

CIRCULAR

Sub:- APJAKTU - e-Governance - Addressing requests, issues and grievances from students and faculties of affiliated colleges - Instructions - reg.

Ref :- 1. U.O.No. 2722/2023/KTU dated 18.10.2023.
2. U.O.No. 2727/2023/KTU dated 19.10.2023.

Vide University Orders cited, duties under e-Governance division were assigned and guidelines were issued. The first and second layers of the Three layer model of University I.T Team were assigned to provide support services for its stakeholders while third layer undertaking the software Development roles.

As per the orders cited, while making requests / issues / grievances to the University, the following instructions are to be strictly adhered.

1. All stakeholders including students, faculty and the affiliated colleges need to register their requests / issues / grievances in the grievance redressal portal to generate the ticket number, which need to be referred in all the future communications.
2. All the enquiries made to the University regarding the requests / issues / grievances need to specify the ticketing number in order to obtain the current status of the action. Phone calls / e-mails without the reference of Grievance Ticketing number will not be entertained.
3. Complaints / grievances of general nature and not specifically relating to a particular student need to be submitted through the Head of the Institutions and such complaints represented by the individuals through the grievance portal will not be considered for processing.
4. The first reply will be provided within a maximum of 3 days and expected date of redressal of the complaint will be provided in the first reply. Further enquiries can be made only after the expiry of the reported last date of action. For making further enquiries, kindly contact over **9188922754**(e-mail:**grievance@ktu.edu.in**).

Dr.A. Praveen *
Registrar

To

1. Government Engineering College, Thrissur
2. Adi Shankara Institute of Engineering And Technology, Kalady, Ernakulam.
3. Sree Narayana Gurukulam College of Engineering, Ernakulam.
4. SCMS School of Engineering and Technology, Ernakulam.



5. Toc H Institute of Science and Technology, Eranakulam.
6. KMCT College of Engineering, Malappuram.
7. UKF College of Engineering and Technology, Kollam
8. Sree Narayana Institute of Technology, Adoor.
9. Mar Baselios Christian College of Engineering and Technology, Idukki
10. LBS Institute of Technologyfor Women, Poojappura.
11. ACE College of Engineering, Thiruvananthapuram.
12. College of Engineering Perumon.
13. Valia Koonambaikulathamma College of Engineering and Technology, Thiruvananthapuram.
14. M.Dasan Institute of Technology, Kozhikode.
15. College of Engineering and Management, Punnapra.
16. College of Engineering Muttathara.
17. St.Thomas College of Engineering and Technology, Mattanur.
18. Musaliar College of Engineering, Thiruvananthapuram.
19. College of Engineering,Munnar.
20. KVM College ofEngineering and IT, Alappuzha.
21. College of Engineering, Aranmula.
22. National Institute of Electronics and Information Technology (NIELIT), Calicut.
23. North Malabar Institute of Technology, Kasaragod.
24. KMCT Institute of Technology and Management, Malappuram
25. Government Engineering College, Idukki

Approved For Issue

Section Officer

* This is a computer system (Digital File) generated letter. Hence there is no need for a physical signature.

