ODD/02</b>	<b>GRC MEETING CIRCULAR</b>	<b>9</b>
		<b>GRC MEETING ATTENDANCE</b>	<b>10</b>
		<b>GRC MEETING MINUTES</b>	<b>11</b>
		<b>GRC ACTION TAKEN REPORT</b>	<b>12-14</b>
<b>3</b>	<b>IGCE/GRC/2018-19/EVEN/01</b>	<b>GRC MEETING CIRCULAR</b>	<b>15</b>
		<b>GRC MEETING ATTENDANCE</b>	<b>16</b>
		<b>GRC MEETING MINUTES</b>	<b>17</b>
		<b>GRC ACTION TAKEN REPORT</b>	<b>18-20</b>

2018-19

Grievance Redressal  
Committee

Meeting Minutes &  
Action Taken with  
Proof



# Indra Ganesan

**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

REF: IGCE/GRC/2018-19/ODD/01

Date: 25/09/2018


## CIRCULAR

It has been scheduled to conduct the Grievance and Redressal committee meeting at 1.00 pm in IQAC cell on 26/09/2018. Members of GRC are requested to attend the meeting and give their suggestions. The agenda of the meeting is to discuss the grievances received from the students and the action taken by the members.

  
PRINCIPAL

Cc:

1. All members of GRC
2. IQAC Coordinator
3. GRC file
4. Office file

  
**Dr. G. Balakrishnan, M.E., Ph.D.,**  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## GRIEVANCE AND REDRESSAL COMMITTEE

### ATTENDANCE SHEET

REF: IGCE/GRC/2018-19/ODD/01

Date: 26/09/2018

S.No	Name	Category	Signature
1	Dr.S.Bharathi raja	Chairperson	
2	Dr.M.Bhuvaneshwari	Coordinator	
3	Dr.S.Anitha	Member	
4	Mrs.V.Hemalatha	Member	
5	Mrs.T.Sugashini	Member	
6	Mr.K.N.Prabahar	Member	
7	Mr.S.Prasanna	Member	
8	Mr.K.Abdul Razeed	Member	
9	Mr.Thanasekaran.G	Student	
10	Ms.Kanagavalli.J	Student	
11	Mr.Devarajan.C	Student	
12	Mr.Inbaraj.A	Student	

  
Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## GRIEVANCE AND REDRESSAL COMMITTEE MEETING MINUTES

REF: IGCE/GRC/2018-19/ODD/01

Date: 27/09/2018

The grievance and Redressal meeting was conducted on 26-09-2018 at 01.00 in IQAC Cell.

Following members were present in the meeting:

S.No	Name	Category
1	Dr.S.Bharathi raja	Chairperson
2	Dr.M.Bhuvaneshwari	Coordinator
3	Dr.S.Anitha	Member
4	Mrs.V.Hemalatha	Member
5	Mrs.T.Sugashini	Member
6	Mr.K.N.Prabahar	Member
7	Mr.S.Prasanna	Member
8	Mr.K.Abdul Razeed	Member
9	Mr.Thanasekaran.G	Student
10	Ms.Kanagavalli.J	Student
11	Mr.Devarajan.C	Student
12	Mr.Inbaraj.A	Student

**Dr. G. Balakrishnan, M.E., Ph.D.,**  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan


**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## Minutes discussed in the meeting were

- The facilitator welcomed the committee members and highlighted the importance of addressing and resolving student grievances effectively
- The minutes of the previous GRC meeting were presented and ensured all the grievances were resolved within the stipulated time period.
- The facilitator thanked the committee members for their active participation and valuable contributions to resolve the grievances.
- At the end of the meeting the chairperson insisted the GRC members to ensure that the grievances received from students at any time should be addressed and resolved within 5 working days under any circumstances.

