

GRIEVANCE REDRESSAL POLICY

1. Introduction

The society of today adjusts itself to injustices without a whimper assuming it is the norm. Its silent cry for equity goes unheeded. This should not be the case in an organization where men and women spend most part of their productive lives. Satisfaction of heart and joy are keys to bringing out the best contribution in work. The rush of daily work results in causing injury to others unknowingly or in some cases with the intention of causing distress to others. The injured person has a grievance that calls for a redressal.

2. Definition

Grievances or complaint include any communication: (i) that expresses dissatisfaction or harassment experienced, or any act of omission or commission or deficiency of service and (ii) that contains an appeal for a remedial action.

The type of grievance can be: academic, non-academic, relating to assessment of student performance, victimization, attendance, pertaining to fees, conduct of examination, harassment related to personal rights, gender, or community, (SC/ST).

3. Objectives

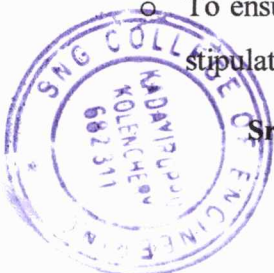
The purpose of the policy is to set forth mandated (AICTE, Government) regulations and procedures pertaining to receiving, handling, responding and resolving any grievance against individuals, Departments or Institution. Committees constituted will observe law of natural justice and respect the complainant with its grievance.

As students and members of staff are predominant stake-holders it is in the interest of this Institution to make all efforts to ensure transparency in all respects of resolving an injury. The Institution has the obligation to provide mechanisms to the students and staff for redress of their grievances.

The broad objectives of acknowledgment and resolution of grievances are:

- To provide fair and equal treatment to all stakeholders without bias at all times
- To ensure that all issues raised by stakeholders are dealt with courtesy and resolved in stipulated timelines

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- To develop an adequate and timely organization framework to address promptly and resolve stakeholders' grievances fairly and equitably.
- To provide enhanced level of satisfaction of stakeholders.
- To provide easy access to stakeholders for an immediate grievance redress.
- To put in place a monitoring mechanism to oversee the functioning of the Grievance handling policy.

This Policy details three Committees to offer redress to grievances: (i) Grievance Redressal Committee (AICTE) (ii) Anti-ragging Committee (AICTE) (iii) Internal Complaints Committee (Ministry of Human Resource Development: UGC). Additionally APJ AKT University offers ways to redress grievances related to University-conducted examinations.

4. AICTE Regulation on Grievance Redressal

In this regard AICTE has directed Engineering institutions to establish a system for grievance redressal to ensure transparency by the Institution in admissions and other cases with the objective of preventing unfair practices, and to provide a mechanism to innocent students for redressal of their grievances. The grievance redressal policy needs to be in consonance with AICTE Regulation 2012, (F No 37-3/Legal/2012 dated 25-05-2012).

The Regulations provide for establishment of Grievance Redressal Committee in this College. APJ Abdul Kalam Technological University has to appoint an Ombudsman in the University for redressal of grievances.

5. Constitution of Grievance Redressal Committee

In case of Technical Institution, the Vice Chancellor of the affiliating University, (APJKTU), shall constitute a grievance redressal committee consisting of five members for an individual Technical Institution or a group of Technical Institutions, keeping in view the location of the Technical Institution concerned.

6. Powers and Functions of Ombudsman

The Ombudsman shall exercise its powers to hear any grievance of any student against the University or College affiliated to the University after the student has availed of remedies



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available in the College for redressal of grievance. The Ombudsman shall also hear any grievance of an applicant for admission as student to the College.

7. Procedure of Redressal of Grievance

The College shall establish a registry headed by an employee of the College of appropriate rank as the Ombudsman may decide, where an aggrieved student or person may make an application seeking redressal of grievance.

The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the web-site of the College.

On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman and shall immediately provide a copy to the College for furnishing its reply within seven days.

The Ombudsman shall fix a date for hearing the complaint which shall be communicated to the College and the aggrieved person either in writing or electronically, as may be feasible.

