



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

Samples of Grievance Submitted Offline

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) : *Reethma Francis*
Address : *Kueekkaveppatt Paghanganad*
Kizhakkambalam. P.O
Phone Number : *9447685345*
Email Id : *reethmathereesa@gmail.com*

Grievance Details

Subject of Grievance : *Allowance*

Please complete the following entries before submitting the form

Letter date : *8/3/2023*

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 great if you provide allowance for the same.



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) : Pavathy M
Address : Keerthi, South chittoor P.O, Ernakulam
Phone Number : 7736265588
Email Id : pavathy498@gmail.com

Grievance Details

Subject of Grievance : ~~At~~ Regarding the matter of Sanitary pads
time duration of class

Please complete the following entries before submitting the form

Letter date : 15-1-2023

Name of Staff with Designation whom you met:

Response from the authority :

Please Enter a Brief Description of the Grievance

- Need to have a provision for access to Sanitary pads.
- Kindly try to restrict the class duration to 3pm to 3:30pm as it would make it convenient to carry out part time jobs.



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GRIEVANCE REDRESSAL FORM

Please Enter Personal Details

Name of the Applicant (s) : Freeda k F
Address : Kochery (H), Kumbalanghi
Phone Number : 8547767525
Email Id : freedak.f@gmail.com

Grievance Details

Subject of Grievance : Change in College time

Please complete the following entries before submitting the form

Letter date : 15-11-2022

Name of Staff with Designation whom you met:

Response from the authority :

Please Enter a Brief Description of the Grievance

In order to encourage the part time work along with studies it is better to change the college timing from 9 to 3pm so that the students can manage the expenses during their studies without being a burden for their parents



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Grievance Redressal Form

Please enter Personal Details

Name of the Applicant(s)	: ROSMY GEO
Address	: Chinnakkal Arakkulam (H) Puduvaduram P.O, Parthakkal
Phone Number	: 7025809718
Email ID	: rosmysgeo@gmail.com
Grievance Details Subject of Grievance	: College hours
Please complete the following entries before submitting the form	
Letter Date	: 08-06-2022
Name of Staff with Designation whom you met	: Dr. Sr. Siji John Assistant Professor
Response from the authority	: They said they can't change the time
Please enter a brief description of the grievance:	
The college hours were earlier 6:30 am to 1:30 pm. But this academic year the time schedule was 15 from 9.00 am to 3 pm	



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Name of the Applicant(s)	: ANITTA SHEEN THERESA
Address	: THACHAPPILLY (H), NEAR DOORWIN WOOD MILL, KOCHAL, KONGODRILLY PO 683518
Phone Number	: 8129229682, 9526117560
Email ID	: anitta.sheen.007@gmail.com
Grievance Details Subject of Grievance	: LACK OF CANTEEN IN CAMPUS (WITH PROPER MEALS)
Please complete the following entries before submitting the form	
Letter Date	: 18/10/2022
Name of Staff with Designation whom you met	: NON TEACHING STAFF
Response from the authority	: The college had a canteen / Snack store in past years. But due to Covid-19 the snack store was closed. There was never a proper canteen at college.
Please enter a brief description of the grievance: <p>As for the location, it is very difficult for us students to find good food at affordable price. So it is very necessary to have a good canteen at college.</p>	



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Grievance Redressal Form

Please enter Personal Details

Name of the Applicant(s)	: MEERA MATHEW
Address	: MOOZHUR (H) KARUKACHAL P.O KARUKACHAL KOTTAYAM, PIN - 686540
Phone Number	: 8921427729
Email ID	: meeramathew2017@gmail.com
Grievance Details Subject of Grievance	: books College hour

Please complete the following entries before submitting the form

Letter Date	: 10/07/2022
Name of Staff with Designation whom you met	: Dr. Sr. 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 hour 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 as we are coming after the college time. It also affected the work time of our B.Ed curricular and co-curricular activities.



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Grievance Redressal Form

Please enter Personal Details

Name of the Applicant(s)	:	Kavya Joseph
Address	:	pallipparambil (H) CME-30
Phone Number	:	9020869795
Email ID	:	kavyaj061@gmail.com
Grievance Details Subject of Grievance	:	cleanliness-
Please complete the following entries before submitting the form		
Letter Date	:	12/08/19
Name of Staff with Designation whom you met	:	Smt Maria Maam.
Response from the authority	:	good
Please enter a brief description of the grievance: cleanliness		



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Please enter Personal Details

Name of the Applicant(s)	: FATHIMA BEEVI A-I
Address	: 2/781, LAZAR LANE, KUNNAMPURAM, FORT KOCHI, ERNAKULAM
Phone Number	: 9061393090
Email ID	: ikru 2123@gmail.com
Grievance Details Subject of Grievance	: LACK OF CANTEEN IN CAMPUS
Please complete the following entries before submitting the form	
Letter Date	: 20-10-2021
Name of Staff with Designation whom you met	: NON TEACHING STAFF
Response from the authority	: The College has a canteen in past years. Due to COVID-19 the facility is suspended.
Please enter a brief description of the grievance: Food is important for everyone. We depend hotels for meals.	



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GRIEVANCE REDRESSAL FORM

Please Enter Personal Details

Name of the Applicant (s) : Sora Paul
Address : Edakkattu (H)
Adimaly P.O, Adimaly
Phone Number : 8590377925
Email Id : sonap7390@gmail.com.

Grievance Details

Subject of Grievance : Replacing CD's in the practicals
of B Ed programme

Please complete the following entries before submitting the form

Letter date : 3/3/2023

Name of Staff with Designation whom you met:

Response from the authority :

Please Enter a Brief Description of the Grievance

In the present B Ed programme, the proofs of various practicals are submitted in CD's. It is causing great difficulty for most of the trainees as the currently manufacturers laptops lack the facility for CD writing. Also the videos are of high MB's and so transfer of these data is very difficult. It would be nice if pen drives are adopted instead of CD's.

Alice Joseph

