

ST. JOSEPH'S
COLLEGE, MOOLAMATTOM
ARAKULAM P.O- 685591, IDUKKI, KERALA



5.1.4

The Institution has a Transparent Mechanism for timely Redressal of Student Grievances including Sexual Harassment and Ragging Cases

Timely redressal of the grievances





REPORTED CASES DURING THE ACADEMIC YEAR 2018-19

As the impact of stringent measures adopted by various cells and departments in the college to prevent any kind of harassment no serious cases were reported during the academic year. Only three minor issues were reported and the grievance cell had resolved it in a short time. The institution maintained a peaceful and student friendly atmosphere throughout the academic year. Following table summaries grievance status for the academic year 2018-19.

Summary of grievances and Action taken

SL No.	Date	Grievance	Action Taken
1	25/7/2018	Complaint regarding the girls toilet cleanliness	The principal has been appointed a staff to clean the ladies toilet daily.
2	25/7/2018	Complaint related to ST card	Issued ST card
3	13/2/2019	Complaint related to replacement of chairs in the canteen	Ensured the availability of adequate number of new chairs in the canteen.



REPORTED CASES DURING THE ACADEMIC YEAR 2019-20

As the impact of stringent measures adopted by various cells and departments in the college to prevent any kind of harassment no serious cases were reported during the academic year. Only two minor issues were reported and the grievance cell had resolved it in a short time. The institution maintained a peaceful and student friendly atmosphere throughout the academic year. Following table summaries grievance status for the academic year 2019-20

Summary of grievances and Action taken

SL No.	Date	Grievance	Action Taken
1	7/06/2019	Complaints related to lack of lighting facilities in the classroom.	Ensured the availability of adequate number of lights in all the classroom
2	7/06/2019	Regarding lack of facilities for online payment of fees.	Implemented online facilities for payment of fees.



REPORTED CASES DURING THE ACADEMIC YEAR 2020-21

As the impact of stringent measures adopted by various cells and departments in the college to prevent any kind of harassment no serious cases were reported during the academic year. Only five minor issues were reported and the grievance cell had resolved it in a short time. The institution maintained a peaceful and student friendly atmosphere throughout the academic year. Following table summaries grievance status for the academic year 2020-21

Summary of grievances and Action taken

SL No.	Date	Grievances	Action Taken
1	8/7/2020	Grievances regarding lack of proper internet facilities, lack of smart devices for online class and lack of online competitions during COVID -19 period.	The principal ensured the availability of adequate number of smart devices for online class, install internet facilities in the campus and conducted various online competition during COVID -19 period.
2	10/9/2020	Regarding repaint blackboards and ensure safety of students sitting on the veranda parapet.	Ensured to Repaint all the blackboards. Necessary arrangements have been made to ensure safety of students sitting on the veranda parapet.



ST. JOSEPH'S COLLEGE

MOOLAMATTOM

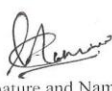


ARAKULAM P.O- 685591
IDUKKI, KERALA
stjosephscollegemoolamattom.ac.in

Submission of grievance (offline) – specimen

St. Joseph's College Moolamattam

Arakkulam – Thodupuzha 685591,
A college under the CMI Management Affiliated to M.G. University
Re-Accredited by NAAC with A Grade

GRIEVANCE SUBMISSION FORM

Name of Student :	Register Number:
Class:	Date: 6/7/2020.
Date, time and place of event leading to grievance: NIL	
Detailed description of grievance including names of other persons involved, if any (attached copies ,if necessary) There is no proper internet facilities in each department.  Signature and Name of Applicant	
Proposed solution to grievance: To request the principal and management to install free internet facilities in the campus.  Signature and Name of Convenor	
Action Taken: Decided to install internet facilities in the campus.  Signature and Name of principal PRINCIPAL ST. JOSEPH'S COLLEGE MOOLAMATTOM, ARAKKULAM P. O.	





REPORTED CASES DURING THE ACADEMIC YEAR 2021-22

As the impact of stringent measures adopted by various cells and departments in the college to prevent any kind of harassment no serious cases were reported during the academic year. Only four minor issues were reported and the grievance cell had resolved it in a short time. The institution maintained a peaceful and student friendly atmosphere throughout the academic year. Following table summaries grievance status for the academic year 2021-22.

Summary of grievances and Action taken

SL No.	Date	Grievances	Action Taken
1	2/06/2021	Grievance regarding fixing wash basins in front of the college during COVID -19, painting of classrooms and facilities for online complaints.	Facilities have been implemented to register complaint online All the class rooms were painted and cleaned. Ensured availability of adequate number of wash basins were installed in front of the campus.
2	28/03/2022	Complaint regarding the result of arts day competition.	The meeting was held as judges and it was realized that there is no change in the result.



REPORTED CASES DURING THE ACADEMIC YEAR 2022-23

As the impact of stringent measures adopted by various cells and departments in the college to prevent any kind of harassment no serious cases were reported during the academic year. Only 2 minor issues were reported and the grievance cell had resolved it in a short time. The institution maintained a peaceful and student friendly atmosphere throughout the academic year. Following table summaries grievance status for the academic year 2022-23

Summary of grievances and Action taken

SL No.	Date	Grievances	Action Taken
1	6/06/2022	Complaints related to parking facilities for students	Necessary arrangements have been made to ensure parking facilities for students
2	10/6/2022	Lack of theatre facility in college	Build a theatre in the college as per the demand of the students





Screenshot of the grievance portal (online)

← ↻ 🔒 <https://docs.google.com/forms/d/e/1FAIpQLScO2ktP9Y-InJEUtmD3b-HfebqGmLX2pjpKKDLF2JeUaX-3FA/viewform> A ☆ □ ☆= 📄 📌 📧

St. Joseph's College, Moolamattom

Grievance Submission Form

grcell@stjosephscollegemoolamattom.ac.in [Switch account](#) 

 Not shared

* Indicates required question

E-mail *

Your answer _____

Name

Your answer _____



Complaint box