An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.

The Ombudsman shall be guided by principles of natural justice while hearing the grievance.

The Ombudsman shall ensure disposal of every application within one month of receipt for speedy redress of grievance.

The College shall cooperate with the Ombudsman in redress of grievance.

On the conclusion of proceedings, the Ombudsman shall pass such order with reasons, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.

Every order under the signature of the Ombudsman shall be provided to the aggrieved person and the College.

In case of false/frivolous complaint, the Ombudsman may order appropriate action against the complainant.



EXAMINATION POLICY

The Examination Cell of Sree Narayana Gurukulam College of Engineering (SNGCE) is constituted to facilitate and monitor the conduct of end semester examination, and the conduct of internal series examination in a smooth manner.

1. Objectives

- To maintain SNGCE to be an examination centre recognized by APJ Abdul Kalam Technological University (KTU) for conducting examination
- To conduct the end semester and internal series examinations in accordance with the requirements of KTU.
- To facilitate valuation of internal examinations
- To maintain confidentiality in conducting the examination and valuation.
- To bring out awareness among the students against malpractices in examinations..

2. Procedure

- Publish/circulate the examination related orders/circulars, including the dates for registration of examinations by the students, received from KTU
- Follow up with departments in SNGCE to ensure that students apply for the relevant examinations and pay the fees within the date stipulated by KTU
- Publish examination time table received from KTU
- Ensure that sufficient number of answer booklets for examination are arranged in advance in SNGCE
- Assign invigilation duty and circulate the list of invigilators to the concerned faculty members
- Oversee the conducting of the end semester examinations and internal series examination in SNGCE
- Report the cases of malpractices in SNGCE, if any, to KTU
- Issue answer booklets of internal examinations to the respective faculty members
- Address the grievances on exam related issues from the students and faculty members.



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3. Roles and Responsibilities of Exam Cell

- Oversee and monitor the conduct of examination and valuation
- Advise the Controller of Examination on matters related to examination
- Monitor the duties of observers, invigilators and examiners
- Facilitate observers to perform their duties
- Conduct enquiry on malpractice cases and forward reports APJ Abdul Kalam Technological University
- Examine and recommend actions on complaints regarding conduct of examination and valuation by faculty or students.
- Convene meetings of the committee and meeting of Chairmen and Chief examiners with the permission of Principal, as and when required for the execution of duties.

4. Tenure of the Examination Cell

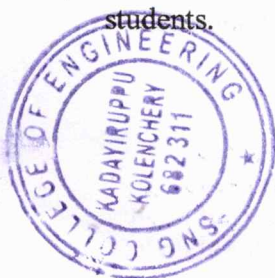
- Three year, but may be modified if necessary.


5. Periodicity of the Meeting

- As may be decided from time-to-time; however at least one meeting to be conducted in an academic year

6. Examination Grievance's Redressal Policy

The institute follows the regulations of the affiliated university APJ Abdul Kalam Technological University, Kerala for conducting the University examinations for B.Tech, M.Tech, MBA and MCA programs. Students can apply to the University through university portal to present their grievances. Students can have the freedom to apply for revaluation of answer papers after paying the prescribed fees. Grievances like complaints on appearance of out of syllabus questions, mass failures etc. can be represented to University through proper channels and the University will take corrective action. The norms and guidelines for conduct of examinations and announcement of results are available at the University website. Students can send email to University on any complaints related to examinations. The University takes necessary actions to resolve the issue. The University has published a clear examination handbook, which contains all examination procedures, and is available to students.




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Sree Narayana Gurukulam College of Engineering, Kadayiruppu

No. SNGCE/AD/B-3/FL003/22-23

26/09/2022

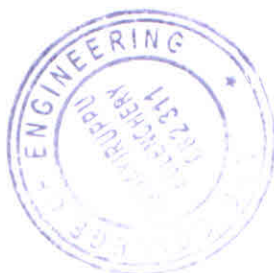
CIRCULAR

The Students Grievance Redressal Cell of our institution is re – constituted w.e.f 26/09/2022.

