

**W M O Arts and Science College, Muttil  
GRIEVANCE REDRESSAL CELL**

**Action Taken Reports of the Departments**

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### GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2017-18

SL No	Grievance/Concern raised	Measures taken
1	Grievance was raised on unavailability of projector in the class room	A smart TV was arranged through proper channel
2	Grievance was raised on the internal Mark	Mark was cross-checked and calculated appropriately
3	Concern about VI semester viva voce	Conducted mock viva for each student
4	It is found that some students facing financial crisis to meet their study material.	Provided study materials through students aid fund
5	Grievance was raised on the unavailability of sufficient subject related books in the library	The concern was informed to the authority



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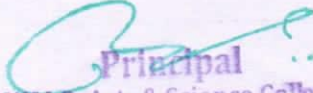
**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**

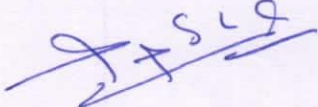
**PG DEPARTMENT OF COMMERCE**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2017-18**

Sl. No.	Grievance/concern raised	Measures taken
1.	A grievance was raised regarding internal examination.	Tutors are instructed to inform the students regarding importance of attending exams. It is decided to conduct Retest for those who are absent in the examination and also for those who has failed the examination.
2.	A grievance raised regarding the uniform system.	Tutors are instructed to inform the students the importance of uniform in the campus and other disciplinary issues.
3.	A concern was raised on the internal mark.	All faculties are instructed to follow the university norms of internal mark and publish the mark on the notice board.
4	A grievance was raised on assignment submission.	All faculties were instructed to follow uniformity in assignment based on centralized criteria.



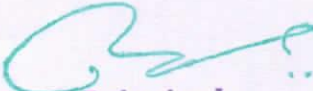
  
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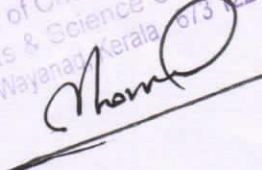


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**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF CHEMISTRY**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN (2017-18)**

Sl no	Grievance/ concern raised	Measures taken
1.	Difficulties with examinations	Offered additional study resources, such as practice exams or review sessions, and give students sufficient time to prepare for exams.
2.	A Concern was raised on internal assessment	Established clear criteria and standards for grading, and provide training and support to faculty members to ensure that grading is consistent and fair.
3.	A Grievance was raised on career guidance	Department offered extra sessions for career guidance and competitive examinations.
4.	Some Portions were reported to be difficult to understand	Teachers spent more time on the topics that seemed to be tough and provide simpler study materials.
5.	A grievance was raised on the low internal examination marks.	Conducted viva voce and special exams for those who raised concern.

  
**Principal**  
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**HEAD OF THE DEPARTMENT**  
Dept. of Chemistry  
W.M.O. Arts & Science College  
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**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**

**DEPARTMENT OF ENGLISH**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2017-18**

Sl no	Grievance/concern raised	Measures taken
1.	A grievance was raised on assignment submission.	All faculties were instructed to follow uniformity in assignment based on centralized criteria.
2.	A grievance raised regarding the uniform system.	Tutors are instructed to inform the students the importance of uniform in the campus and other disciplinary issues.
3.	A concern was raised on the internal mark.	All faculties are instructed to follow the university norms of internal mark and publish the mark on the notice board.
4	A suggestion for revision of portions	Revised all portions and also discussed model question paper

  
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**W M O Arts & Science College, Muttill**

**Dept. of Electronics**

*Student Grievance and action taken report 2017-18*

<b>Sl. No.</b>	<b>Grievance / Concern</b>	<b>Actions taken</b>
1	Students raised a complaint, seeking extra assistance in understanding Electronics.	Conducted Bridge course for the first-semester undergraduate students on Basic Electronics.
2	Additional tests to improve internal marks	Department conduct additional test papers for weak students.
3	D3 students lodged grievances concerning attendance shortages.	After reviewing the request and verifying their participation in Arts and Sports through certificates provided by the relevant faculty coordinators, we granted them the required attendances.

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**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF ECONOMICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2017- 2018**

Sl no	Grievance/ concern raised	Measures taken
1.	A concern was raised about attendance matters	Department decided to issue monthly consolidated attendance report.
2.	A concern was raised regarding fee payment	Department informed the authority to extend the last date for fee remittance
3.	A concern was raised about the poor grades in semester exams by some students	Department arranged special remedial coaching to concerned students.



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**HEAD OF THE DEPARTMENT**  
Dept. of Economics  
W.M.O. Arts & Science College  
Muttill. P.O., Wayanad, Kerala - 673 122



W M O Arts & Science College, Muttill

Dept. Of Mathematics

Grievance Redressal Cell

2017-18

Sl. No.	Grievances/Focal points	Actions taken
1	Some of the students requested improvement of toilet facilities.	The department council decided to communicate the matter to the Principal and the College Council to take immediate steps for improving toilet facilities
2	Students suggested enhancing the measures for discipline enforcement	The college discipline committee considered this opinion and executed new and earlier decisions to ensure discipline.
3	Students requested improvement of library facilities.	A list of books to be purchased with reference to the academic needs of students was prepared and forwarded
4	Support for underachievers.	Remedial classes were conducted and suggested additional reading

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Principal  
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Department of Physics

WMO Arts and Science College

Grievances and Action Taken Report, 2017-2018

As part of the Grievance Redressal Cell in the college, the Department of Physics has an active system in place where students can approach and discuss their course-related concerns with the respective teachers and subsequently with the Head of the Department. In cases where the issues remain unresolved, the Head of the Department has the option to forward them to the college's Grievance Redressal cell. We would like to present the course-wise issues that were brought to the department's attention and the actions taken to address them.

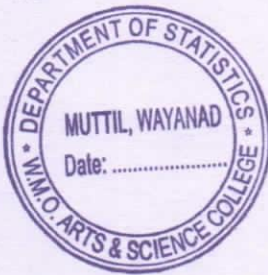
Concerns	Action taken
Concern: Some students expressed concerns about the choice of their degree course.	In response to the concerns raised, the students were encouraged to participate in the orientation program organized by the college. The orientation program is designed to provide students with comprehensive information about the various degree courses offered, including their curriculum, career prospects, and future opportunities. During the orientation program, the possibilities and benefits of pursuing a BSc in Physics were explained to the students. Additionally, students were suggested to consider taking aptitude tests that can help them assess their interests, skills, and aptitude in various areas.
Concern: Raised concerns about time management during final exams.	Model exams were conducted for various courses to provide students with a simulated exam environment. These exams were designed to replicate the format and time constraints of the actual final exams. A special orientation session was conducted to provide students with guidance on how to approach exams and manage their time efficiently. During this session, students were informed about the weightage of different sections or topics in the exams.
Undergraduate students without a Mathematics background raised concerns about not being able to follow Mathematics in class.	The department decided to introduce remedial programs for students from various backgrounds without Mathematics
Students raised the HSA issue of complementary course being Computer Science instead of Chemistry.	A request was forwarded to Education Minister Sri. Raveendranath to resolve the issue of PSC


