



# 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**



**2020-2021**

**ACADEMIC YEAR**

**(2020-2021)**

**ANNUAL REPORT OF GRIEVANCE REDRESSAL COMMITTEE**

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2020-21

Grievance Redressal  
Committee

Meeting Minutes &  
Action Taken with  
Proof



# 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/2020-2021/ODD/01

Date: 20/10/2020


## CIRCULAR

It has been scheduled to conduct the Grievance and Redressal committee meeting at 1.00 pm in IQAC cell on 21/10/2020. 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, Tiruchirappalli- 620 012  
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## GRIEVANCE AND REDRESSAL COMMITTEE

### ATTENDANCE SHEET

REF: IGCE/GRC/2020-2021/ODD/01

Date: 21/10/2020

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.Riyas Mohammed.K	Student	
10	Mr.Ramesh.M	Student	
11	Miss.Kaviya.K	Student	
12	Miss Kamali.A	Student	

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

Principal

Indra Ganesan College of Engineering  
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## GRIEVANCE AND REDRESSAL COMMITTEE

### MEETING MINUTES

REF: IGCE/GRC/2020-2021/ODD/01


Date: 22/10/2020

The grievance and Redressal meeting was conducted on 21-10-2020 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.Riyas Mohammed.K	Student
10	Mr.Ramesh.M	Student
11	Miss.Kaviya.K	Student
12	Miss Kamali.A	Student

Meeting Facilitator: Dr.M.Bhuvaneshwari

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




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**COLLEGE OF ENGINEERING**  
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## 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	Additional Bus route for Manaparai (Received from II-ECE, III-EEE, I-CIVIL students through complaint form)	13/10/2020	Discussed with transport in-charge and added another van to Manaparai. 	17/10/2020

  
Dr. G. Balakrishnan, M.E., Ph.D.,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
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NAA: Accredited, UVE: State Recognition by UGC



## GRIEVANCE AND REDRESSAL COMPLAINT FORM

Date: 13/10/2020

Name of the student

N. Susila

Department

ECE

Year

I<sup>st</sup> year

Mail id

Grievances type (please tick):

- Academic  
 Transport  
 Hostel  
 Others

Description: Additional bus need from Manaparai.  
Available bus very rush.

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

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

Signature of the student



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NAAC Accredited, 2(7) Status Institution by NAAC



Date: 17.10.2020

### CIRCULAR


Greetings from Indra Ganesan College of Engineering!

Dear students & Faculty members,

As per the request received from the students we hereby inform that from 19.10.2020 additional van will be operate from Manaparai. Details of the time and various bus stops are attached.

Van No: 21

S.No	Starting time	Bus stop Name
1	7.30am	Manaparai
2	7.50am	J.J College
3	8.20am	Dheeran nagar
4	8.30am	Karumandapam
5	8.40am	Crawford
6	9.00am	College

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

  
PRINCIPAL



# Indra Ganesan

**COLLEGE OF ENGINEERING**

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REF: IGCE/GRC/2020-2021/ODD/02

Date: 07/11/2020

## CIRCULAR

It has been scheduled to conduct the Grievance and Redressal committee meeting at 1.00 pm in IQAC cell on 08/11/2020. 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  
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## GRIEVANCE AND REDRESSAL COMMITTEE

### ATTENDANCE SHEET

REF: IGCE/GRC/2020-2021/ ODD/02

Date: 08/11/2020

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.Riyas Mohammed.K	Student	
10	Mr.Ramesh.M	Student	
11	Miss.Kaviya.K	Student	
12	Miss Kamali.A	Student	

  
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Principal

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## GRIEVANCE AND REDRESSAL COMMITTEE

### MEETING MINUTES


REF: IGCE/GRC/2020-2021/ ODD/02

Date: 09/11/2020

The grievance and Redressal meeting was conducted on 08-11-2020 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.Riyas Mohammed.K	Student
10	Mr.Ramesh.M	Student
11	Miss.Kaviya.K	Student
12	Miss Kamali.A	Student

  
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## 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	Change hostel menu complaint from II,III Year CSE,IT	12/11/2020	The request was forwarded to management and rectified it. 	15/11/2020

  
Dr. G. Balakrishnan, M.E., Ph.D.  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
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## GRIEVANCE AND REDRESSAL COMPLAINT FORM

Date: 12.11.2020

Name of the student : S. Keerthana

Department : CSE

Year : I<sup>st</sup> Year

Mail id : -

Grievances type (please tick):

Academic

Transport

Hostel

Others

Description:

Morning Menu changed request for all

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.