1. Prof. (Dr.) Kemthose P Paul, Principal – Chairperson
2. Dr. Preetha Varghese, HoD. S&H - Coordinator
3. Special Invitee:- Mr. Suresh T.K., Manager, SNGCE
4. Dr. Reshmila S., HoD (EE), Member
5. Dr. Milna Susan Joseph, (HoD MS), Member
6. Dr. S. Usha, (HoD CE) Member
7. Dr. Sandhya R., (HoD CA), Member
8. Mr. Deepak P., HoD, ECE, Member
9. Mr. Avarachan M.P., Asst. Professor, Physical Education, Member



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**Minutes of the Meeting of students Grievance Redressal Cell held on 24/11/2022
at 11.00 am in the Board Room**

A complaint has been reported to the Principal by Mr. Muhammed Shahid U A., 1st semester Naval Architecture and Ship Building Engineering student regarding the over load works (assignments, home works, tutorials etc) given by Dr. Divya S Nair, Assistant Professor, (Chemistry) S&H Department.

The students Grievance Redressal Cell committee met on 24/11/2022 at 11.00 am in the Board Room

Suggestion Taken (Resolution)

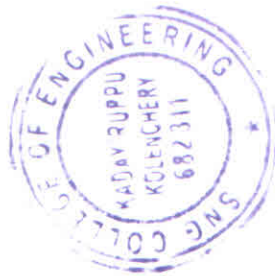
The cell reviewed the complaint and resolved by advising the faculty member to take necessary remedial action in this regard and authorized the Head of the Department to ensure about the status of the complaint.

Action Taken

The Students Grievance Redressal Cell recommended Dr. Preetha Varghese (HOD, S&H) to take necessary steps in this regard



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SNGCE/AD/B-1/FL008/2022-23

22/11/2022

NOTICE

A meeting of the Students Grievance Redressal Cell is scheduled to be conducted on 24/11/2022 at 11.00 am in the Board Room.

Agenda : Over load home work (assignments, tutorials, etc.)

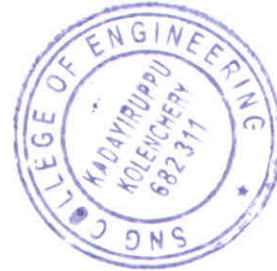
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4. Dr. Reshmila S., HoD (EE), Member
5. Dr. Milna Susan Joseph, (HoD MS), Member
6. Dr. S. Usha, (HoD CE) Member
7. Dr. Sandhya R., (HoD CA), Member
8. Mr. Deepak P., HoD, ECE, Member
9. Mr. Avarachan M.P., Asst. Professor, Physical Education, Member
10. Ms. Keerthana Vinod (S5 CE), Student representative



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Copy to :-

1. Reception – To circulate among above all members
2. File



From

Muhammad Shahid UA

NASB Ist SEM

SNGCE, Kolenchery, Kadayiruppu (PO)

To

The principal

SNGCE, Kolenchery, Kadayiruppu (PO)

Subject: letter stating a complaint

Respected Sir,

We the students of NASB(N1) would like to put forward an issue faced by all of us. The professor of Engineering chemistry who is teaching us currently Mrs Dr Divya S Nair is keeping us engaged with load of homework. We are not able to maintain our focus on other academic subjects. We humbly requesting you to provide with a solution regarding the same

Thank You

Forwarded to Principal
Pureth Varghese
GRIIC Coordinator

GC

Report the details
within a week.

KAP

Your faithfully
Mubammad shahid UA

shahid UA
21-11-22

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Form: RW-1.1

Application for Review (UG)

Name of Student: ADHITHYA KRISHNA MM

Register Number: SN019NS001

Name of Institute: SNUCE

Programme: B-TECH

Branch: NAVAL ARCHITECTURE AND SHIPBUILDING

Mobile No: 8921966019

Email ID: adhithyakrishna18mm@gmail.com.

