



# MAR THOMA COLLEGE FOR WOMEN PERUMBAVOOR

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases



## **CRITERION-5**

**STUDENT SUPPORT AND PROGRESSION**

**2017-2022**

**ANNUAL REPORTS OF STUDENT GRIEVANCE  
REDRESSAL CELL**



**MAR THOMA COLLEGE FOR WOMEN, PERUMBAVOOR**

(Affiliated to Mahatma Gandhi University, Kottayam. Re - Accredited by **NAAC** with 'B+')

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# **STUDENT GRIEVANCE REDRESSAL CELL**

## **ANNUAL REPORTS**

**2017-22**



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### REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2021-22

#### Committee Members 2021-22

The Student Grievance Redressal Cell for the academic year 2021-22 was constituted with the following persons as members:

Sl.No	Name	Designation
1.	Dr. Sujo Mary Varghese	Principal
2.	Dr. Rajani Jacob	Convenor
3.	Ms. Chaithanya Elsa Achankunju	Staff Representative
4.	Ms. Serene Anna Sam	Staff Representative

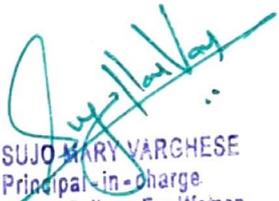
#### Report 2021-22

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2021-22. The Principal emphasised on the need to address student grievances in a fair and impartial manner. In order to facilitate the easy submission of grievances by the students, complaint/ suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestions or grievances with or without revealing their identity. The Cell Convenor checks the complaint box regularly so as to ensure that any grievances brought forward are redressed as early as possible. Students can also address or raise their concerns online through the link provided in the college website for submitting their grievances. The Cell Convenor periodically checks if any grievances are submitted. The names and contact information of the cell members were shared with students via their Whatsapp groups.



Department level grievances are redressed by the Heads of Departments and class teachers concerned. Five main grievances were received from students during the year pertaining to the common issues in college which the Cell resolved objectively.



  
DR. SUJO MARY VARGHESE  
Principal in-charge  
Mar Thoma College For Women  
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## REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2020-21

### Committee Members 2020-21

The Student Grievance Redressal Cell for the academic year 2020-21 was constituted with the following persons as members:

Sl.No	Name	Designation
1.	Dr. Gigi George	Principal
2.	Dr. Rajani Jacob	Convenor
3.	Ms. Chaithanya Elsa Achankunju	Staff Representative
4.	Ms. Serene Anna Sam	Staff Representative

### Report 2020-21

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2020-21. The meetings highlighted the importance of addressing student grievances with fairness and impartiality. To simplify the process of submitting grievances, complaint boxes are strategically placed around campus, allowing students to share their concerns anonymously if desired. Additionally, students have the option to address their concerns online by utilising the designated link on the college website for grievance submissions. The Cell Convenor diligently monitors the complaint box and the online platforms for any grievance that may have been submitted. Department level grievances are redressed by the Heads of Departments and class teachers concerned. Throughout the year, the Cell received six grievances from students regarding common issues within the college, all of which were objectively resolved by the cell with the support of the management.



*Gigi George*

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## REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2019-20

### Committee Members 2019-20

The Student Grievance Redressal Cell for the academic year 2019-20 was constituted with the following persons as members:

Sl.No	Name	Designation
1.	Dr. Gigi George	Principal
2.	Dr. Rajani Jacob	Convenor
3.	Ms. Chaithanya Elsa Achankunju	Staff Representative
4.	Ms. Serene Anna Sam	Staff Representative

### Report 2019-20

Four meetings of the Student Grievance Redressal Cell were convened during the academic year 2019-20. The meetings highlighted the importance of addressing student grievances with fairness and impartiality. It was decided that mentoring shall be done regularly so that student grievances can be identified at the earliest. Counselling services by the student counsellor were also made available to those students who require assistance and support. Regular association meetings and department meetings shall be convened, providing students with an inclusive platform to openly express their opinions and viewpoints. Complaint boxes are checked regularly by the cell members. Throughout the year, the Cell received eight grievances from students regarding common issues within the college, all of which were objectively resolved by the cell with the support of the management.



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## REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2018-19

### Committee Members 2018-19

The Student Grievance Redressal Cell for the academic year 2018-19 was constituted with the following persons as members:

Sl.No	Name	Designation
1.	Dr. Lisy Cherian	Principal
2.	Dr. Rajani Jacob	Convenor
3.	Dr. Anupama P	IQAC Coordinator
4.	Ms. Sangeetha Rachel Koruth	Staff Representative

### Report 2018-19

Three meetings of the Student Grievance Redressal Cell were convened during the academic year 2018-19. The principal instructed the department heads to conduct class wise meetings periodically. This will enable students to openly share their concerns with their teachers. Department level grievances are redressed by the Heads of Departments and class teachers concerned. The meetings of the Cell were convened regularly to discuss and promptly resolve the grievances. It was observed that programs like mentoring and value education are extremely beneficial for the students. Counselling services by the student counsellor are made available to those students who require assistance and support. During the academic year, the Cell received four grievances from students concerning common issues within the college. With the support of the management, the Cell addressed and resolved them in an impartial manner.