S. Keerthana



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NAAC Accredited 2(1) Status Institution by UGC



Date: 15.11.2020


## CIRCULAR

Greetings from Indra Ganesan College of Engineering!

Dear hostel students,

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

DAY	MORNING
Monday	Pondal & Vada, Sambar, Chutney
Tuesday	Idly, Sambar, Chutney
Wednesday	Dosai, Sambar, Chutney
Thursday	Semiya Kichadi, Sambar, Chutney, Aapam
Friday	Poori, Kilangu, Rava Uppuma
Saturday	Chappathi, Kuruma, Oothapam
Sunday	Idly, Dosai, Chutney, Sambar

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

  
PRINCIPAL



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REF: IGCE/GRC/2020-2021/ EVEN/01

Date: 20/04/2021


## CIRCULAR

It has been scheduled to conduct the Grievance and Redressal committee meeting at 1.00 pm in IQAC cell on 21/04/2021. 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,  
Principal  
Indra Ganesan College of Engineering  
IG Valley, Madurai Main Road  
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## GRIEVANCE AND REDRESSAL COMMITTEE

### ATTENDANCE SHEET

REF: IGCE/GRC/2020-2021/EVEN/01

Date: 21/04/2021

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.Riyas Mohammed.K	Student	
10	Mr.Ramesh.M	Student	
11	Miss.Kaviya.K	Student	
12	Miss Kamali.A	Student	

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

Principal

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



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## GRIEVANCE AND REDRESSAL COMMITTEE MEETING MINUTES

REF: IGCE/GRC/2020-2021/EVEN/01

Date: 22/04/2021

The grievance and Redressal meeting was conducted on 21-04-2020 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
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9	Mr.Riyas Mohammed.K	Student
10	Mr.Ramesh.M	Student
11	Miss.Kaviya.K	Student
12	Miss Kamali.A	Student

  
Dr. G. Balakrishnan, M.E., F.I.E.  
Principal  
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## Minutes discussed in the meeting were

- The facilitator welcomed the committee members and highlighted the importance of addressing and resolving student grievances effectively
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- The facilitator thanked the committee members for their active participation and valuable contributions to resolve the grievances.
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## GRIEVANCES ADDRESSED AND ACTION TAKEN REPORT

Sl.No	Grievances Addressed	Grievances Received Date	Action Taken	Grievances Redressal Date
1	Request for extra time for sports playing from III EEE	13/04/2021	Discussed with principal, Physical director, and Time table coordinator arrange extra time for playing.	17/04/2021

  
Dr. G. Balakrishnar,  
Principal  
Indra Ganesan College of Engineering  
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NAAC Accredited, 3<sup>rd</sup> Status Institution by UGC



## GRIEVANCE AND REDRESSAL COMPLAINT FORM

Date: 13/04/21

Name of the student

Pradhya, A

Department

EEE

Year

III

Mail id

Pradhayaneee02@gmail.com

Grievances type (please tick):

Academic


Transport

Hostel

Others

Description:

Playing is not more. Allow extra time to play evening daily

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

Signature of the student





# Indra Ganesan

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NAAC Accredited, 3(A) Status Institution by UGC



Date: 17.04.2021

### CIRCULAR

Greetings from Indra Ganesan College of Engineering!

Dear Hod's & students,

As per the request received from the students we hereby inform that interested Students are avail their sports time from 4.00pm to 6.30pm from Monday to Friday. Students submit their proper permission letter to Hod.

PHYSICAL DIRECTOR

PRINCIPAL

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

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