Name of Exam (as in portal): B Tech S7 (R) Exam Dec 2022

Course code: EET435 Course Name: RENEWABLE ENERGY SYSTEMS

Date of publication of Revaluation result: 23/5/2023

Alpha numeric code of the Answer book: BR-NS-3D25

Account details of student:

Account No. 1760100000828

IFSC: FDRLO001726

Name of bank: Federal Bank.

Branch: Chennai

Declaration

I am aware that in case of no grade change after the review, I will not be eligible for refund of the fee paid and also that there will not be option for a valuation / re-evaluation after review.

Adhithya Krishna MM

Signature and Name of Student:

Date: 26/5/2023



26.06.23

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SNGCE

Report:

25 May 2023

Subject: Student Grievance on conduct of University examination.

Name of student: Adhitya Krishna M.M., NASB, Semester 8.

The student failed the course '*Renewable Energy System*' at the end semester university examination. He preferred a grievance to Grievance Redressal Committee. He was advised to get in touch with the University. He made an online application to the University, through its portal, for revaluation. The result of revaluation was failure. The Grievance Redressal Committee directed him to the University regulation in this respect. He availed himself of the provision for review of his answer-script. The application was made online in the University portal. With payment of requisite fee he received an electronic copy of his answer script.

The course teacher reviewed the answer-script. In her assessment the student got sufficient marks to pass the examination. The teacher's review and assessment were mailed to the University. The application in this respect was made online in the University portal.

This report records the action of this College where a student had a grievance on the conduct of University examination. As the relief of the student's grievance lay outside the purview of College Grievance Redressal Committee, the student was guided to take advantage of the provision of the University on grievance redress. The student availed himself of it and the result of the review is awaited.

Signature

Officer-in-charge of College Grievance Redressal Committee

A. Hasek
26.06.23



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**Recommendation by Faculty member**

I hereby certify that I have evaluated the answer book of Sri./Smt. ADHITHYA KRISHNA M.M.

..... with Register No. SNA19NS001 of
EET-435 RENEWABLE ENERGY SYSTEMS

(Course name and code) bearing barcode: BR-NS-3D25 (alpha numeric code)

and based on my evaluation I recommend that (s)he is eligible to get marks sufficient for a pass.

Tabulation sheet after my evaluation is attached herewith.

Recommended by:

AP Smitha
26/05/23
SMITHA N.P.
KTU-F5811

Signature, Name, KTU ID

Endorsement by HoD: 26/5/23



H. Anur
26.05.23
PRINCIPAL

Checklist:

- Application for review (completely filled up and signed)
- Recommendation by faculty member (completely filled up and signed)
- Tabulation sheet for review (completely filled up and signed)
- Proof of fee paid

H. Anur
26.06.23





APJ Abdul Kalam Technological University

PAYMENT TRANSACTION RECEIPT

Reference Id: MP_KTU895300

Date: 26/05/2023

Received with thanks from ADHITHYA KRISHNA M M (SNG19NS001) an
amount of **INR** 5250.00 for Review Request Fee (Answer
Sheet Copy Registration B.Tech S7 (R) Exam Dec 2022 (2019 Scheme))

APJ Abdul Kalam Technological University

A. H. Per
26.06.23



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Sree Narayana Gurukulam
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Kadayiruppu, Kolenchery-682 311



APJ Abdul Kalam Technological University

PAYMENT TRANSACTION RECEIPT

Reference Id: MP_KTU895300

Date: 26/05/2023

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APJ Abdul Kalam Technological University

A. A. Bose
26-06-23

PRINCIPAL
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College of Engineering
Kadayiruppu, Kolenchery-682 311





Form: RW-1.1

Application for Review (UG)

Name of Student: ADHITHYA KRISHNA MM

Register Number: SNUGANS001

Name of Institute: SNUCE

Programme: B-TECH

Branch: NAVAL ARCHITECTURE AND SHIPBUILDING

Mobile No: 8921966019

Email ID: adhithyakrishna18mm@gmail.com.

