



VISAT ENGINEERING COLLEGE

Nelloorupara, Mutholapuram P O, Elanji, Ernakulam - 686665

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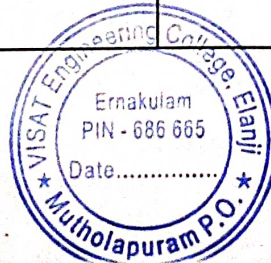
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Tel No: 0485 - 2259900 / Web : www.visat.ac.in / E-Mail : office@visat.ac.in

ANNUAL REPORT ON GRIEVANCE COMMITTEE

Academic Year 2018-2019

Sl. No	Grievance addressed on	Grievance content	Grievance readdressed on	Remarks
1	29/09/2018	Issue regarding S8 semester grade card	29/09/2018	Screenshot of a grade card had been sent.
2	15/10/2018	To reset the password in the KTU portal.	15/10/2018	Reset the password of the KTU login.
3	16/10/2018	To register 5 th sem courses as the link for the same is not available.	18/10/2018	Link has been activated.
4	21/10/2018	To change the date of birth given in KTU login portal.	21/10/2018	Corrected the date of birth .
5	23/10/2018	To change the admission no. given in KTU portal.	23/10/2018	Corrected the admission no.
6	28/11/2018	KTU portal has been disabled	28/11/2018	Portal was enabled
7	28/11/2018	To register the supply exam for "Business Economics"	28/11/2018	Helped to register for the respective exam.
8	01/12/2018	To cancel the registered S1 supplementary exam	01/12/2018	Cancelled the exam registration
9	01/12/2018	To cancel S1 supplementary registration.	01/12/2018	Cancelled the registration.
10	07/12/2018	To know the rejoining procedures after dropping the course in mid semester.	08/12/2018	Shared the complete procedures regarding the same.
11	01/12/2018	To cancel Engineering mechanics supply registration.	01/12/2018	Cancelled the registration.
12	28/12/2018	To register the S2 supplementary exam	28/12/2018	Helped to register for the respective exam.



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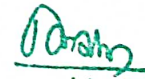
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13	28/12/2018	To register the supply exam for "Engineering Mechanics"	28/12/2018	Helped to register for the respective exam.
14	05/02/2019	Revaluation result status had disabled	05/02/2019	Resolved the issue.
15	13/02/2019	To refund the amount paid for revaluation	13/02/2019	Refund initiated
16	12/03/2019	Regarding the exam registration fees	13/03/2019	Resolved the issue
17	13/03/2019	To change the contact number in KTU profile	13/03/2019	Changed the contact number in the portal.
18	15/05/2019	Cannot register the exam as the student failed to remit the exam fee.	15/05/2019	Take necessary action to register for the exam.
19	11/06/2019	To enable the ktu account	11/06/2019	Enabled the account
20	11/06/2019	To register for S1 supplementary exam	11/06/2019	Registered the supply exam
21	23/05/2019	To cancel the supplementary registration for the subject "DHS"	23/05/2019	Cancelled the registration

In the academic year 2018-2019, 21 grievances were reported and resolved all the issues within two days.




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Academic Year 2019-2020

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1	05/07/2019	To cancel the registration for mechanics of fluid ME 203	05/07/2019	Cancelled the registration.
2	16/12/2019	To cancel the registration for the subject "IME"	16/12/2019	Cancelled the registration

In the academic year 2019-2020, only 2 grievances were reported and resolved the issues properly.