**HEAD OF THE DEPARTMENT**  
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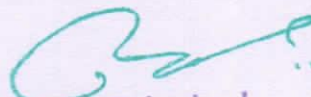
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**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF STATISTICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2017- 2018**

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised regarding the revision of each papers.	Revision classes were given by the respective faculties.
2.	A concern was raised on the inability of enough reference books in the library	Arranged books for students through library
3.	A concern was raised for the need of basics of R-programming.	Practical classes of R-programming were given by the faculties in the starting of the course.
4.	Request of PG students to conduct special coaching for NET/SET competitive examinations for PG students	The department was conducted a special NET coaching program and also distributed study materials



  
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"Education and some more"

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### GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2018-19

SL No	Grievance/Concern raised	Measures Taken
1	Learning difficult of general English (I semester students)	Arranged additional session to language improvement
2	Concern about class room space	Informed authority and take measures to extent the classroom
3	Demanded audio visual smart classroom	Arranged a smart TV in a class room
4	A grievance on ragging from I semester Student	Conducted departmental investigation and solved the issue.
5	Grievance was raised on Internal mark calculation	Marks was cross checked and finalized
6	Grievance was raised on Lack of lights and fans in the Classrooms	Took necessary steps to solve the issue. Assured proper light and air in classroom



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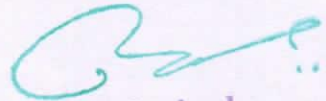


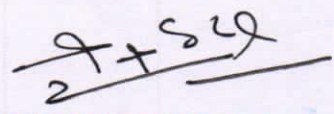
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**PG DEPARTMENT OF COMMERCE**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2018-19**

Sl no	Grievance/concern raised	Measures taken
1.	A grievance was raised on the assignment submission.	It was decided that all faculties should strictly follow the rules and regulations of assignment evaluation.
2.	A grievance raised on the uniform system.	Tutors are instructed to inform the students the importance of uniform in the campus and other disciplinary issues.
3.	A concern was raised on the internal examination for Sports quota admitted students.	All faculties are instructed to follow the same criteria and re-test for the sports quota students and display the mark on the notice board.
4	A grievance was raised on the attendance marking because of the late comers from long distance	Faculties are instructed to get a special request from the late coming students.



  
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WMO ARTS AND SCIENCE COLLEGE, MUTTIL

DEPARTMENT OF CHEMISTRY

GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN (2018-19)

Sl no	Grievance/ concern raised	Measures taken
1.	Difficulties with examinations	Offered additional study resources, such as practice exams or review sessions, and give students sufficient time to prepare for exams.
2.	Some Portions were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and provided simpler study materials.
3.	A concern was raised on the unavailability of computer in the department	Informed concerned authority.
4.	Limited opportunities for research or practical experience	Offered additional research opportunities or internships, provide funding for students to attend conferences or workshops and arranged more practical sessions in the classroom.
5.	A Concern was raised on internal assessment	Established clear criteria and standards for grading, and provide training and support to faculty members to ensure that grading is consistent and fair.
6.	Difficulty in accessing academic resources.	The department facilitated access to academic resources through subscriptions and also provide students with guidance on how to access the resources.
7.	Lack adequate support services such as mental health counselling, academic advising, or career services.	The department may established or expand student support services to address these needs, including offering more counselling services, providing career guidance and mentorship, and offering academic support through peer tutoring and study groups.
8.	Lack of availability of study materials.	Old books were collected and provided, pdf , videos etc were provided.



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HEAD OF THE DEPARTMENT  
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**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**

**DEPARTMENT OF ENGLISH**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2018-19**

Sl no	Grievance/concern raised	Measures taken
1.	A grievance was raised on the attendance marking because of the late comers from long distance	Faculties are instructed to get a special request from the late coming students
2.	A grievance raised on the uniform system.	Tutors are instructed to inform the students the importance of uniform in the campus and other disciplinary issues.
3.	A concern was raised on the internal mark.	All faculties are instructed to follow the same criteria and publish the mark on the notice board.
4	Raised the issues of ragging	Teachers arranged an awareness program on anti-ragging

  
Principal  
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For HoD





**W M O Arts & Science College, Muttill**

**Dept. of Electronics**

*Student Grievance and action taken report 2018-19*

Sl. No.	Grievance / Concern	Actions taken
1	A grievance was raised by students, requesting the initiation of a postgraduate (PG) course due to the unavailability of aided PG courses in Electronics at Calicut University.	Department forwarded the letter to the higher education department regarding the need for starting aided PG course through the principal.
2	First-year BSc students raised a grievance requesting additional lab hours.	Additional lab hours were arranged after 3.30 and free hours.
3	Students concerned to get eligibility for their course for applying PSC for various posts that require computer basics	Department forwarded a letter to PSC through the registrar of the University of Calicut.

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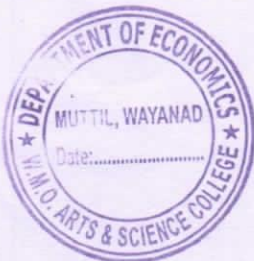
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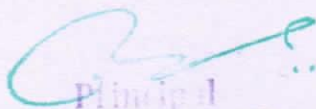




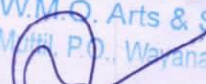
**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF ECONOMICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2018 - 2019**

Sl no.	Grievance/ concern raised	Measures taken
1.	A concern was raised regarding fee payment	Department informed the authority and fee relaxation was given to the students.
2.	A grievance was raised regarding extra-curricular activities	Department formed a programme committee of students to organise different extra-curricular activities.
3.	A concern was raised about internal examinations	Department conducted re-internal examination for the students who were secured very low marks.



  
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**HEAD OF THE DEPARTMENT**  
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Muttill P.O., Wayanad, Kerala - 673 122







W M O Arts & Science College, Muttill

Dept. Of Mathematics

Grievance Redressal Cell

2018-19

Sl. No.	Grievances/Focal points	Actions taken
1	The need for Counseling for some students was requested	Students having stress or other anxieties were directed to consult the faculty counselor in the Dept. Of Social Work
2	Some students couldn't acquire minimum internal marks for some core courses and submitted their grievance letter	An additional test and viva-voce was conducted for those who are in need.
3	A concern was raised about the insufficiency of a computer network.	Arranged computer network facility at the Network Resource centre in the library.
4	Concerns regarding proper drinking water facilities were raised.	The problem was communicated to College Council and made necessary arrangements

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## Department of Physics

### WMO Arts and Science College

#### Grievances and Action Taken Report, 2018-2019

As part of the college's Grievance Redressal cell, the Department of Physics has an active system in place where students can approach and discuss their course-related concerns with the respective teachers and subsequently with the Head of the Department. In cases where the issues remain unresolved, the Head of the Department has the option to forward them to the college's Grievance Redressal cell. We would like to present the course-wise issues that were brought to the department's attention and the actions taken to address them.