Name of Exam (as in portal): B Tech S7 (R) Exam Dec 2022

Course code: EET435 Course Name: RENEWABLE ENERGY SYSTEMS

Date of publication of Revaluation result: 23/5/2023

Alpha numeric code of the Answer book: BR-NS-2D25

Account details of student:

Account No. 1760100000828

IFSC: FDRLO001726

Name of bank: Federal Bank.

Branch: Cheral

Declaration

I am aware that in case of no grade change after the review, I will not be eligible for refund of the fee paid and also that there will not be option for a valuation / re-evaluation after review.

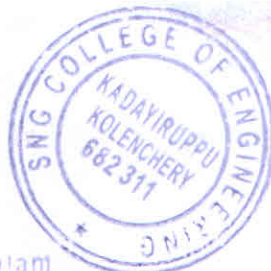
Adhithya Krishna MM

Adhithya

Date: 26/5/2023

Signature and Name of Student:

P. Jose
26.05.23



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Kadayiruppu, Kolenchery-682 311





APJ Abdul Kalam Technological University

PAYMENT TRANSACTION RECEIPT

Reference Id: MP_KTU870335

Date: 18/04/2023

Received with thanks from ADHITHYA KRISHNA M M (SNG19NS001) an
amount of INR 525.00 for Answer Script Copy Registration
Fee (Answer Sheet Copy Registration B.Tech S7 (R) Exam Dec 2022 (2019 Scheme))

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A. S. Arora
26.04.23

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College of Engineering
Kadayiruppu, Kelenchery-682 311



**Tabulation sheet for review**

Name of Student: ADHITHYA KRISHNAMM Register Number: SNG19NS001

Course code: EET435 Course Name: RENEWABLE ENERGY SYSTEMS

Alpha Numeric code: BR-NS-3D25

Name of faculty: SMITHA N.P.

KTU ID: KTU-F5811

Q.No.	Max. Mark	Mark awarded	Remarks
1	3	1 <i>at first valuation</i>	No change to be made
2	3	0	Eligible to get 2 marks
3	3	0	Eligible to get 2 marks
4	3	1	Eligible to get 3 marks
5	3	—	Not attempted
6	3	1	No change to be made
7	3	0	Eligible to get 1 mark
8	3	2	No change to be made
9	3	0	Eligible to get 1 mark
10	3	1	Eligible to get 2 marks
11	a) 10	6	Eligible to get 7 marks

Signature:

MP Smitha
26/06/23

Page 1 / 3

*A. Anas*
26.06.23PRINCIPAL
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Kadayiruppu, Kolenchery-682 311

**Tabulation sheet for review**

Name of Student: ADHITHYA KRISHNA M M Register Number: SNG19NS001
Course code: EET 435 Course Name: RENEWABLE ENERGY SYSTEMS
Alpha Numeric code: BR-NS-3D25
Name of faculty: SMITHA N P KTU ID: KTV-F5811

Q.No.	Max. Mark	Mark awarded	Remarks
11	b)	4	at first valuation — Not attempted
12	a)	10	— Not attempted
12	b)	4	— Not attempted
13	a)	10	4 Eligible to get 7 marks
13	b)	4	1 Eligible to get 2 marks
14	a)	10	— Not attempted
14	b)	4	— Not attempted
15	a)	8	— Not attempted
15	b)	6	— Not attempted
16	a)	8	1 Eligible to get 4 marks
16	b)	6	1 No change to be made

Signature: Ms Smitha
26/05/23



R. Anwar
26.06.23

PRINCIPAL
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College of Engineering
Kadayiruppu, Kolenchery-682 311

**Tabulation sheet for review**

Name of Student: ADHITHYA KRISHNA M M Register Number: SNG 19 NS001

Course code: EET 4 35 Course Name: RENEWABLE ENERGY SYSTEMS

Alpha Numeric code: BR-NS-3D25

Name of faculty: SMITHA N P

KTU ID: KTU-F5811

Q.No.		Max. Mark	Mark awarded	Remarks
17	a)	10	—	at first valuation Not attempted
17	b)	4	—	Not attempted
18	a)	10	4	Eligible to get 6 marks
18	b)	4	0	No change to be made
19	a)	8	6	Eligible to get 7 marks
19	b)	6	—	Not attempted
20	a)	8	—	Not attempted
20	b)	6	—	Not attempted

Signature:

AP Smitha
26/05/23

Page ...3. / 3..

