



# St. Aloysius College

Elthuruth, Thrissur, Kerala - 680 611, India

Affiliated to the University of Calicut & Aided by the Govt. of Kerala  
Reaccredited by NAAC in the Third Cycle with Grade B++  
[www.staloyisuselt.edu.in](http://www.staloyisuselt.edu.in)

## Criterion 5

# Student Support & Progression

## 5.1 Student Support

### 5.1.4 REPORT OF ACTIVITIES OF STUDENTS' GRIEVANCE REDRESSAL CELL

Submitted to National Assessment and Accreditation Council







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## REPORT OF ACTIVITIES OF STUDENT GRIEVANCE REDRESSAL CELL

2023-2024

### Committee Members 2023-2024

The Student Grievance Redressal Cell for the academic year 2023-2024 was constituted with the following members:

Si.No,	Name	Designation
1	Dr. Chacko Jose P	Principal
2	Dr. Dias E D	Convenor and Member of the College Council
3	Dr. Jeeja Tharakkan	Superintendent, University Exams
4	Lt. Jaison Jacob	Member of the College Council
5	Dr. Sinto Jacob	Teaching Staff Representative
6	Dr. Atheetha K Unni	Teaching Staff Representative
7	Ms. Sreelakshmi A V	Student Representative

### Report 2023-2024

During the 2023-2024 academic year, the Student Grievance Redressal Cell convened four meetings, highlighting the importance of addressing student concerns with fairness and impartiality. To facilitate the grievance submission process, suggestion and complaint boxes have been placed in the campus, allowing students to anonymously voice their concerns if they prefer. Additionally, students can submit grievances online through a designated link on the college website. The Cell Convenor monitors both the physical complaint boxes and the online platform to ensure all grievances are promptly addressed.

Issues at the departmental level are resolved by the respective department heads and class teachers. During the academic year, the Cell received five grievances from students, which comprised common concerns within the college community. With the complete supporting of the management, the Cell objectively and effectively resolved all of these grievances, showing its commitment to resolving student concerns.



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## Summary of Grievances received and Actions Taken during the Academic Year 2023-2024

Sl. No.	Grievance	Action Taken	Time Taken for Grievance Redressal
1	Request for more Add on courses and Certificate courses.	Dr. Pius T K, the director of Self-financing courses, and the faculty of Commerce may be requested to chart out plans of new Add On or Certificate courses suited for the commerce students.	1 month
2	Inaudible speakers during the principal's common announcements are making it hard to understand in the Multimedia Department classrooms.	Installed new speakers and improved the audio quality in response to the student grievance. The issue has been resolved	7 Days
3	Request of Ms. Annrose Joseph (23B28) of 1st Sem B. Com to make arrangements to get books from the College Library as she depends upon the wheel chair for moving.	<ol style="list-style-type: none"><li>1. Requested the college librarian to make arrangements to distribute the books to her class room on her online request.</li><li>2. Requested the college management to arrange a permanent arrangement at the earliest to access the college library for the physically challenged people.</li></ol>	2 Days  Installation of ramp to access the library on wheel chair is initiated
4	Insufficient lighting in the Audio-Visual room	The meeting decided to report the issue of lighting in the audio- visual room to the college management.	3 weeks



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5	The practice time for students participating in college day fine arts competitions was less.	The meeting also decided to allow attendance for practicing (maximum two hours per day) for the students who cannot attend the regular classes. The teachers in charge of the respective competition may keep a record of the students who are engaged in the practicing. This provision is applicable only for two weeks prior to the competitions concerned. This recommendation is subjected to the approval of the college council. Principal is requested to take further steps.	5 Days
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Principal  
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## REPORT OF ACTIVITIES OF STUDENT GRIEVANCE REDRESSAL CELL 2022-2023

### Committee Members 2022-2023

The Student Grievance Redressal Cell for the academic year 2022-2023 was constituted with the following members:

Si.No,	Name	Designation
1	Dr. Chacko Jose P	Principal
2	Lt. Jaison Jacob	Convenor and Member of the College Council
3	Ms. Fiji Raphael	Member of the College Council
4	Dr. Jobha A Johnson	Member of the College Council
5	Dr. Sinto Jacob	Teaching Staff Representative
6	Dr. Merin Joy	Teaching Staff Representative
7	Ms. Nanet Joy	Teaching Staff Representative
8	Ms. Sandra	Teaching Staff Representative
9	Ms. Philo Binu	Teaching Staff Representative
10	Dr. Pius T K	Director, Self-Financing Programmes
11	Ujjwal Unnikrishnan	Student representative

### Report 2022-2023

During the 2022-2023 academic year, the Student Grievance Redressal Cell, which is responsible for addressing student concerns, convened three meetings. These meetings emphasized the importance of handling student grievances with fairness and impartiality. To make it easier for students to express their concerns, the Cell implemented several measures.

