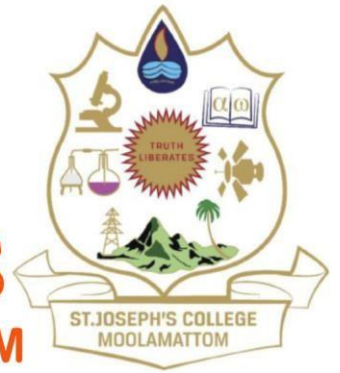


ST. JOSEPH'S
COLLEGE, MOOLAMATTOM
ARAKULAM P.O- 685591, IDUKKI, KERALA



6.2.1 The Institutional perspective plan is effectively deployed and functioning of the institutional bodies is effective and efficient as visible from policies, administrative setup, appointment, service rules, and procedures, etc.

GRIEVANCE REDRESSAL CELL-MINUTES



GRIEVANCE REDRESSAL CELL

The meeting of the Grievance Redressal cell was convened on 25th July 2018 at 2:30 pm in the Seminar hall. The principal presided over the meeting.

Nature of Grievance : Issue regarding the girls toilet cleanliness.

The objectives of the cell were discussed. The cell would examine the issues and complaints raised by the student about issues regarding the girls toilet cleanliness. The committee has decided to notify the matter to principal.

⇒ It has been decided that to give awareness about grievance redressal cell during orientation program for 1st year students.

Action Grievance Received, decision taken.

The convener reported the receipt of grievance from first year students regarding the 57 card issue. The matter was discussed in detail and decided to make necessary arrangements.

members present :

Dr. Praveen Joseph

Mr. Roby Mathew

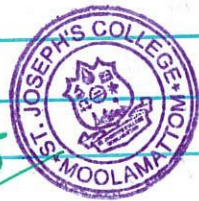
Dr. Eby P. Koshy

Dr. Subikuttu M.S.

Mr. Prince J. Mathew

Ms. Tisha Tomy

Mrs. Daisy George (PTA executive)



The minutes of the meeting read out and confirmed. The meeting ended at 3:00 pm with vote of thanks by the convener.

The second meeting of the Grievance Redressal cell was convened on 13/1/2019 at 3:30pm in the Seminar hall. The principal welcomed all the members. The principal Dr. George V. Thomas outlined the significance of the committee. The minutes of the first meeting was discussed.

Action Taken Report

- The convenor and the principal reported the action taken on the decision of the previous meeting.
- ⇒ Issued S.T. cards for every 1st year students who were applied.
- ⇒ The committee has appointed a staff to clean the ladies toilet daily.

Grievance Received

The meeting discussed in detail the grievance from students regarding replacement of chairs in the canteen. The meeting decided to request the principal to replace chairs in the canteen.

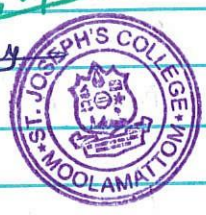
Minutes

The minutes of the meeting were read and passed. The meeting ended at 4:00 pm.



members present:

- Mr. Prince J. Mathew. *Prince*
- Dr. Shobitha Sebastian, *Shobitha*
- Mrs. Tisha Tomy *Tisha*
- Dr. Praveen Joseph. *Praveen*
- Mr. Roby Mathew. *Roby*
- Dr. Sabukatty M.G. *Sabukatty*
- Dr. Ebey P. Koshy *Ebey*
- Mrs. Daisy George, *Daisy*



Minutes of the meeting of the Grievance Redressal cell held on 7 June 2019.

A meeting of the Grievance Redressal cell was convened on 7 June 2019 at 3.30 pm in the Seminar Hall.

members present:

Dr. Sabukutty M.G. *M.G.*

Dr. Eby P. Koshy *es*

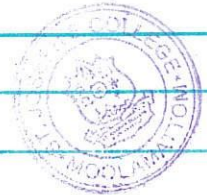
Mr. Roby Mathad. *do*

Dr. Joseph George. *do*

Dr. Praveen Joseph. *do*

Ms. Tesha Tomiy. *do*

Mr. Sajan (PTA Executive) *do*



The meeting commenced with silent prayer. Following a brief address by the principal, the meeting discussed the agenda.

Action Taken Report

The convenor reported the action taken on the discussion of the previous meeting. The committee verified the complaint regarding replacement of chairs in the canteen. The management ensured the availability of adequate ^{no. of} new chairs in the canteen.

Grievance Received

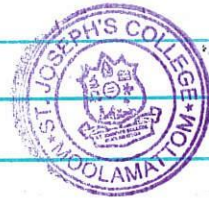
The meeting discussed the grievances in detail.

⇒ Regarding lack of lighting facilities in classrooms and lack of facilities for online payment of fees.

The principal ensured that lighting facilities would be completed, if any additional maintenance is required, with the immediate effect. Online payment method would be ensured.

⇒ To request the principal to ensure adequate number of lights in all the classrooms.

The minutes of the meeting were read and passed.
The meeting ended at 4.00 pm.