## GRIEVANCES ADDRESSED AND ACTION TAKEN REPORT

Sl.No	Grievances Addressed	Grievances Received Date	Action Taken	Grievances Redressal Date
1	Request for change night menu in hostel (complaint received from hostellers(ECE,EEE students))	19/09/2018	The grievance was forwarded to the management and changed the night menu 	22/09/2018

*Dr. G. Balakrishnan, M.E., Ph.D.*  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.





# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirappalli - 620 012

Approved by AICTE, Non-Delhi & Affiliated to Anna University, Chennai

NAAC Accredited, 3<sup>rd</sup> State Institution by UGC



## GRIEVANCE AND REDRESSAL COMPLAINT FORM

Date: 19.09.18

Name of the student

Devarajan. C & boys

Department

Mech

Year

II Year

Mail id

devathala@gmail.com

Grievances type (please tick):

Academic

Transport

Hostel

Others

Description:

Request for change menu in night. Request from (hostel students)

C. Devarajan  
Signature of the student

Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchireppalli - 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai  
NAAC Accredited, BIF Status Institution by UGC



Date:22.09.2018

## CIRCULAR

Greetings from Indra Ganesan College of Engineering!

Dear hostel students,

As per the request received from the students we hereby inform that night menu will be changed from today night. Menu will be attached below

DAY	Night Menu In Already	Changed Menu
Monday	Idly	Tomato Rice
Tuesday	Dosai	Idly
Wednesday	Semiya Kichadi	Chappathi
Thursday	Tomato Rice	Idly
Friday	Idly	Chappathi
Saturday	Idly	Pudina Rice
Sunday	Dosai	Veg Pulav

  
PRINCIPAL

Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

REF: IGCE/GRC/2018-19/ODD/02

Date: 16/10/2018


## CIRCULAR

It has been scheduled to conduct the Grievance and Redressal committee meeting at 1.00 pm in IQAC cell on 17/10/2018. Members of GRC are requested to attend the meeting and give their suggestions. The agenda of the meeting is to discuss the grievances received from the students and the action taken by the members.

  
PRINCIPAL

Cc:

1. All members of GRC
2. IQAC Coordinator
3. GRC file
4. Office file

  
Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## GRIEVANCE AND REDRESSAL COMMITTEE

### ATTENDANCE SHEET

REF: IGCE/GRC/2018-19/ ODD/02

Date: 17/10/2018

S.No	Name	Category	Signature
1	Dr.S.Bharathi raja	Chairperson	
2	Dr.M.Bhuvaneshwari	Coordinator	
3	Dr.S.Anitha	Member	
4	Mrs.V.Hemalatha	Member	
5	Mrs.T.Sugashini	Member	
6	Mr.K.N.Prabahar	Member	
7	Mr.S.Prasanna	Member	
8	Mr.K.Abdul Razeed	Member	
9	Mr.Thanasekaran.G	Student	
10	Ms.Kanagavalli.J	Student	
11	Mr.Devarajan.C	Student	
12	Mr.Inbaraj.A	Student	

Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## GRIEVANCE AND REDRESSAL COMMITTEE MEETING MINUTES

REF: IGCE/GRC/2018-19/ ODD/02

Date: 18/10/2018

The grievance and Redressal meeting was conducted on 17-10-2018 at 01.00 in IQAC Cell.

Following members were present in the meeting:

S.No	Name	Category
1	Dr.S.Bharathi raja	Chairperson
2	Dr.M.Bhuvaneshwari	Coordinator
3	Dr.S.Anitha	Member
4	Mrs.V.Hemalatha	Member
5	Mrs.T.Sugashini	Member
6	Mr.K.N.Prabahar	Member
7	Mr.S.Prasanna	Member
8	Mr.K.Abdul Razeed	Member
9	Mr.Thanasekaran.G	Student
10	Ms.Kanagavalli.J	Student
11	Mr.Devarajan.C	Student
12	Mr.Inbaraj.A	Student

Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan


**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## Minutes discussed in the meeting were

- The facilitator welcomed the committee members and highlighted the importance of addressing and resolving student grievances effectively
- The minutes of the previous GRC meeting were presented and ensured all the grievances were resolved within the stipulated time period.
- The facilitator thanked the committee members for their active participation and valuable contributions to resolve the grievances.
- At the end of the meeting the chairperson insisted the GRC members to ensure that the grievances received from students at any time should be addressed and resolved within 5 working days under any circumstances.