Concerns	Action taken
Course: Practical Paper II Raised concerns about non-light experiments being arranged in the Optics lab	Certain experiments that did not require the set-up of a dark room were shifted outside for more convenience.
Course: Complementary Physics Grievance: Request for a specific gap between internal exams of all subjects.	Upon receiving the grievance, the Department of Physics engaged in discussions with the Chemistry Department. A collaborative effort was made to address the concern raised by the students. Subsequently, a revised timetable was formulated, ensuring a specific gap between the internal exams of all subjects.
Course: MSc Electrodynamics Grievances: Students pointed out the importance of Multiple expansion topics in the CSIR exam and requested to add that topic to the syllabus.	Discussed the matter with the concerned syllabus committee.
NCC and NSS Students requested attendance recalculation.	The department carefully calculated the attendance by contacting NCC and NSS officials and the mistakes were resolved.
Course: Practical II Concern: Students raised concerns about Heat experiments being too lengthy for a 3-hour exam	After carefully studying the experiment and taking into consideration the students' concerns, it was identified that the Heat experiments indeed required significant time to complete within the allocated 3-hour exam duration. To address this issue, a solution was proposed. The proposed solution suggests that students work on calculations and the report simultaneously while conducting the experiment. By doing so, students can optimize their time management during the practical session.

  
**HEAD OF THE DEPARTMENT**


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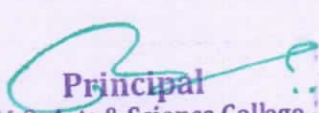


**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF STATISTICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2018- 2019**

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised regarding the discussion of previous year question papers.	Previous year question papers were discussed by the faculties in the class.
2.	Attendance grievances	Teachers considered attendance based on the timely submission of their work. Daily attendance is also marked.
3.	A concern was raised for the need of basics of R-programming.	Practical classes of R-programming were given by the faculties in the starting of the course.



  
**HEAD OF THE DEPARTMENT**  
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**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF MASS COMMUNICATION 2018-2019**

**GRIEVANCE AND ACTION TAKEN**

Sl no	Feedback	Action Taken
1.	Grievance regarding DSLR camera	The matter was addressed, taken a DSLR camera for academic purpose
2.	Complaint regarding lack of Electricities	The matter was addressed and intimated to principal and management
3.	Grievance on poor drinking water facility .	In response to the inadequate provision of potable water, a concerted effort was made for successful implementation of a reliable drinking water facility.
4.	Concern was raised on the internal mark calculation	Thorough cross-verification and meticulous calculation were carried out to ensure that the marks were duly validated and accurately



		tabulated.
5	Concern about low internal mark	The matter was addressed, and marks were duly awarded to deserving students .
6	Complaints regarding industrial visit	The matter was addressed . media visits of students were started for getting industrial experience

For HOD



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### Grievance/Concern Raised and Measures Taken 2019-20

SL No	Grievance/Concern raised	Measures taken
1	Concern from slow learners on composition	Conducted additional remedial classes.
2	A grievance was raised on Assignment submission.	Tutors are instructed to solve the issue in a proper manner.
3	Concern on Attendance Percentage calculating system.	Convinced criteria of APC as per the rule of Calicut University.
4	A complaint on teaching methodology	Instructed all faculties to update their methodology
5	A grievance on ragging.	Arranged a anti ragging session.
6	Students demand university exam orientation	Conducted a special session to solve the issue.



**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

**Dr. NAJMUDDEEN.P.** M.Phil, Ph.D  
Assistant Professor & Head  
Department of Arabic  
W.M.O Arts & Science College  
Muttill, Wayanad, Kerala - 673122  
Research Guide, R.U.A College, Farook  
University of Calicut



**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**  
**PG DEPARTMENT OF COMMERCE**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2019-20**

Sl no	Grievance/concern raised	Measures taken
1.	A grievance was raised on the assignment and seminar script.	It was decided that all faculties should strictly follow the rules and regulations of assignment evaluation. It was decided to provide separate marks for report and presentation.
2.	A concern was raised regarding online classes during covid 19 pandemic (Network issue, lack of clarity)	Issues of online classes were intimated to the authority. They found solution to tackle the issues
3.	A grievance was raised on the internal mark.	The tutor enquired the matter with other faculties and instructed to communicate with students
4.	A suggestion from students for online live classes	Head of the department instructed all faculties to take class in Google meet once in a week.
5	Students' fear on university exam	Department initiated and conducted model exam with the old university question paper



*Principal*  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

*Shabeerali Pulikkalakath*  
SHABEERALI PULIKKALAKATH  
Assistant Professor & Head  
Department of Commerce  
W.M.O. Arts & Science College  
MUTTIL - 673122

WMO ARTS AND SCIENCE COLLEGE, MUTTIL

DEPARTMENT OF CHEMISTRY

GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN (2019-20)

Sl no	Grievance/ concern raised	Measures taken
1.	A concern was raised on the current laboratory space, which is small or insufficient.	Expanded and renovated the laboratory facilities to provide more space for students to work and experiment.
2.	A grievance was raised on the low internal examination marks.	Conducted viva voce and special exams for those who raised concern.
3.	A grievance was raised on Limited access to the laboratory due to scheduling conflicts or limited hours of operation. This may make it difficult for them to complete experiments and project works.	The department extended laboratory hours. This could involve opening the laboratory earlier or closing it later, or even providing some access on weekends or during holidays.
4.	Some Portions were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and provided simpler study materials.
5.	A grievance was raised on the assignment submission.	Due date was extended for the submission.
6.	A concern was raised on the unavailability of ICT in the department	Request was passed to the concerned authority.
7.	Safety concerns: Students may be concerned about the safety of laboratory equipment and the potential risks associated with experiments	To address concerns about safety, the department implemented stricter safety protocols, such as requiring students to complete safety training before using the laboratory or conducting regular safety inspections to ensure that equipment is in good condition.



