



St. Joseph College of Teacher Education for Women Ernakulam



CRITERION V

5.1.3- Transparent Mechanism for Timely Redressal Student Grievances including Sexual Harassment and Ragging Cases

Other Relevant Information

Students' grievances are addressed within 7 days of receiving the complaint.

Submitted to

**National Assessment and Accreditation Council (NAAC)
3rd Cycle of Assessment**

St. Joseph college of Teacher Education for women, Ernakulam

GRIEVANCE REDRESSAL FORM

Please Enter Personal Details

Name of the Applicant (s) : Rose Maria John
Address : Valaveetil (H), Kuruppanthara, Manjoor P.O, Kottayam
Phone Number : 8606693200
Email Id : rosemariajohn98@gmail.com

Grievance Details

Subject of Grievance : Changing College time

Please complete the following entries before submitting the form

Letter date : 13-3-2023

Name of Staff with Designation whom you met:

Response from the authority :

Please Enter a Brief Description of the Grievance

It would be better if the college can change the working hours from 9 Am to 3 Pm. It will be convenient for students also.



Alice Joseph
Dr. Alice Joseph
Principal in Charge
St. Joseph College of Teacher
Education for Women,
Ernakulam

St. Joseph college of Teacher Education for women, Ernakulam

GRIEVANCE REDRESSAL FORM

Please Enter Personal Details

Name of the Applicant (s) : Reshma Francis
Address : Kuseekkaveppatt Pothanganad
Kuthakkaombalam. P.O
Phone Number : 9447688345
Email Id : reshmafrancis@gmail.com

Grievance Details

Subject of Grievance : Allowance

Please complete the following entries before submitting the form

Letter date : 10/3/2023

Name of Staff with Designation whom you met:

Response from the authority :

Please Enter a Brief Description of the Grievance

During induction & internship period we spend a lot of money for buying material for teaching aids. It will be grateful if you provide allowance for the same.



Alice Joseph
Dr. Alice Joseph
Principal in Charge
St. Joseph College of Teacher
Education for Women,
Ernakulam

MINUTES OF THE MEETING OF GRIEVANCE
REDRESSAL CELL ON 14th MARCH 2023

A meeting of Grievance Redressal Cell was held on 14th March 2023 at 2pm in the Conference hall. All members of the Grievance Redressal Cell were present for the meeting. Students give the complaints in written forms. The main grievances presented were:

1. Submission of various practical works in CDs as CD writing provision is not in many lap tops and unavailability of CDs in shops.
2. Changing the college time from 9 am to 3pm for giving provisions for part time job for students.
3. Provisions for getting sanitary pads
4. Inadequacy of washrooms
5. Dealings of some of the staff members

The issues were discussed and the following decisions were taken:

1. Consulting the Board of Studies (Education) members of M.G University and making them aware about the issues connected with CDs.
2. Changing the college time is not possible for the time being as the college is preparing for the next NAAC visit.
3. Decided to conduct a PTA meeting and enquire about a sanitary pad vending machine to get installed by sponsorship.
4. Inadequacy of washrooms were satisfied.
5. Discussed the matter with the staff members and get it solved as it was only a misunderstanding among the students.

The meeting came to an end by 4pm with a silent prayer.



Alice Joseph

Dr. Alice Joseph
Principal in Charge
Teacher

Alice Joseph
Staff in Charge.

St. Joseph college of Teacher Education for women, Ernakulam

Grievance Redressal Form

Please enter Personal Details

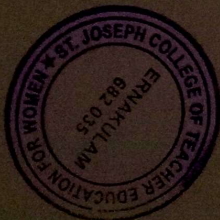
Name of the Applicant(s)	: MEERA MATHEW
Address	: MOOZHUR (II) KARUKACHAL P.O. KARUKACHAL K. S. 9 A Y AM, Pin - 686540
Phone Number	: 8921427729
Email ID	: meeramathew2017@gmail.com
Grievance Details Subject of Grievance	: books out College hours

Please complete the following entries before submitting the form

Letter Date	: 20/07/2022
Name of Staff with Designation whom you met	: Dr. So. Siji John (Asst. Professor) - Social Science.
Response from the authority	: The authorities didn't hear our grievance and they said that they can't change/alter it back to the normal as that of covid-19 pandemic period.

Please enter a brief description of the grievance:

The college hours was initially 8.30 to 1.30 P.M. It was really convenient to long day scholars and for various extra curricular activities as well as facilities regarding job. But recently the time was changed from 9.30 - 3 P.M. This was really difficult for day scholars and it had affected the jobs we are carrying after the college time. It also affected the work time of our B.Ed curricular and co-curricular activities.



Alice Joseph
Dr. Alice Joseph
Principal in Charge
St. Joseph College of Teacher
Education for Women,
Ernakulam

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL CELL ON 25th JULY 2022


A meeting of Grievance Redressal Cell was held on 25th July 2022 at 3 pm. All members of the Grievance Redressal Cell were present for the meeting. The issues put forward were

1. Lack of continuous wifi facility for attending online webinars and online classes
2. Change in the college time schedule from 8.30 am - 1.30 pm to 9.30 am - 3 pm.
3. Lack of a proper college store for purchasing office stationaries.


The issues were discussed among the members and following decisions were taken.

1. Arrange to take one more wifi connection with more speed for academic purpose.
2. As covid-19 pandemic situations were over, the change of the 9.30 am - 3 pm academic time schedule cannot be changed. But more time can be given for completing the practical and practical work.
3. Proper slips were taken for a cooperative store which should be open till 3 pm.

The meeting came to an end at 4.30 pm with a short prayer.


Dr. Rachel George M
Staff in charge.




Dr. Alice Joseph
Principal in Charge
St. Joseph College of Teacher
Education for Women,
Ernakulam