



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

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



**ST. JOSEPH COLLEGE OF TEACHER EDUCATION FOR WOMEN ERNAKULAM
KOCHI-682035, KERALA**

**5.1.3 Reports of the Meeting of the Student Grievance Redressal
Committee**

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2022-23

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 stationery.

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.

Rmj
Dr. Rachel George M
Staff in charge.



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 17th OCTOBER 2022

A meeting of Grievance Redressal Cell was held on 17th October 2022 at 11:30 am. All members of the Grievance Redressal Cell were present for the meeting. Issues discussed were given by the students in written forms. The main grievances presented were

1. Lack of water purifiers in each floor of the college building
2. Grievances connected with Library usage. A and equipping with more magazines and dailies and literature books.
3. Lack of a proper canteen and college store

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

1. Installing water purifiers in each floor and repairing the old ones.
2. The Library building was closed for its maintenance and will be reopened very soon. The information will be conveyed to the student community. Proper steps will be taken to increase the number of magazines and literature books.
3. Grievances about a Canteen and College store were still to be redressed. As the presence of students in the college was intermittent due to practice teaching and various academic programmes outside the campus a proper canteen by an outside agency is not possible. Steps are taken by the management to assign a staff member to take the charge of the canteen and store for its proper functioning.

The meeting came to an end at 1:30 pm with a silent prayer.

[Signature]
Stated in character

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 2 pm in the Conference hall. All members of the Grievance Redressal Cell were present for the meeting. Students gave 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 3 pm 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 got it solved as it was only a misunderstanding among the students.

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



Alice Joseph

Dr. Alice Joseph
Principal in Charge
of Teacher

Alice Joseph
Staff in Charge.

2021-22

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL

CELL ON 14th SEPTEMBER 2021

A meeting of Grievance Redressal Cell was held on 14th September 2021 at 10 am. All members of the Grievance Redressal Cell were present for the meeting.

In Covid-19 pandemic situation, the Grievance Redressal Cell revised the guidelines and Disciplinary policies and decided to include Anti Flaming and online Bullying policies and virtual ethical practices. The following decisions were taken based on this and make sure that it is implemented.

1. Mrs. Smitha Jose and Dr. Sr. Betty P.J were the coordinators of Anti Ragging Cell. ensured all students uploaded anti ragging affidavit in UGC site.
2. Inclusion Committee ensure inclusive practices for the benefit of all stakeholders including disadvantaged students. Mrs. Maria Jose & Dr. Hemalatha P.K are the teachers in charge for Inclusion Committee.
3. Gender Equality Committee ensure gender equality among various stakeholders. Mrs. Smitha Jose & Dr. Juby Joy Kurian are in charge of Gender Equality Committee.

The meeting came to an end at 11.30pm with a short prayer.

Alice Joseph
Staff in charge.



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 17th MARCH 2022


A meeting of Grievance Redressal Cell was held on 17th March 2022 at 2 pm. All members of the Grievance Redressal Cell were present for the meeting. The issues put forward before the Grievance Redressal Cell by face to face interaction were

1. Issues connected with conducting of model examination & submission of answer scripts.
2. Work load ~~of~~ of III Semester, which is to be completed during the two month vacation (April & May)

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

- (i) Conducting the offline model examination after completing the internship programme.
- (ii) Submission of ~~masterpiece~~ internship records - give more time.
- (iii) Provisions for the re-examination for the students who ~~can't~~ write it ~~due~~ due to genuine reasons.
- (iv) Special time table for completing the practical work of Semester III giving ample time during the two month vacation time.

The meeting came to an end at 4 pm with a short prayer.


Dr. Rachel George M.





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

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL CELL ON 21st NOVEMBER 2020

A meeting of Grievance Redressal Cell was held on 21st November 2020 at 10 am. All members of the Cell were present for the meeting. The issues put forward were given as face to face interaction and online mode.

1. Lack of clear guidelines during online internship programme
2. Difficulty in marking attendance during online class
3. Issues connected with classes in online platform by Mathematics optional students through google form.

The issues were discussed among the members and various decisions taken for reducing the difficulties.

(i) Reduce the online class time to 2 hr per day. Rest of the time lab hours were given home assignments.

(ii) ~~Separate~~ Separate Google classrooms were created for each course paper.

(iii) Study materials for each course paper were uploaded in ~~an~~ concerned google classroom.

(iv) Recorded video for specific subjects were given to students and they can watch and study at their own convenience.

(v) Examinations and test papers were given online and provision were given to upload the answer scripts.

(vi) Provisions for students who have severe network issues were allowed to come and attend in college itself.

(vii) Enough time gap was allotted in between online sessions to reduce the stress due to screen time.

The meeting concluded at 12 pm with a prayer.

Alice Joseph
Staff in Charge.



Alice Joseph

Dr. Alice Joseph
Principal in Charge

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL CELL ON 23rd MARCH 2021


A meeting of Grievance Redressal Cell was held on 23rd March 2021. At 2 pm. All members of the Grievance Redressal Cell were present for the meeting. Issues connected with starting of off line class along with online mode were discussed in the meeting. The issues put forward were to optional teachers by face to face interaction.