A. Smitha
26-06-23

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Madhavipuram, Kolenchery - 682 311

**Tabulation sheet for review**

Name of Student: ADHITHYA KRISHNAMM Register Number: SNG19NS001

Course code: EET435 Course Name: RENEWABLE ENERGY SYSTEMS

Alpha Numeric code: BR-NS-3D25

Name of faculty: SMITHA N.P.

KTU ID: KTU-F5811

Q.No.	Max. Mark	Mark awarded	Remarks
1	3	1 <i>at first valuation</i>	No change to be made
2	3	0	Eligible to get 2 marks
3	3	0	Eligible to get 2 marks
4	3	1	Eligible to get 3 marks
5	3	—	Not attempted
6	3	1	No change to be made
7	3	0	Eligible to get 1 mark
8	3	2	No change to be made
9	3	0	Eligible to get 1 mark
10	3	1	Eligible to get 2 marks
11	10	6	Eligible to get 7 marks

Signature:

MP Smitha
26/05/23

Page 1 / 3

P. Alex
26.06.23**PRINCIPAL**
Sree Narayana Gurukulam
College of Engineering
Kadayiruppu, Kolenchery-682 311

**Tabulation sheet for review**

Name of Student: ADHITHYA KRISHNA M M Register Number: SNG19NS001
 Course code: EET 435 Course Name: RENEWABLE ENERGY SYSTEMS
 Alpha Numeric code: BR-NS-3D25
 Name of faculty: SMITHA N P KTU ID: KTU-F5811

Q.No.		Max. Mark	Mark awarded	Remarks
11	b)	4	— <i>at first valuation</i>	Not attempted
12	a)	10	—	Not attempted
12	b)	4	—	Not attempted
13	a)	10	4	Eligible to get 7 marks
13	b)	4	1	Eligible to get 2 marks
14	a)	10	—	Not attempted
14	b)	4	—	Not attempted
15	a)	8	—	Not attempted
15	b)	6	—	Not attempted
16	a)	8	1	Eligible to get 4 marks
16	b)	6	1	No change to be made

Signature: *M. Smitha*
26/05/23

A. Aravind
26.06.23



**Tabulation sheet for review**

Name of Student: ADHITHYA KRISHNA M M Register Number: SNG 19 NS001

Course code: EET 435 Course Name: RENEWABLE ENERGY SYSTEMS

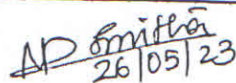
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Name of faculty: SMITHA N P

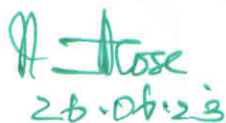
KTU ID: KTU-F5811

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17	b)	4	-	Not attempted
18	a)	10	4	Eligible to get 6 marks
18	b)	4	0	No change to be made
19	a)	8	6	Eligible to get 7 marks
19	b)	6	-	Not attempted
20	a)	8	-	Not attempted
20	b)	6	-	Not attempted

Signature:


 A. Smitha
26/05/23

Page ...3. / 3..


 A. Jose
26.05.23


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College of Engineering
Kadayiruppu, Kolenchery-682 311



Recommendation by Faculty member

I hereby certify that I have evaluated the answer book of Sri./Smt. ADHITHYA KRISHNA M.M.


..... with Register No. SNG19NS001 of EET-435 RENEWABLE ENERGY SYSTEMS

(Course name and code) bearing barcode: BR-NS-3D25 (alpha numeric code)

and based on my evaluation I recommend that (s)he is eligible to get marks sufficient for a pass.

Tabulation sheet after my evaluation is attached herewith.

Recommended by: AP Smitha
26/05/23
SMITHA N.P.
KTU-F5811
Signature, Name, KTU ID


Endorsement by HoD: 26/5/23



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- Recommendation by faculty member (completely filled up and signed)
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