Principal  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

HEAD OF THE DEPARTMENT  
Dept. of Chemistry  
W.M.O. Arts & Science College  
Muttill, P.O., Wayanad, Kerala - 673 122





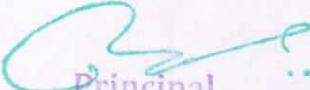
**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**

**DEPARTMENT OF ENGLISH**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2019- 20**

Sl no	Grievance/concern raised	Measures taken
1.	A complaint on incompleteness of portions	Instructed all faculties to complete and revise the portions within the stipulated time
2.	A grievance raised on the attendance in Google meet class.	A new format was introduced for taking attendance in online class
3.	A grievance on ragging	Conducted anti ragging program and aware students about its after effects
4	Issues of slow learners for comprehending the lessons	Took necessary initiation for tackling the issue. Slow learners was asked to attend special coaching arranged by the department

For HOD

  
Principal  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad-673122





**W M O Arts & Science College, Muttil**

**Dept. of Electronics**

*Student Grievance and action taken report 2019-20*

Sl. No.	Grievance / Concern	Actions taken
1	Latecomers are concerned about receiving attendance for the first hour.	Study the matter and gave the attendance for the eligible students
2	Students expressed concerns about appearing in the university examinations	Conducted a motivation class and arranged special coaching sessions for the students in need.
3	Students raised the requirement for reference books.	Strengthened the library with additional books



**Principal**  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad-673122

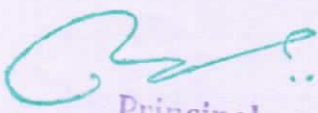
**Siby Joseph**  
Associate Professor/HOD  
Department of Electronics  
WMO Arts & Science College  
Muttil P.O., Wayanad - 673122




**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF ECONOMICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2019 - 2020**

Sl no	Grievance/ concern raised	Measures taken
1.	A concern was raised about some bright students falling backward in study	Department took it as a serious matter and provided counselling to needy students.
2.	A concern was raised regarding fee payment	Department informed the authority and fee relaxation was given to the students.
3.	A concern was raised on flood damage	Department provided financial assistance and study materials to students from flood affected areas (Puthumala)



  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

  
**HEAD OF THE DEPARTMENT**  
Dept. of Economics  
W.M.O. Arts & Science College  
Muttill. P.O., Wayanad, Kerala - 673 122



W M O Arts & Science College, Muttill  
Dept. Of Mathematics  
Grievance Redressal Cell

2019-20

Sl. No.	Grievances/Focal points	Actions taken
1	Support for slow learners was requested	A bridge course was conducted for the first-semester undergraduate students on the Foundations of Mathematics for students who could not pass the Entry-level tests. Additional assignments and seminars were insisted and necessary follow-ups were taken.
2	Some of the students requested for fee concessions.	The problem was thoroughly assessed by the college council and financial assistance was provided to the needy through available platforms like Edu Support
3	Difficulty to learn the course Number theory was raised by first year UG students.	First-semester UG Mathematics students were given special sessions to cope up with the course Basic logic and Number theory
4	Students requested support for attending online classes	Special sessions were conducted to equip students to use online platforms during the lockdown due to Covid pandemic.

Dr. VIJI PAUL  
Associate Professor & Head  
Department of Mathematics  
W.M.O Arts & Science College  
Muttill.P.O, Wayanad - 673 122

Principal  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122



**Department of Physics**  
**WMO Arts and Science College**

**Grievances and Action Taken Report, 2019-2020**

As part of the college's Grievance Redressal cell, the Department of Physics has an active system in place where students can approach and discuss their course-related concerns with the respective teachers and subsequently with the Head of the Department. In cases where the issues remain unresolved, the Head of the Department has the option to forward them to the college's Grievance Redressal cell. We would like to present the course-wise issues that were brought to the department's attention and the actions taken to address them.

Concerns	Action taken
Course: MSc Electrodynamics Concern: Students raised concerns about not being able to solve problem-based questions during exams.	In response to the concerns raised, an additional hour was allocated per week specifically for problem-solving sessions. This extra time was dedicated to helping students improve their problem-solving skills, enabling them to tackle complex questions effectively during examinations.
Suggested the need for individual experimental sets for students:	Decided to allocate yearly funding to purchase multiple experimental setups, ensuring that students have access to individual sets for hands-on learning.
Requested facilities to conduct research projects in the department	Discussed the needs and requirements for research projects within the department. Decided to purchase computers and other inexpensive equipment to facilitate research and encourage students' involvement in research activities
Chemistry students expressed concerns about overcrowding in the physics lab	Decided to conduct lab sessions in two groups, ensuring that each student receives more individual attention and the lab remains conducive to learning
Course: Nuclear and Particle Physics Students raised concerns about not being able to submit assignments online. They requested hard copy submissions and extended the due date.	Initial technical difficulties of online classes were addressed carefully and the due dates were relaxed for students. Still online submissions were encouraged as part of Covid protocol and did not allow hard copy submissions.

**HEAD OF THE DEPARTMENT**  
Dept. of Physics  
W.M.O. Arts & Science College  
Muttil. P.O., Wayanad, Kerala - 673 122




**Principal**  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad-673122

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF STATISTICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2019- 2020**

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised regarding the revision of each papers.	Revision classes were given by the respective faculties.
2.	A concern was raised by 1 <sup>st</sup> year students, an introduction class for basic statistics and mathematics	Basic statistics and mathematics classes were given as a bridge course by the faculties in the starting of the course.
3.	A concern was raised for the need of basics of R-programming.	Practical classes of R-programming were given by the faculties in the starting of the course.
4.	A grievance was raised on the assignment submission	Deadline for the submission of assignments were informed prior to the students.  Assignments were evaluated on the basis of submission date and content of the assignment.



  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

  
**HEAD OF THE DEPARTMENT**  
Dept. of Statistics  
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Muttill P.O., Wayanad, Kerala - 673 122




**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**


**DEPARTMENT OF SOCIAL WORK**

**GRIEVANCE AND ACTION TAKEN  
2019-20**

SL.NO	GRIEVANCE/CONCERN	ACTION TAKEN
1	A concern was raised by the students about the network and power failure due to the rain which was affecting the online sessions	The issue was addressed by rescheduling the classes according to the convenience of the students
2	A grievance was raised by few students regarding their internal assessment and marking	The issue was addressed with the help of grievance cell and sorted out ,
4	A concern was raised by the students about online class timetable and its inconvenience	Department rescheduled the timetable with convenient time slots and break time,

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Principal  
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Muttill P.O., Wayanad-673122

for M.O.  
  
Head of The Department  
Dept Of Social Work  
WMO Arts & Science College  
Muttill, Wayanad

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF MASS COMMUNICATION**  
**GREVIENCE AND ACTION TAKEN 2019-2020**

Sl no	Grevience	Action Taken
1.	Grievance regarding infrastructure of the department and college	The matter was addressed,the Principal and management decided to develop infrastructure .
2.	Complaint regarding lack of electricities	The matter was addressed and intimated to principal and management
3.	Grievance on poor drinking water facility .	In response to the inadequate provision of potable water, a concerted effort was made for successful implementation of a reliable drinking water facility.
4.	Concern was raised on the internal mark calculation	Thorough cross-verification and meticulous calculation were carried out to ensure that the marks were duly validated and accurately tabulated.





5	Request to change complimentary paper from economics to politics	The request was approved by the university. From the next year onwards complimentary paper changed to political science
6	Course orientation program requested by students from other streams	Orientation program started for all first year students under the name Bridge Course

For HOD 





Principal  
W.M.O. Arts & Science College  
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### Grievance/Concern Raised and Measures Taken 2020-21

SL No	Grievance/Concern raised	Measures taken
1	Student's demand special class for Arabic grammar.	Conducted Arabic grammar special classes.
2	A grievance was raised on the date of Assignment should be extended.	Addressed the matter and considered the demands of students.
3	A suggestion from students for online live classes	Head of the department instructed to take class in Google meet.
4	A complaint on incompleteness of portion	Instructed all faculties to complete and revise the portion.
5	Students fear on university exam	Department initiated and conducted model exam.