- (i) - Some table of alternate day classes for half number of students.
- (ii) - Timing of the college as it starts early 8.30am and ends at 1.30pm and not allowed for lunch time as it is according to Covid protocol.
- (iii) - Conveyance for attending the classes as public transport is not present.
- (iv) - Usage of common toilets, ~~and~~ classrooms and usage of mikes for speaking increases the incidents of Covid-19 among the teachers and students.

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

- a) Time table for the students were changed as ~~even~~ alternate weeks were given for each batch of students. It is helpful for hostel mates as they can come to and attend on weekly basis.
- b) Attendance for the offline class is not made compulsory and Covid-19 victims were given enough time for their recovery.

The meeting came to an end at 4 pm with a short prayer.


 Staff in Charge



Alice Joseph

Dr. Alice Joseph
 Principal in Charge
 St. Joseph College of Teacher Education
 Ernakulam, Cochin-35.

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL CELL ON 16th JULY 2019.

A meeting of Grievance Redressal Cell was called on 16th July 2019 at 8pm. All members were present for the meeting. The main grievance put before the body was about the dress code of the student teachers during the induction and internship practice teaching programme. The main issue is connected with the putting up the hair during the practice teaching sessions.

The issue was discussed among the members and solution suggested was to allow to put the hair in any decent form so that it will not make any inconvenience during the teaching sessions.

Another suggestion put forward by the members is that make the students to use the Grievance form which is given to them near the Grievance Box. The practice of writing the grievances in plain papers should be avoided.

The meeting came to an end by 3pm with a prayer.

Alice
Staff in charge



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 20th JANUARY 2020

A meeting of Grievance Redressal Cell was held on 20th January 2020 at 2pm. The principal and all teaching and non teaching staff members attended the meeting. It was decided to reconstitute the cell. The following members were decided to be in the Cell.

Members of Grievance Redressal Cell (2020-2021)

1. Chairman - Dr. Alice Joseph
Principal in charge
2. Convener cum Secretary - Mrs. Marin Jose
Assistant Professor in English Education
3. Staff Advisor - Mrs. Dominof Jacob
Assistant Professor in National Science Education
4. Staff in Charge of the Cell - Dr. Rachel George M
Assistant Professor in National Science Education
5. College Office Representative - Sr. Jessy M.A
Office Superintendent
6. Student Representatives - Members of the College Union

On the verge of Covid 19 pandemic and upcoming online educational practices, the Grievance Redressal Cell revised the guidelines and institutional policies and decided to include Anti Flaming and online Bullying policies and virtual ethical practices.

The Cell recommended to offer more online modes like Googleforms, Whatsapp, Emails, Phone calls and hand written or typed complaints from the various stakeholders along with the complaints boxes in the campus premises to lodge complaints.

The meeting came to an end by 3:30pm with a short prayer.



Alice Joseph

Alice Joseph
Staff in charge

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL
CELL ON 30th OCTOBER 2018

A meeting of the Grievance Redressal was called on 30th October 2018 at 2pm. All the members were present for the meeting.

The issue came before the body was about the disposal of sanitary pads. The students have to come to ground floor for disposing the used sanitary pads by using the incinerator in the ground floor. There is a demand of an electrical sanitary pad disposal machine in the 1st floor.

The issue was discussed among the members and took the following decisions.

1. Immediate repairing of the sanitary pad disposal machine in the ground floor.
2. Put the grievance before the governing body to install a new one on the 1st floor of the college building.

The meeting came to an end at 3pm with a silent prayer.

[Signature]
 Staff in Charge.



[Signature]
 PRINCIPAL IN CHARGE
 ST. JOSEPH'S COLLEGE OF TEACHER
 EDUCATION FOR WOMEN,
 ERNAKULAM.

MINUTES OF THE MEETING OF GRIEVANCE REDRESSAL CELL ON 26th MARCH 2019.

A meeting of Grievance Redressal Cell was held on 26th March 2019 at 3pm in the Grievance Redressal Room. All members were present for the meeting. The issues put forward were:

1. Need of a sanitary pad winding machine for the easy availability of pads.
2. Improvement of Canteen facility as to provide lunch and breakfast for the students from distant places.
3. A well equipped store open all the time for getting stationary items.
4. Need of classes for Communicative English and Computer bases for the needed students.
5. Library should be equipped with more books for competitive examinations like NET, SET, SLET, K.T.E.T etc.

The various above grievances were discussed among the members of the cell and the following solutions and suggestions were given:

The already present sanitary pad winding machine can be reloaded with specific litre of pads. Provision for lunch and breakfast can be given for needy students from the college hostel. The store is made more equipped with more stationary items and a staff will be posted to its duty. Already communicative English classes are there and on the light of the grievance more time can be allotted for it during holidays.

The need of more books for competitive examinations is put before the library committee and resolve it as early as possible.

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

Alia Singh



Staff in charge.