## GRIEVANCES ADDRESSED AND ACTION TAKEN REPORT

Sl.No	Grievances Addressed	Grievances Received Date	Action Taken	Grievances Redressal Date
1	Request for Tamil novel and aptitude books in the library(Received from hostellers from complaint letter box)	10/10/2018	The request was forwarded to management and books are purchased as per student requirements 	13/10/2018

Dr. G. Balakrishnan, M.E., F.I.E.,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

## COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchireppalli - 620 012  
Approved by AJCTE, New Delhi & Affiliated to Anna University, Chennai  
NAAC Accredited, AICTE Status Institution by UGC



### GRIEVANCE AND REDRESSAL COMPLAINT FORM

Date: 10/10/2018

Name of the student KANAGANALLI . J

Department IT

Year III

Mail id

Grievances type (please tick):

Academic

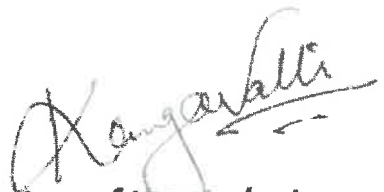
Transport

Hostel

Others

Description:

No. of books on the areas Tamil & aptitude are less in number. It will be helpful for us if books are made available for improving our additional skills.

  
Signature of the student



Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



**SRIRAM BOOKS**

GSTIN : 33AHPPR1984A2Z8

#63, Abhishek Nagar, GST. Road,  
Vandalur, Chennai - 60 048.  
Phone : 94444 99749 | 86107 25827  
Email : srirambooks00@gmail.com

To: Indra Ganesan College of  
Engineering  
Trichy - 12

Invoice No : SRB **855**

Date : 13/10/2018

S.No.	Description	Qty.	Mrp	Gross	Dist (%)	Nett
1	A new approach to reasoning Verbal, Non-verbal & Analytical	01	695	695	40.1	417
2	Wiley quantitative Aptitude	01	598	598	-	598
3	புத்தகங்கள் சிங்களம்	01	200	200	7.1	205
4	மனிதன் மனம்	01	150	150	7.1	139
5	சிறிய இலக்கணம்	01	130	130	-	130
6	சிறிய இலக்கணம் கேள்விகள்	01	235	235	-	235
Grand Total						<u>21724/-</u>

Rupees in Words One Thousand Seven hundred  
and Twenty four only/-

For SRIRAM BOOKS

**Dr. G. Balakrishnan, M.E., Ph.D.,**  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.







# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirappalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

REF: IGCE/GRC/2018-19/ EVEN/01

Date: 09/04/2019

## CIRCULAR

It has been scheduled to conduct the Grievance and Redressal committee meeting at 1.00 pm in IQAC cell on 10/04/2019. Members of GRC are requested to attend the meeting and give their suggestions. The agenda of the meeting is to discuss the grievances received from the students and the action taken by the members.



PRINCIPAL

Cc:

1. All members of GRC
2. IQAC Coordinator
3. GRC file
4. Office file



Dr. G. Balakrishnan, M.E.,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## GRIEVANCE AND REDRESSAL COMMITTEE

### ATTENDANCE SHEET

REF: IGCE/GRC/2018-19/EVEN/01

Date: 10/04/2019

S.No	Name	Category	Signature
1	Dr.S.Bharathi raja	Chairperson	
2	Dr.M.Bhuvaneshwari	Coordinator	
3	Dr.S.Anitha	Member	
4	Mrs.V.Hemalatha	Member	
5	Mrs.T.Sugashini	Member	
6	Mr.K.N.Prabahar	Member	
7	Mr.S.Prasanna	Member	
8	Mr.K.Abdul Razeed	Member	
9	Mr.Thanasekaran.G	Student	
10	Ms.Kanagavalli.J	Student	
11	Mr.Devarajan.C	Student	
12	Mr.Inbaraj.A	Student	

**Dr. G. Balakrishnan**

Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## GRIEVANCE AND REDRESSAL COMMITTEE

### MEETING MINUTES

REF: IGCE/GRC/2018-19/EVEN/01

Date: 11/04/2019

The grievance and Redressal meeting was conducted on 10-04-2019 at 01.00 in IQAC Cell.