  
**Principal**  
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Research Guide, R.U.A College, Farook  
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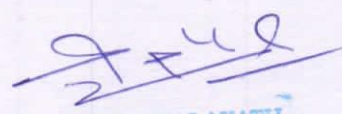


**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**  
**PG DEPARTMENT OF COMMERCE**  
**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2020-21**

Sl no	Grievance/concern raised	Measures taken
1.	A grievance was raised on the difficulty of online assignments	Online assignment restored to more flexible way
2.	The difficulty to follow online classes due to poor network and lack of devices	Online live classes scheduled at the feasible time for students
3.	Issues of internal mark	The tutor enquired the matter with other faculties and solved the issue
4.	Students demanded to take online live classes	Head of the department instructed all faculties to take class in Google meet once in a week.
5	Students' grievance to extend project and dissertation	Tutor in charge of final year re scheduled the final date of submission
6	Students demand on internal pleasure trip	Department decided not to conduct a pleasure trip during this period due to Covid 19 restrictions.



  
**Principal**  
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Muttill P.O., Wayanad-673122

  
**SHABEERALI PULIKKALAKATH**  
Assistant Professor & Head  
Department of Commerce  
WMO Arts & Science College  
MUTTIL - 673 122

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF COMMERCE (CA)**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2020- 2021**

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised about online class timings.	An online timetable has been given to teachers and students to solve the issue.
2.	Grievances related to lack of drinking water facility on the department floor	This issue was reported to the principal
3.	A concern was raised about the unavailability of a computer lab in the department.	The concern was addressed in Infront of the principal.
4.	A grievance was raised on the assignment submission.	The assignment dates were extended to two more weeks.
5.	Grievance raised regarding sending the record of online classes	It was decided to do recording of all online classes and send it to students



**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

**PRAVEEN MATHEW**  
Assistant Professor

**HOD**  
DEPARTMENT OF COMMERCE  
(Computer Application)  
WMO Art & Science College  
Muttill

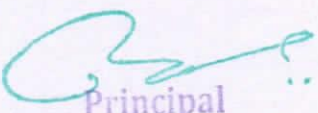
WMO ARTS AND SCIENCE COLLEGE, MUTTIL

DEPARTMENT OF CHEMISTRY

GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN (2020-21)

Sl no	Grievance/ concern raised	Measures taken
1.	Students in the batch 2018- 21 had raised issues regarding practical sessions in the context of covid19 pandemic.	1. Provided virtual labs for the first few weeks. 2. Offline labs were provided batch wise.
2.	A concern was raised on the inability to attend practical internal examinations.	Special exams conducted.
3.	A concern was raised on the unavailability of computer in the department	Arranged computer through proper channel.
4.	Some Portions were reported to be difficult to understand.	1. Teachers spent more time on the topics that seemed to be tough and provided simpler study materials. 2. Offline classes were provided after the reopening.
5.	A grievance was raised on the assignment submission.	Due date was extended for the submission.
6.	faced difficulties in attending the live sessions.	Recorded classes were provided for those.
7.	Few students couldn't attend internal exam due to covid and quarantine	Special internal exam was conducted for them afterwards.
8.	Lack of availability of study materials.	Old books were collected and provided, pdf , videos etc were provided.
9.	Suggestion on conducting a career guidance session.	Special online sessions were conducted.



  
Principal  
W.M.O: Arts & Science College  
Muttill P.O., Wayanad-673122

HEAD OF THE DEPARTMENT  
Dept. of Chemistry  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122



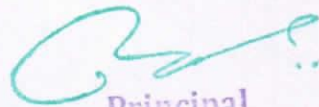
**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**


**DEPARTMENT OF ENGLISH**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2020-21**

Sl no	Grievance/concern raised	Measures taken
1.	A grievance was raised on the assignment submission.	It was decided that all faculties should strictly follow the rules and regulations of assignment evaluation
2.	A concern was raised regarding online classes during covid 19 pandemic (Network issue, lack of clarity)	Issues of online classes were intimated to the authority. They found solution to tackle the issues
3.	A grievance was raised on the internal mark.	The tutor enquired the matter with other faculties and instructed to communicate with students
4.	A suggestion from students for online live classes	Head of the department instructed all faculties to take class in Google meet once in a week.
5	Students' fear on university exam	Department initiated and conducted model exam with the old university question paper



  
Principal  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

  
For HOD





**W M O Arts & Science College, Muttil**

**Dept. of Electronics**

*Student Grievance and action taken report 2020-21*

Sl. No.	Grievance / Concern	Actions taken
1	A grievance is raised to provide a separate PG lab.	Constructed separate PG lab with 15 Nos branded high-performance computers.
2	A concern was registered by the second-year UG students about completion of their skill lab.	Additional LT-Spice simulation classes and Ki-cad sessions were provided for the requested students.
3	NCC students who participated in various camps have grievances about their attendance.	As per the rules and regulations of NCC, Attendance was provided

**Siby Joseph**  
Associate Professor/HOD  
Department of Electronics  
WMO Arts & Science College  
Muttil P.O., Wayanad - 673122



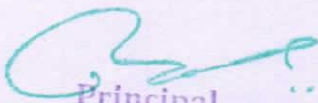
**Principal**  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad-673122




**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF ECONOMICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2020- 2021**

Sl no	Grievance/ concern raised	Measures taken
1.	A concern was raised about learning difficulties for students without higher secondary learning of Statistics and quantitative methods.	Conducted Bridge course for the first-semester undergraduate students on basics of statistics. Entry-level tests were conducted after completing the UG admission. Additional assignments and seminars were insisted and necessary follow-ups were taken.
2.	A concern was raised on the timing of online classes	Timing of online classes were adjusted <i>in accordance with</i> regarding the convenience of students who were working and extra online sessions were provided.
3.	A concern was raised by Vishnu Chandran, D1 Economics, about the financial crisis of mobile recharge to attend the online classes	Financial assistance provided by the department to solve the problem.
4.	A grievance was raised on the difficulty to use online platforms like Zoom by majority of the students	Instead of Zoom platform Department opted Teach Mint for the smooth conduct of online classes and provided orientation regarding the same.
5.	A grievance was raised on the assignment submission	Time relaxation were provided to submit Assignments.