Suggestion and complaint boxes were strategically placed across the campus. These boxes provide students with a means to anonymously voice their issues or suggestions. This anonymity allows students to feel more comfortable sharing their concerns without fear of repercussions.



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Recognizing the digital age that students live in, the Cell established an online platform for submitting grievances. A designated link on the college website enables students to submit their complaints conveniently from anywhere.

At the departmental level, issues are handled by the heads of the respective departments and the class teachers. Throughout the academic year, the Student Grievance Redressal Cell received a total of four grievances from students.



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## Summary of Grievances received and Actions

Sl. No.	Grievances	Action Taken	Time Taken for Grievances Redressal
1	Students requested to improve the quality of food served in the canteen. They also demanded for more variety of foods made available in the canteen. They also expressed their concern about the hygiene of the canteen.	<p>The matter is reported to the canteen Quality monitoring committee of the college. They made an inquiry into the issue and gave recommendations.</p> <p>Since the college discourages the conception of junk food, we informed the students that only the food prepared in the canteen could be served in the canteen. And at the same time, we requested the canteen contractor to ensure that variety of food is made available in the canteen.</p>	<p>1 day</p> <p>3 days</p>
2	The B. Com students reported through their department that some computers in their lab are not functioning properly.	The college contacted the AMC agency and asked them to see to that all the computers in the lab are functioning properly. Mr. Daison of the college staff was directed to periodically monitor the working of the computers.	1 week
3	The students demanded to have a first aid facility in the college.	We already have a first aid kit available with the NCC room and in the Physical Education director's room. But, since these are not kept open throughout the day, we	9 days



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		suggested to keep a first aid kit in the college office also.	
4	Girl students requested for a sanitary pad vending machine in the women's wing.	The committee inquired about the feasibility of the same in the neighbouring women's colleges. It is understood that the vending machines are not working properly in almost all places where it is installed. The lady security staff near the women's wing was directed to ensure that the sanitary pads are available in the store without any shortage.	3 weeks



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## REPORT OF ACTIVITIES OF STUDENT GRIEVANCES REDRESSAL CELL

2021-2022

### Committee Members:

The Student Grievances Redressal Cell for the academic year 2021-2022 was constituted with the following members:

Si.No,	Name	Designation
1	Dr. Chacko Jose P	Principal
2	Lt. Jaison Jacob	Convenor and Member of the College Council
3	Dr. Shelly Johny	Member of the College Council
4	Dr. Sinto Jacob	Teaching Staff Representative
5	Ms. Reshma K Jose	Teaching Staff Representative
6	Dr. Pius T K	Director, Self-Financing Programmes
7	Mr. Abhilash P	Student representative

### Report 2021-22

During this academic year, the Student Grievance Redressal Cell convened four meetings. The meetings were conducted as and when the committee received a grievance either through teachers, students or any other staff. The grievances were also received through the complaint boxes. Apart from this the requests noted in the books kept in the laboratories and departments were also discussed during the meetings. The Cell Convenor, who is also the NCC officer, takes special attention to ensure that the campus facility maintenance are timely carried out.

The committee takes this opportunity to thank the former principal in charge Dr. Betsy Paul for her commitment in ensuring the conduct of hassle-free online classes during the covid pandemic lock-down period. The new principal, Dr. Chacko Jose explained the functioning of the grievance redressal cell in the Sacred Heart College, Chalakkudy, where he has been working for nearly 27 years.



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## Summary of Grievances received and Actions

Sl. No.	Grievances	Action Taken	Time Taken for Grievances Redressal
1	College union chairman reported that riding of two wheelers by certain students at high speeds are risky for students walking through the roads.	The matter is reported to the police. We identified the students and warned them. Sign boards showing the speed limit is also installed with help of the local public. Humps are made on the road inside the campus.	Reported to the Police on the next day itself.  Nearly 4 weeks to install the sign boards and to make the humps on roads in the campus.
2	Since the two wheelers are parked under the Gulmohar tree, it was requested to cut certain branches of the tree as there is a risk of them falling during the rainy season.	The management made arrangements to remove all branches of the trees that posed a risk.	1 week
3	There was a request to serve meals in the canteen apart from Veg. biriyani and Chicken biriyani served during the lunch time.	The matter is conveyed to the canteen contractor and he agreed to follow up.	2 days
4	Certain portions of the newly installed white board in hall no A 18 was not readable due to glare of sunlight.	The glass windows towards east was replaced by metal sheets. New tube lights were also fitted in the class room.	5 days