Minutes of the Grievance Redressal cell Meeting
held on 2 July 2019

A meeting of the Grievance Redressal cell
was held on 2 July 2019 in the chovara Hall
at 3:30 pm.

members present:

Dr. Sabukutty M.G. *M.G.*

Dr. Praveen Joseph *Praveen*

Dr. Anju P. Mathews *Anju*

Dr. Sr. Sijo Francis *Sijo*

Ms. Goshu Tony *Goshu*

Mr. Roby Mathew *Roby*

Mr. Sajan (PTA executive) *Sajan*



Action Taken

The meeting began with silent prayer. The principal in his introductory remarks mentioned about the need to ensure student satisfaction regarding facilities offered by the institution. The convener reported the action taken at the previous meeting regarding lack of lighting facilities in the classrooms. The management ensured availability of adequate number of lights in all the classrooms. The management has almost completed the maintenance of electrical work; sufficient number of fans and lights have been installed. Any further requirements will be fulfilled when reported.

→). Management implemented online facilities for payment of fees.

The minutes of the meeting were read and passed
The meeting ended at 4:00 pm with vote of thanks.



Minutes of the meeting of the Grievance Redressal cell was held on, 8 July 2020.

A meeting of the Grievance Redressal cell was convened on 8 July 2020, at 3:30 pm through Google meet, due to COVID-19.

members present:

Dr. Sabukutty M. S. *M. S.*

Dr. Anju P. Mathews. *AM*

Mr. Roby Mathew *RM*

Dr. Praveen Joseph *Praveen*

Sr. Sijo. Francis *Sijo*

Mr. Korthalam Elasson (PTA exec) *Elasson*



The meeting commenced with silent prayer. Following a brief address by the principal, the meeting dismissed the agenda.

Grievance Received and decision taken.

The convenor reported the grievances regarding lack of proper internet facilities, lack of smart devices for online class and lack of online competitions during COVID-19 period.

The meeting discussed the grievances in detail and following discussions were taken:

→ To request the principal and management to ensure availability of adequate number smart devices for online class.

To request the principal to conduct various online competitions

To request the principal and management to install free internet facilities in the campus.

The meeting ended at 4.00 pm, after the presentation and confirmation of the minutes.



Minutes of the meeting of the Grievance Redressal cell. was held on 10 September 2020.

A meeting of the Grievance redressal cell was held on 10 September 2020 at 3:00 pm. in the Seminar hall. The objectives of the cell were discussed. The cell would examine the issues and complaints raised by the students.

members present:

Dr. Sabukutty M.G.

Dr. Anju P. Matthews

Dr. Sr. Sijo Francis

Mr. Roby Mathew

Ms. Goshu Tony

Dr. Praveen Joseph

Dr. Jose James

Action Taken Mr. Kozhathala (PTA ere)



The convenor reported the action taken on the discussion of the previous meeting. The management ensured availability of adequate number of smart devices for online class, install internet facilities in the campus. The committee decided to conduct various online competitions.

Grievance Received and decision taken,

The convenor reported the receipt of grievances from students regarding repaint blackboards, and ensure safety of students sitting on the Verandah parapet.

To request the principal to repaint the blackboards.

The convener read out the minutes of the meeting and the ~~members~~ meeting ended at 3:30 pm with a vote of thanks by the convener.



Minutes of the meeting of the Grievance Redressal cell was held on 15 October 2020.

A meeting of the Grievance Redressal cell was held on 15th October 2020 at 3:30 pm in the Seminar hall. The objectives of the cell were discussed. The cell would examine the issues and the complaints raised by the students. The convenor welcomed all the members.

members present:

Dr. Sabukutty M's

Dr. Shobitha Sebastian

Ms. Tisha Tony

Mr. Aneesh N

Dr. Praveen Joseph

Dr. Sr. Sijo Francis

Mr. Roby Mathew

Mr. Kothalam Hassan (PTA exco)

Mason
Shobitha
Tisha

Aneesh
Praveen

Sijo

Roby

Hassan



Action Taken Report

The principal reported the action taken at the previous meeting regarding repair of the blackboards. The management has ensured to repaint all the blackboards.

The convenor reported that issue regarding safety of students sitting on the verandah parapet; the necessary arrangements have been made to ensure safety of students sitting on the verandah parapet.

The minutes of the meeting were read and passed. The meeting ended at 3:30 pm with vote of thanks by the convenor.



Minutes of the Grievance Redressal cell was held on 2 June 2021

A meeting of the Grievance Redressal cell convened on 2 June 2021 at 3:00 pm. in the Seminar hall. The principal presided over the meeting.

members present:

Dr. Sabukutty M.G.

Dr. Shobitha Sebastian.

Ms. Tisha Tomy

Mr. Anesh N

Dr. praveen Joseph.

Dr. Sr. 'Sijo' Francis.

Mr. Roby Mathew.

The meeting commenced with silent prayer. ^{Mr. Korkbalan Hassan (PTA)} The meeting discussed the agenda.

Grievance received and decision taken.

The convenor reported that receipt of grievance from students regarding having wash basins in front of the college during COVID-19, painting of classrooms and facilities for online complaints.