  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

  
**HEAD OF THE DEPARTMENT**  
Dept. of Economics  
W.M.O. Arts & Science College  
Muttill. P.O., Wayanad, Kerala - 673 122





W M O Arts & Science College, Muttill  
Dept. Of Mathematics  
Grievance Redressal Cell

2020-21

Sl. No.	Grievances/Focal points	Actions taken
1	Students raised concerns on teaching-learning during the Covid pandemic	A bridge course was conducted for first-semester undergraduate students through online platforms for students who could not pass the Entry-level tests. Recorded videos of online classes were made available on you-tube.
2	Some of the students requested support for attending online classes	Special sessions were conducted to equip students to use online platforms. Provided financial support to students for purchasing devices.
3	Concerns regarding inadequate teacher-student interactive sessions and extra-curricular activities were raised.	Many interactive sessions were arranged in online mode. National Mathematics day celebrations (MAGMA-2020) were conducted through Google meet. Ms. Viji CB, Our Alumni, and Asst. Professor at Maharajas College, Ernakulam inaugurated the events. The Programmes included Exploratory talks, Slide presentations, Quiz, Mathematical games poster presentations.

Dr. VIJI PAUL  
Associate Professor & Head  
Department of Mathematics  
W.M.O Arts & Science College  
Muttill.P.O. Wayanad - 673 122

Principal  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122




**Department of Physics**  
**WMO Arts and Science College**

**Grievances and Action Taken Report, 2020-2021**

As part of the college's Grievance Redressal cell, the Department of Physics has an active system in place where students can approach and discuss their course-related concerns with the respective teachers and subsequently with the Head of the Department. In cases where the issues remain unresolved, the Head of the Department has the option to forward them to the college's Grievance Redressal cell. We would like to present the course-wise issues that were brought to the department's attention and the actions taken to address them.

Concerns	Action taken
Course: MSc Solid State Physics Concerns: Students requested additional exams for those who were absent during the internal exams.	In response to the concerns raised, we took the opportunity to communicate with the students about the importance of being prompt and attending the scheduled exams. It is vital for students to participate fully in the assessment process to ensure a fair evaluation of their understanding and progress. While emphasizing the significance of punctuality and adherence to the examination schedule, we also considered the request made by the students. After careful deliberation, the department decided to conduct an additional exam for those students who were absent during the internal exams. However, this additional exam was subject to certain conditions regarding future conduct and adherence to the examination guidelines.
Concern: One of the students expressed her anxiety issues before the exams	Specific counseling was arranged in the department to help such students.
Concerns: Students raised concerns about not having any university exam for an entire year. The students were afraid that they will have to take all the exams in one stretch.	The hectic situation of COVID-19 and the importance of maintaining a protocol were discussed with the students. Also, they were assured they would get enough time to prepare for the exams.
Concern: Express concerns about the inefficiency of online classes	Discussed the difficulties faced by the staff members. Suggested the use of facilities like a virtual board to enhance online teaching. Provided additional video lectures to supplement the online learning experience.
Concern: Express concerns about the facility to attend online classes for some students	Ensured that all students have proper facilities to attend online classes, addressing any connectivity or device-related issues. o Collaborated with the IT department to provide necessary support and resources to students who faced difficulties.

**HEAD OF THE DEPARTMENT**  
Dept. of Physics  
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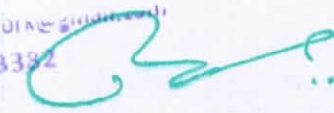
  
**Principal**  
W.M.O. Arts & Science College  
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**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF SOCIAL WORK**  
**GRIEVANCE AND ACTION TAKEN**  
**2020- 2021**

Sl no	Grievance/concern	Action Taken
1.	A grievance raised by one the students from MSW, regarding the field work marks published by the department. The department forwarded the grievance to the college grievance cell.	By discussing the college level grievance cell. Department instructed to the student to complete and submit the given assignment to compensate the field work.
2.	A concern was raised on the inability to be in the field in the context of covid19 pandemic	Direct field work was converted to various online tasks
3.	A concern was raised on the unavailability of computer in the department	Arranged computer through proper channel
4.	A concern was raised on the attendance system as most of the students were coming from long distance	A supervised signature system was adopted for the regular attendance and the timing of the classes was relaxed.
5.	A concern was raised on the assignment submission	It was decided that all faculties would follow unanimity in terms of deadline, time period given prior to the submission of assignment, content of the assignment and evaluation criteria

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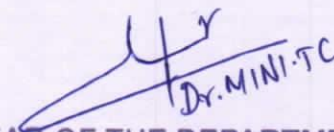
  
**Principal**  
W.M.O. Arts & Science College  
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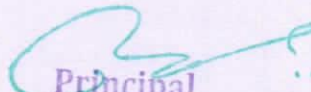
**For MOD**  
  
**Head of The Department**  
Dept Of Social Work  
WMO Arts & Science College  
Muttill, Wayanad

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF STATISTICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2020- 2021**

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised regarding the internal assessment test due to COVID pandemic	Sufficient number of Internal exams were conducted online mode.
2.	A concern was raised on the inability of enough reference books in the library	Arranged books for students through library
3.	A concern was raised on the inability of smart classroom	Arranged CPU and projector in the classroom
4.	A grievance was raised on the attendance system.	A supervised signature system was adopted for the regular attendance.




  
**HEAD OF THE DEPARTMENT**  
Dept. of Statistics  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad, Kerala - 673 122


  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF MASS COMMUNICATION**  
**GRIEVANCE AND ACTION TAKEN 2020-21**

Sl no	Grievance	Action Taken
1.	Grievance regarding lack of smart phone facility for some of our students.	The matter was addressed, and provided financial support to students for purchasing devices.
2.	There is a lack of sufficient computers/laptops in our department	The matter was addressed, and we received a laptop in our department
3.	Concern was raised on the timings of our classes as most of our students do part time jobs	Adjustments were made in favour of those students who do part time jobs
4.	Suggestion for offline classes	It was decided to implement a blend of both online and offline sessions so that students get an opportunity to experience the much craved physical classroom.

  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122



For HOD  


**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF MASS COMMUNICATION**  
**GRIEVANCE AND ACTION TAKEN 2020-21**

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4.	Suggestion for offline classes	It was decided to implement a blend of both online and offline sessions so that students get an opportunity to experience the much craved physical classroom.



*Anu Ann Varghese*  
**ANU ANN VARGHESE**  
**HEAD OF THE DEPARTMENT**  
**OF MASS COMMUNICATION**  
**WMO ARTS & SCIENCE COLLEGE**  
**MUTTIL, WAYANAD, KERALA**

*[Signature]*  
**Principal**  
**W.M.O. Arts & Science College**  
**Muttill P.O., Wayanad-673122**



قسم اللغة العربية وآدابها  
DEPARTMENT OF ARABIC  
W.M.O ARTS & SCIENCE COLLEGE  
(Affiliated to University of Calicut)

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"Education and some more"

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### Grievance/Concern Raised and Measures Taken 2021-22

SL No	Grievance/Concern raised	Measures taken
1	A grievance was raised on seminar presentation.	Instructed all faculties to provide enough time for presentation
2	Lack of facilities in ladies rest room	Raised the issue to women cell
3	Unavailability of Arabic journals in library.	Discussed with library officials and take necessary steps.
4	A complaint on incomplete portion	Instructed concerned teachers to complete remaining portions.
5	A grievance on quality of uniform material.	Informed concern authority
6	Students demand university exam model questions.	Shared previous exam model questions.