  
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## REPORT OF ACTIVITIES OF STUDENT GRIEVANCES REDRESSAL CELL

2020-2021

### Committee Members 2020-2021

The Student Grievance Redressal Cell for the academic year 2020-2021 was constituted with the following members:

Sl.No,	Name	Designation
1	Dr. Betsy Paul C	Principal
2	Lt. Jaison Jacob	Convenor and Member of the College Council
3	Dr. Shelly Johny	Member of the College Council
4	Dr. Sinto Jacob	Teaching Staff Representative
5	Ms. Reshma K Jose	Teaching Staff Representative
6	Dr. Pius T K	Director, Self-Financing Programmes
7	Ms. Reshma K	Teaching Staff Representative
8	Meera V	Student Representative

### Report 2020-21

During this academic year there has been no regular classes in the campus. Hence the grievances were mainly regarding the online classes and internet connectivity. The class teachers were requested to keep in touch with the students regularly so that the psychological issues due to the lock down is minimized. The grievance redressal committee tried its maximum to address the issues faced during the online teaching.

The college conducted online 'Vidyarabham', Onam celebrations, Christmas celebrations and College day during this year to nurture the talents of the students and also to reduce the psychological issues due to prolonged lock-down. The needy students were provided with mobile phones and supported them by giving financial assistance for the data usage.



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## Summary of Grievances received and Actions

Sl. No.	Grievances	Action Taken	Time Taken for Grievances Redressal
1	Some students are unable to attend online classes due to lack of mobile phones. Due to the covid pandemic, the parents were not able to procure one for their wards.	The matter is reported to the staff, Alumni and PTA. Actions were taken to find sponsors and 12 mobile phones were distributed to the needy students.	11 Days
2	Students requested that they need interval between the online classes. They also requested to share notes than videos as the video requires more data.	The online class timing was rescheduled so that there is 20 minutes interval between every 30 minutes session. Teachers were advised to do take appropriate online methods to reduce the data usage as far as possible.	3 days
3	Re-test request for the internal examinations.	Teachers were asked to conduct re-tests in the genuine cases as there was internet connectivity issues in many areas.	Nearly 1 week.
4	Demand for online cultural programmes.	Arrangements were taken to organize online Onam and Christmas celebrations. The programmes were streamed through college YouTube channel.	10 Days



  
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## ACTIVITIES OF STUDENT GRIEVANCES REDRESSAL CELL 2019-2020

### Committee Members 2019-2020

The Student Grievance Redressal Cell for the academic year 2019-2020 was constituted with the following members:

Sl.No.	Name	Designation
1	Lt. Jaison Jacob	Convenor and Member of the College Council
2	Dr. Shelly Johny	Member of the College Council
3	Ms. Reshma K Jose	Teaching Staff Representative
4	Dr. Pius T K	Director, Self-Financing Programmes
5	Ms. Reshma K	Teaching Staff Representative
6	Dr. Sinto Jacob	Teaching Representative
7	Ms. Annmary Varghese	Student representative

### Report 2019-20

During the 2019-20 academic year, the Student Grievance Redressal Cell convened four meetings. The meetings were conducted as and when the committee receives a grievance either through teachers, students or any other staff. The complaint received through the complaint boxes were also discussed during the meetings. To facilitate the grievance submission process, suggestion and complaint boxes have been placed in the campus, allowing students to anonymously voice their concerns, if they prefer. The Cell Convenor monitors both the physical complaint boxes and the grievances received otherwise. He also ensures that the grievances are promptly addressed.

Issues at the departmental level are resolved by the respective department heads and class teachers to the maximum extent possible. During the academic year, the Cell received four grievances from students, which comprised common concerns and specific ones related to individuals.





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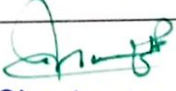
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Sl. No.	Grievances	Action Taken	Time Taken for Grievances Redressal
1	Students require more private buses plying to the campus.	The matter is reported to the RTO. College management is also informed of the matter.	Cannot be resolved immediately. But the management has agreed to do whatever is possible.
2	Re-test request for the internal examinations.	There are already existing norms for conducting re-tests. It is decided to continue with the same existing rules. The internal examination cell is requested to follow the existing norms.	The existing norms will be continued.
3	To extend the timings of the canteen facility till 5.30 pm for the students doing sports practice.	The physical education director is directed to discuss the issue with the canteen staff and to find a solution to this issue. The grievance was resolved by ensuring that the refreshments are served to the students upto 5 30 pm.	5 Days
4	The practice time for students participating in college day fine arts competitions	Modified the college timetable to allocate more time (three days) for this purpose.	4 Days



  
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