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## REPORT OF ACTIVITIES OF THE STUDENT GRIEVANCE REDRESSAL CELL

2017-18

### Committee Members 2017-18

The Student Grievance Redressal Cell for the academic year 2017-18 was constituted with the following persons as members:

Sl.No	Name	Designation
1.	Dr. Lisy Cherian	Principal
2.	Ms. Preethi Sara Joseph	Convenor
3.	Ms. Sherin T Abraham	IQAC Coordinator
4.	Ms. Chaithanya Elsa Achankunju	Staff Representative

### Report 2017-18

Three meetings of the Student Grievance Redressal Cell were convened during the academic year 2017-18. The Principal emphasised on the need to address student grievances in a fair and impartial manner. The department heads were instructed to conduct periodic class wise meetings, during which student feedback would be collected. Regular parent -teacher meetings shall be organised to address the concerns and feedback provided by the parents. Students were reassured that they could openly express their concerns to their class teachers or heads of departments without fear of judgement. Complaint boxes were checked regularly by the cell members. Counselling services by the student counsellor were also made available to those students who require assistance and support. Five main grievances were received from students during the academic year which the cell discussed and resolved promptly.



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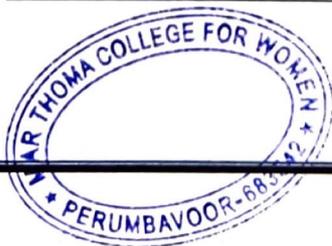
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### Summary of Grievances Reported and Action taken during the period 2017-22

Sl. No	Grievance	Action Taken	Time taken for grievance redressal
<b>2017-18</b>			
1	Extend the college library timings	Discussed with the Library Advisory Committee and extended the library timings	7 days
2.	Inaudibility of public announcement system	Install additional speakers in corridors	5 days
3.	Lack of dustbins and waste baskets	Additional dustbins purchased and kept at classrooms and corridors	3 days
4.	Lack of sufficient lights, buckets and mugs in student washrooms	Lights installed, additional buckets and mugs purchased	4 days
5.	Quality of hostel food	Matter discussed with hostel warden and food menu revised	3 days
<b>2018-19</b>			
6.	Cleanliness of student washrooms	Cleaning staff informed and students were given awareness regarding proper use of washrooms	2 days
7.	Damaged locks in student washrooms	Locks replaced	2 days
8.	Timely service and cleaning of water coolers	Matter discussed with maintenance staff and coolers cleaned	6 days
9.	Concession in uniform rates	Matter discussed with teachers and Uniform Committee and it was decided that students with genuine needs shall be given concession or exemption based on request	2 days



**2019-20**

10.	Request from students of II Physics for repairing fans in their classroom	Repaired fans	3 days
11.	Lack of lighting, damaged buckets in student washroom	Additional lights installed, buckets replaced	3 days
12.	Private buses not halting at Onnamile bus stop	Principal discussed the matter with the private bus authorities and made necessary arrangements	5 days
13.	Request for Water cooler in the first floor	Installed a new water cooler	5 days
14.	Sanitary napkin vending machine damaged	Vending machine repaired	4 days
15.	Cleanliness of student washrooms	Cleaning staff informed and students were given awareness regarding proper use of washrooms	2 days
16.	Request from students of B.Voc (Fashion Technology) to provide more stitching machines	New stitching machines purchased and damaged ones repaired	10 days
17.	water cooler in the ground floor in non functional	Matter discussed with maintenance staff and coolers serviced	5 days

**2020-21**

18.	Students unable to attend online classes due to lack of mobile phones	Heads of departments were asked to identify students in need and such students were handed over mobile phones by the college	10 days
19.	Lack of sufficient breaks during live online classes	Students shall be given a 15 minute break after each live class and number of live classes shall be limited to three per day.	1 day
20.	Request for college bus service from Ernakulam to the college	A bus arranged for commuting students from Ernakulam	6 days
21.	Private buses not halting at Onnamile bus stop	Principal discussed the matter with the private bus authorities and made necessary arrangements	5 days
22.	Request for retest from students who could not attend online internal examinations	Conduct re tests for students who have requested for the same	1 day
23.	Complaint from Ms. Meena Thomas (2016-19 batch) regarding missing mobile phone	CCTV footages checked and mobile phone recovered	2 days



**2021-22**

24.	Lack of sufficient breaks during live online classes	Students shall be given a 15 minute break after each live class and number of live classes shall be limited to three per day.	1 day
25.	Cleanliness of student washrooms	Cleaning staff informed and students were given awareness regarding proper use of washrooms	3 days
26.	Lack of sufficient buckets and mugs in student washrooms	Broken buckets and mugs replaced	4 days
27.	Request for concession in college bus fees rates	Concession provided to students with genuine needs	7 days
28.	Quality of hostel food	Matter discussed with hostel Committee and hostel warden and arrangements for revision of food menu taken	10 days

Throughout these years, no cases of ragging and sexual harassment were reported in the institution. The absence of such incidents can be attributed to the college's organization of various programs focused on gender sensitization, gender equality, and women's rights, among others. The availability of feedback systems such as association meetings, open house meetings, and mentoring provides students with opportunities to express their issues or grievances to the teachers or management, enabling them to effectively communicate and address their needs. By addressing all reported grievances in a timely and impartial manner, the college has tried to create a supportive and pleasant learning environment for the students.



  
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