  
Principal  
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Dr. NAJMUDEEN.P. M.Phil, Ph.D  
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**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**

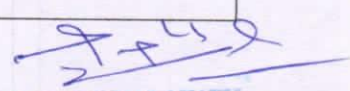
**PG DEPARTMENT OF COMMERCE**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2021-22**

Sl no	Grievance/concern raised	Measures taken
1.	Dispute between second year and final year students	Teachers enquired the matter and made a report on this issue. The department conducted programs to unite students.
2.	Shinilja Sherin , student of III B A English complained about the <u>lose of money</u>	Teachers attempted the investigation and diagnosed the issue. The tutor informed parents
3.	A concern was raised on the uniform	Arranged a parents' meeting and explained the importance of uniform and other related matters.
4.	An issue was found about a student of III BA English, who was in a relationship.	Teachers enquired the matter and informed parents
5.	Students' demand on model university question paper	HOD asked all teachers to discuss model question paper before university exam
6.	Complaint on incomplete portions	Instructed concerned teachers to complete the portions by taking special classes
7	Special cases for personal counselling	Mentors were asked t o counsel those students and make them comfortable



  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

  
**SHABEERALI PULIKKALAKATH**  
Assistant Professor & Head  
Department of Commerce  
WMO Arts & Science College  
MUTTIL - 673 122



**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF COMMERCE (CA)**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**

2021- 2022

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised for fans in the classroom	This issue was reported to the Principal
2.	Grievances related to lack of drinking water facility on the department floor	This issue was reported to the principal
3.	A concern was raised about the unavailability of a computer lab in the department.	The concern was addressed in Infront of the principal.
4.	Grievance on attendance was raised by Mr. Finu Fahad	This issue was verified with corresponding documents and solved.



**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

**PRAVEEN MATHEW**  
Assistant Professor

**HOD**  
DEPARTMENT OF COMMERCE  
(Computer Application)  
WMO Art & Science College  
Muttill


WMO ARTS AND SCIENCE COLLEGE, MUTTIL

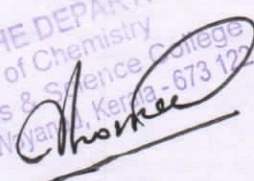
DEPARTMENT OF CHEMISTRY

GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN (2021-22)

Sl no	Grievance/ concern raised	Measures taken
1.	A concern was raised on the continuous schedule of university semester exams for 2019-22 batch.	Corresponding authority was informed about the concern. Adjusting the course workload.
2.	A grievance was raised on the low internal examination marks.	Conducted viva voce for those who raised concern.
3.	A concern was raised on the unavailability of Printer in the department	Request was passed to the concerned authority.
4.	Some Portions were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and provided simpler study materials.
5.	A grievance was raised on the assignment submission.	Due date was extended for the submission.
6.	A concern was raised on the unavailability of ICT in the department	Request was passed to the concerned authority.
7.	A concern was raised on Insufficient laboratory equipments.	Purchase additional equipment or repair and replace existing equipment to ensure that there is enough for all students to use.

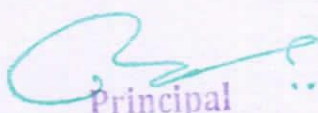


  
Principal  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

HEAD OF THE DEPARTMENT  
Dept. of Chemistry  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad, Kerala - 673 122  


8.	A grievance was raised on Limited access to the laboratory due to scheduling conflicts or limited hours of operation. This may make it difficult for them to complete experiments and project works.	The department extended laboratory hours. This could involve opening the laboratory earlier or closing it later, or even providing some access on weekends or during holidays.
9.	Safety concerns: Students may be concerned about the safety of laboratory equipment and the potential risks associated with experiments.	To address concerns about safety, the department implemented stricter safety protocols, such as requiring students to complete safety training before using the laboratory or conducting regular safety inspections to ensure that equipment is in good condition.
10.	Concern was raised on inadequate training on how to use laboratory equipment and resources, which may make them hesitant to engage in experiments or may lead to mistakes or accidents.	To ensure that students are able to use the equipment safely and effectively, provided additional training or refresher courses on laboratory safety, equipment usage, and experiment design.
11.	One concern was raised by some UG final year students was regarding the industrial visit that they missed due to various reasons.	To ensure that all students have an opportunity to participate in an industrial visit, the department arranged a visit to Brahmagiri Development Society, Meenangadi, for students who were unable to attend the first one.



  
 Principal  
 W.M.O. Arts & Science College  
 Muttill P.O., Wayanad-673122



**W M O ARTS AND SCIENCE COLLEGE, MUTTIL**

**DEPARTMENT OF ENGLISH**

**GRIEVANCE/CONCERN RAISED AND MEASURES TAKEN 2021-22**

Sl no	Grievance/concern raised	Measures taken
1.	Dispute between second year and final year students	Teachers enquired the matter and made a report on this issue. The department conducted programs to unite students.
2.	Shinilja Sherin , student of III B A English complained about the lose of money	Teachers attempted the investigation and diagnosed the issue. The tutor informed parents
3.	A concern was raised on the uniform	Arranged a parents' meeting and explained the importance of uniform and other related matters.
4.	An issue was found about a student of III BA English, who was in a relationship.	Teachers enquired the matter and informed parents
5.	Students' demand on model university question paper	HOD asked all teachers to discuss model question paper before university exam
6.	Complaint on incomplete portions	Instructed concerned teachers to complete the portions by taking special classes
7	Special cases for personal counselling	Mentors were asked t o counsel those students and make them comfortable



**Principal**  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad-673122





**W M O Arts & Science College, Muttil**

**Dept. of Electronics**

*Student Grievance and action taken report 2021-22*

Sl. No.	Grievance / Concern	Actions taken
1	A Concern was raised for a re-examination to improve internal marks	Conducted additional re-exams for the requested students
2	Some grievances were registered by the D3 students on attendance shortage during the APC upload.	The request was reviewed by taking into account their participation in extracurricular activities, as evidenced by certificates provided by the relevant faculty coordinators.
3	Some grievances were raised by the PG students regarding the Unavailability of study materials.	Additional PDF/ PPTs and E-books were provided in Google Classroom
4	A concern was raised by the MSc electronics students about the Third and fourth-semester examination date extension	Communicated the matter to the vice chancellor and controller of the examinations of Calicut University through principal

**Siby Joseph**  
Associate Professor/HOD  
Department of Electronics  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad - 673122



**Principal**  
W.M.O. Arts & Science College  
Muttil P.O., Wayanad-673122

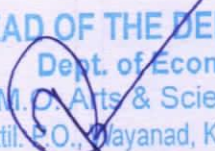


**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF ECONOMICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2021 - 2022**

Sl no	Grievance/ concern raised	Measures taken
1.	A concern was raised by some students that they have difficulty to attend offline classes	Department decided to give attendance relaxation to pregnant and breast-feeding students.
2.	A concern was raised regarding fee payment	Department informed the authority and fee relaxation was given to the students.
3.	A concern was raised about unclear online portions	Department conducted separate session to resolve the issue.