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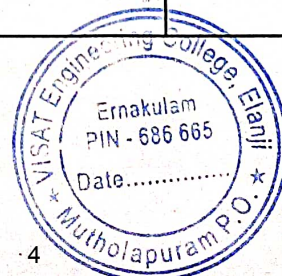
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Academic Year 2020-2021

Sl. No	Grievance addressed on	Grievance content	Grievance readdressed on	Remarks
1	10/09/2020	Eligibility to write the exam is not shown in the portal and hall tickets are not available.	10/09/2020	Resolved the Issue in the portal
2	12/09/2020	To do the needful arrangements for writing the exam as the student was in quarantine.	12/09/2020	Arranged the necessary things to made him to wrote the exam properly.
3	20/09/2020	Issue regarding S8 grade card generation and activity points.	20/09/2020	Resolved the issue.
4	25/09/2020	Wrong course registration	25/09/2020	Issue solved
5	26/09/2020	Clarification regarding exam centre change	26/09/2020	Clarified the doubt
6	29/09/2020	Issue in generating grade card	29/09/2020	Issue solved
7	06/10/2020	Hall tickets of two subjects are not available in KTU portal .	06/10/2020	Hall tickets are provided.
8	12/10/2020	To issue TC and migration certificate	12/10/2020	Had issued TC and migration certificate.
9	23/10/2020	Incomplete S7 course registration.	23/10/2020	Issue solved.
10	26/10/2020	Issue in downloading hall ticket	26/10/2020	Downloaded the hall ticket
11	31/10/2020	To make necessary arrangements to write exams for quarantined student.	31/10/2020	Arranged the necessary things to make him write the exam properly.
12	31/10/2020	Not able to submit my lab subjects during semester registration.	31/10/2020	Resolved the issue



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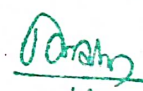
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13	30/11/2020	Issue in applying for course report through KTU portal	30/11/2020	Issue solved
14	19/04/2021	Cannot apply for provisional certificate and consolidated grade card through KTU portal	19/04/2021	Issue resolved
15	16/06/2021	Repeat course registration was not available in KTU portal	16/06/2021	Resolved the issue
16	05/08/2021	KTU account got disabled	05/08/2021	Account is enabled
17	09/08/2021	Register for the S3 minor degree examination.	09/08/2021	Issue resolved
18	16/08/2021	Regarding course duration extension & updating it in university student login portal	16/08/2021	Resolved and updated the issue

In the academic year 2020-2021, 18 cases were reported and the issues were resolved within one day.




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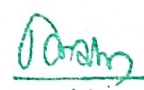
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Academic Year 2021-2022

Sl. No	Grievance addressed on	Grievance content	Grievance readdressed on	Remarks
1	11/10/2021	Gender correction in KTU portal	11/10/2021	Correction had done
2	02/02/2022	Clarification regarding the registration.	02/02/2022	Clarified the issue
3	17/03/2022	Exchange the exam registration fee for examination fee	17/03/2022	Issue resolved
4	01/07/2022	Data sheet is missing in KTU portal	01/07/2022	Issue resolved
5	13/07/2022	Not updated the KEAM mark list in KTU portal	13/07/2022	Updated the KEAM mark list
6	20/07/2022	Not received grade card	20/07/2022	Resolved the Issue
7	30/07/2022	To grant extension of duration of UG programme.	01/08/2022	Issue resolved

In the academic year 2021-2022, 7 cases were reported and the issues were resolved within one day.




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Academic Year 2022-2023

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1	11/10/2022	To cancel the registration for supplementary exam	11/10/2022	Cancelled the registration
2	30/11/2022	To change the name printed in certificate	05/12/2022	Did needful arrangements
3	07/12/2022	Unable to register the examination through KTU students portal	07/12/2022	Resolved the issue
4	22/12/2022	Request for break off academic study.	25/12/2022	Did the needful things to resolve the issue
5	01/01/2023	Gender correction in KTU portal	01/01/2023	Corrected the data
6	11/01/2023	Shows some errors while applying for degree and provisional certificate.	11/01/2023	Issue resolved
7	14/02/2023	To refund the supply exam fee as it already registered	14/02/2023	Did the needful things to initiate the refund
8	08/05/2023	To cancel the supplementary examination registration	08/05/2023	Cancelled the registration
9	10/05/2023	To re-register for supply exam	10/05/2023	Issue resolved
10	12/05/2023	To cancel the supply registration	12/05/2023	Resolved the issue

In the academic year 2022-2023, 10 cases were reported and the issues were resolved within a short span of time.



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