Following members were present in the meeting:

S.No	Name	Category
1	Dr.S.Bharathi raja	Chairperson
2	Dr.M.Bhuvaneshwari	Coordinator
3	Dr.S.Anitha	Member
4	Mrs.V.Hemalatha	Member
5	Mrs.T.Sugashini	Member
6	Mr.K.N.Prabakar	Member
7	Mr.S.Prasanna	Member
8	Mr.K.Abdul Razeed	Member
9	Mr.Thanasekaran.G	Student
10	Ms.Kanagavalli.J	Student
11	Mr.Devarajan.C	Student
12	Mr.Inbaraj.A	Student

**Dr. G. Balakrishnan, M.E., Ph.D.,**

Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan


**COLLEGE OF ENGINEERING**

Madurai Main Road (NH-45B), Manikandam, Tiruchirapalli- 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## Minutes discussed in the meeting were

- The facilitator welcomed the committee members and highlighted the importance of addressing and resolving student grievances effectively
- The minutes of the previous GRC meeting were presented and ensured all the grievances were resolved within the stipulated time period.
- The facilitator thanked the committee members for their active participation and valuable contributions to resolve the grievances.
- At the end of the meeting the chairperson insisted the GRC members to ensure that the grievances received from students at any time should be addressed and resolved within 5 working days under any circumstances.

## GRIEVANCES ADDRESSED AND ACTION TAKEN REPORT

Sl.No	Grievances Addressed	Grievances Received Date	Action Taken	Grievances Redressal Date
1	Need coaching class for Numerical methods(Received from II EEE students through complaint box)	02/04/2019	Discussed with principal and timetable coordinator and allotted in special class time table.  Indra Ganesan Principal Indra Ganesan College of Engineering IG Valley, Madurai Main Road Manikandam, Trichy-620 012.	06/04/2019

**Dr. G. Balakrishnan, M.E., Ph.D.,**  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirappalli - 620 012

Approved by AKTE, New Delhi & Affiliated to Anna University, Chennai  
NAAC Accredited, (F) Status Institution by UGC



## GRIEVANCE AND REDRESSAL COMPLAINT FORM

Date: 2/4/2019

Name of the student *Imbaraj. A*

Department *EEE*

Year *II. year*

Mail id *—*

Grievances type (please tick):

Academic

Transport

Hostel

Others

Description:

*need coaching class for numerical methods*

Signature of the student

*A. Imbaraj*

*(Signature)*

Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.



# Indra Ganesan

## COLLEGE OF ENGINEERING

Madurai Main Road (NH-45B), Manikandam, Tiruchirappalli - 620 012  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai  
NAAC Accredited, 2(B) Status Institution by UGC



### DEPARTMENT OF EEE

DATE: 06.04.2019

### CIRCULAR

Dear students,

Special coaching class will be scheduled for II year students for Numerical Methods subject. So All the students are instructed to attend the class compulsorily without fail.

Date: 14.05.2022

S.No	Subject Name	Date	Period	Time	Staff In charge	Staff Signature
1	NM	13.04.2019	1 TO 4	9.30AM TO 1.30 PM	Ms.S.Poongodi	
2	NM	20.04.2019	1 TO 4	9.30AM TO 1.30 PM	Ms.S.Poongodi	

HOD

PRINCIPAL

Dr. G. Balakrishnan, M.E., Ph.D.,

Principal

Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
Manikandam, Trichy-620 012.