The meeting discussed the grievances in detail, following decision to request the principal to ensure online facilities for complaint.

⇒ Decided to inform the management ^{to the management about} about painting the classrooms.

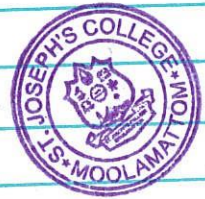
⇒ To fix washbasins in front of the college.

• request the principal to sort out the matter as soon as possible.



The convenor read out the minutes of the meeting and approved.

The meeting ended at 3:30pm with vote of thanks by the Convenor.



Minutes of the meeting was held on, 7 June 2021

A meeting of the grievance redressal cell was held on 7 June 2021 at 3:30 pm in the chovara hall.

members present.

Dr. Babukutty M.B.

Dr. Shobitha Sebastian,

Ms. Tisha Tomy

Mr. Aneesh N.

Dr. Praveen Joseph,

Mr. Konthalam Massan (PTA)



The meeting started with silent prayer. The principal welcomed the members. The meeting discussed the agenda.

Action Taken Report:

The convenor reported the action taken at the previous meeting,

- ⇒ facilities have been implemented to register complaint online.
- ⇒ All the classrooms were painted and cleaned.
- ⇒ As per the decisions of the previous meeting,

The management ensured availability of adequate number of wash basins were installed in front of the campus.

The convenor read out the minutes of the meeting and approved.

The meeting ended at 7:00 pm with vote of thank by the convenor.




Minutes of the meeting of Grievance redressal cell.

A meeting of the grievance redressal cell was convened on 28 March 2022 at 2:30 pm in the principal's chamber.


members present

Dr. Sabukutty M.G. 

Dr. Praveen Gouph. 

Dr. Shobitha Sebastian 

Dr. Anju P. Mathews. 

Mr. Konstantin Hassam (PTA). 



The student raised a complaint regarding the result of art day competition. The meeting discussed the grievance in detail and the following decisions were taken. As per the complaint, it was decided to have a meeting with the judges.

Action taken Report:

The convener reported that, as per the complaint received regarding results of the competition, the meeting was held as judges and it was realized that there is no change in the result.






The meeting end at 3:00 pm.



Minutes of the meeting of grievance redressal cell

A meeting of the grievance redressal cell for the academic year was convened on 6 June 2022 at 3:30 pm in the principal's chamber. The principal presided over the meeting.

members present:

Dr. Sabukutty m. s. 
Rev. Fr. Pison Thomas Kocheril cm
Mr. Roby mathew 
Dr. Sr. Sejo Francis 
Mr. Alex Abraham (PTA President) 
Dr. Subig Thomas 



Nature of the grievance: Regarding parking facilities for students.

The convenor reported the receipt of grievance from students regarding parking facilities for students. The meeting discussed in detail the grievance and conduct an enquiry into the matter.

⇒ It was decided to inform the management regarding the grievance as addressed by the students.

⇒ A report on the decisions taken thereon shall be submitted to the principal within a short period of days, from the date of receipt of the complaint.

The meeting ended at 4:00 pm.



Minutes of the grievance redressal cell was held on 10 June 2022.

Action Taken report: A meeting of the Grievance redressal cell was held on 10 June 2022 at 3:30 pm in the principal's chamber. The convener reported the action taken on the decision of the previous meeting. The pre-necessary arrangements have been made to ensure parking facility for students.

Grievance received

The meeting discussed the grievance received from the students regarding lack of theatre facility in school. It was decided to make necessary arrangements without delay.

The minutes were read out and the meeting ended at 4:00 pm.

members present:

Dr. Rev. Fr. Jomon K. Sebastian Kottarathil cmr

Dr. Sabukutty M.G

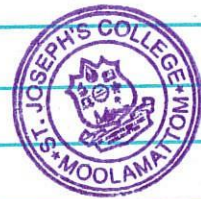
Dr. Subin Thomas

Dr. Alex ER

Mr. Roby Mathew

Mr. Alex Abraham (PTA) president

Shmb



Minutes of the Grievance Redressal cell meeting

A meeting of grievance redressal cell was held on 20 July 2022. at 4:00 pm in the Seminar hall

members present:

Dr. Rev. Fr. Tomon K. Sebastian Kottayathil CM1

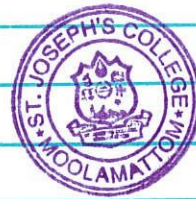
Dr. Subin Thomas

Mr. Roby Mathew.

Dr. Alex E.R.

Dr. Sr. Sijo Francis.

Shmb



The meeting started at 4:00 pm with silent prayer. The principal welcomed the members and reported the receipt of a grievance from students regarding lack of theatre facility. The meeting discussed the agenda.

Action Taken: The principal reported the action taken at the previous meeting regarding lack of theatre facility. It was decided to build a theatre in the college, as per the demand of the children.

Minutes of the meeting were read out and approved. The meeting ended at 4:30 pm with vote of thanks by the convenor.



**THOMAS
GEORGE**

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by THOMAS
GEORGE
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