  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

  
**HEAD OF THE DEPARTMENT**  
Dept. of Economics  
W.M.O. Arts & Science College  
Muttill, P.O., Wayanad, Kerala - 673 122



W M O Arts & Science College, Muttill  
Dept. Of Mathematics  
Grievance Redressal Cell

2021-22

Sl. No.	Grievances/Focal points	Actions taken
1	Students raised concerns on teaching-learning during the Covid pandemic	Entry-level tests were conducted for first-semester undergraduate and postgraduate students. A bridge course was conducted for undergraduate students in offline mode. Induction Program was conducted for first-semester postgraduate students. Recorded videos of online classes were made available on you-tube.
2	Support for underachievers was requested	Remedial classes were conducted
3	Some courses were reported to be difficult to understand.	Conducted remedial classes and teachers spent more time on the topics that seemed to be tough and suggested additional reading
4	Support for preparing for entrance tests	Coaching classes for attending JAM (Joint Admission Test for Masters) and UGC-CSIR NET were conducted through online mode

Dr. VIJI PAUL  
Associate Professor & Head  
Department of Mathematics  
W.M.O.Arts & Science College  
Muttill.P.O, Wayanad - 673 122

Principal  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122




Department of Physics

WMO Arts and Science College

Grievances and Action Taken report, 2021-2022.

As part of the college's Grievance Redressal cell, the Department of Physics has an active system in place where students can approach and discuss their course-related concerns with the respective teachers and subsequently with the Head of the Department. In cases where the issues remain unresolved, the Head of the Department has the option to forward them to the college's Grievance Redressal cell. We would like to present the course-wise issues that were brought to the department's attention and the actions taken to address them.

Concerns	Action taken
Course: Mechanics 1 Grievance: Request to conduct an additional make-up exam to improve internal scores.	A model exam was conducted to provide students with an opportunity to improve their internal scores.
Course: Computational Physics Grievance/Suggestion from the student side: To provide notes on Numerical methods and create YouTube videos demonstrating various methods.	Taking into consideration the students' suggestions, comprehensive notes on Numerical methods were prepared and shared with the students. Additionally, YouTube videos illustrating various methods were created and made available through the Moodle platform.
Course: Complementary Physics Grievance: Request for a specific gap between internal exams of all subjects.	Upon receiving the grievance, the Department of Physics engaged in discussions with the Chemistry Department. A collaborative effort was made to address the concern raised by the students. Subsequently, a revised timetable was formulated, ensuring a specific gap between the internal exams of all subjects.
Course: Complementary Physics Grievance: Request for extra lab sessions.	Acknowledging the students' request for additional lab sessions, the Department of Physics took prompt action to arrange extra lab classes.
Course: MSc Electronics Concern: Students requested separate evaluations by all three faculties on the topics they taught as part of the shared course.	In response to the students' request, the department carefully considered their concerns and recognized the importance of acknowledging the contributions made by all three faculties involved in teaching the shared course. Therefore, we implemented separate evaluations for each faculty member's topics.
Course: Open Course (Non-conventional Energy Sources: Expressed concerns about the internal score being low. Requested for another chance to take the exam as students were from non-physics backgrounds.	Organized extra assignments and exams for those who expressed concerns.

  
**HEAD OF THE DEPARTMENT**  
Dept. of Physics  
W.M.O. Arts & Science College  
Muttill. P.O., Wayanad, Kerala - 673 122



  
**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122





**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF SOCIAL WORK**  
**GRIEVANCE AND ACTION TAKEN**  
**2021- 2022**


Sl no	Grievance /concern	Action Taken
1.	A concern was raised by the students on the infrastructure.	The concern was taken in to consideration and intimated the persons concerned.
2.	A grievance was raised by few students on published APC	Verified the Attendance based on the grievance reported and grievance found valid, rectified the calculation mistakes and published again
3.	Concern was raised on the unavailability of projector in the class room	A smart TV was arranged through proper channel
4.	Few students raised a Concern that was raised on the internal mark calculation	Mark was cross -checked and calculated appropriately
5.	Concern was raised on the unavailability of the class room for the specialization rural and urban community development	The concern is valid so the same was informed to the authority concerned
6.	Concern was raised on the unavailability of printer in the department	The concern intimated to the authority and A printer was arranged through proper channel
7.	A concern was raised on the inability to be in the field in the context of covid19 pandemic	Direct field work was converted to various online tasks and given marks based on the tasks assigned
8.	Concern was raised on the unavailability of sufficient subject related books in the library	The concern was informed to the authority concerned




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**Principal**  
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**Head of The Department**  
Dept Of Social Work  
WMO Arts & Science College  
Muttill, Wayanad

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF STATISTICS**  
**GRIEVANCE/ CONCERN RAISED AND MEASURES TAKEN**  
**2021- 2022**

Sl no	Grievance/ concern raised	Measures taken
1.	A grievance was raised regarding the transparency internal assessment test	The split of internal marks were made and handed over to students and their sign is ensured.
2.	A concern was raised on the difficulty of the paper Machine learning.	A certificate course of Machine learning by Sri.Chandrashekarana was arranged in the lab.
3.	A concern was raised on the inability of computers in the lab	Arranged separate computer lab for the PG students.



**HEAD OF THE DEPARTMENT**  
Dept. of Statistics  
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**Principal**  
W.M.O. Arts & Science College  
Muttill P.O., Wayanad-673122

**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**  
**DEPARTMENT OF MASS COMMUNICATION**  
**GRIEVANCE AND ACTION TAKEN REPORT 2021-22**

Sl no	Grievance	Action Taken
1.	Grievance regarding low internal marks	The matter was addressed, and marks were duly awarded to deserving students.
2.	Complaint regarding lack of studio facilities.	The matter was addressed and the Principal and management decided to construct a recording studio for our students.
3.	Grievance on poor drinking water facility.	In response to the inadequate provision of potable water, a concerted effort was made for successful implementation of a reliable drinking water facility.
4.	Concern was raised on the internal mark calculation	Thorough cross-verification and meticulous calculation were carried out to ensure that the marks were duly validated and accurately tabulated.



*Anu Ann Varghese*  
**ANU ANN VARGHESE**  
**HEAD OF THE DEPARTMENT**  
**OF MASS COMMUNICATION**  
**WMO ARTS & SCIENCE COLLEGE**  
**MUTTIL, WAYANAD, KERALA**

*[Signature]*

**Principal**  
**W.M.O. Arts & Science College**  
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