

ST. JOSEPH'S COLLEGE,  
IRINJALAKUDA.

FEED BACK  
GRIEVANCES  
&  
REDRESSAL — COMMITTEE  
MINUTES — BOOK

2016 - 2017

(VII) A meeting of the redressal cell was held on 10-11-2016. There was a complaint by a student against a conductor of a private bus. (M-S Menon). flying. between Kollengallur and Thrissur. (Reg. NO: K10826858). The conductor prodded her and insisted on receiving full charge from college bus stop to Irimjalakuda bus station. She had to get down from the bus at the next stop at the insistence of the conductor. The bus owners association was informed of the incident. They assured that the incident will not be repeated!

The following members were present for the meeting

1. Dr. Issy Anto P  
Vice Principal and Faculty in  
charge of Redressal cell  
St. Joseph's College  
Irimjalakuda.

Issy Anto

2. Dr. Egy T. Paul  
Head, Dept of Botany  
St Joseph's College  
Irimjalakuda

Egy T. Paul

3. Ms. Baby J Alappat  
Head, Dept of Zoology  
St. Joseph's College  
Irimjalakuda

Baby J Alappat

4. Dr. Jesy Emmanuel  
Head Dept of Chemistry  
St. Joseph's College  
Irimjalakuda.

*Jesly Emmanuel*

5. Sr. Alphonsa Manjaly  
Coordinator self financing Section  
St. Joseph's College  
Irimjalakuda.

*Alphonsa Manjaly*

(VIII) Another meeting was held on 30.08.2016. KSRTC bus operators were refusing to grant concession for VG and PG students of the self financing stream. A complaint was forwarded to the managing director KSRTC, Thiruvananthapuram. A favourable response was received from the KSRTC authorities to resolve the matter.

The following members were present for the meeting.

1. Dr. Jesy Anto P-  
Vice Principal and Faculty in charge  
of Redressal cell  
St. Joseph's College  
Irimjalakuda

*~~disrespected~~*

2. Ms Baby J. Alappat  
Head. Dept of Zoology  
St. Joseph's College  
Irimjalakuda

*Baby J. Alappat*

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3. Dr. Jessy Emmanuel  
Head - Dept of chemistry  
St Joseph's College  
Irinjalakuda.

Jessy Emmanuel

4. Sr. Alphonsa Manjaly  
Coordinator Self financing Section  
St Joseph's College  
Irinjalakuda.

Sr. Alphonsa Manjaly



2017- 2018

IX

A meeting of the redressal cell was held on 11<sup>th</sup> October 2017. Some students complained against the disturbances from the auditorium due to some programme during class hours. Principal called an HOD meeting and discussed the matter and solved the problem.

The following members were present for the meeting.

1. Dr. Sr. Lilly. P. L

Principal

St. Joseph's College

Pinjalaikundu.

Dr. S. LILLY P. L  
ST. JOSEPH'S COLLEGE  
PINJALAIKUNDU - 691 211  
THRISSUR DIST., KERALA

Lilly Ph

2. Dr. Sr. Lisy Anto. P

Vice principal and faculty in charge of Redressal cell

St. Joseph's College

Pinjalaikundu.

Lisy Anto

3. Dr. Deena Anthony C.

Faculty in charge of

Redressal cell

Deena

X

Another meeting was held on 17<sup>th</sup> January 2018 to discuss the grievances of the students. PG students complained about the lack of UGC-NET coaching in the college. Some departments started UGC-NET coaching classes in their respective departments.

The following members were present for the meeting.

1. Dr. Sr. Lilly. P. L.

Principal

St. Joseph's College

Pinjalaikuda.

Lilly Phb

2. Dr. Sr. Lissy Anto. P.

Vice principal and faculty in  
charge of Redressal cell

St. Joseph's College.

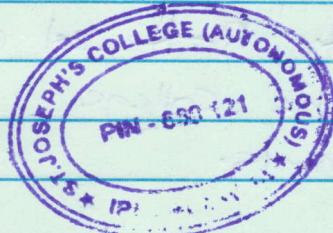
Pinjalaikuda.

Lissy Anto

3. Dr. Deena Antony C.

Faculty in charge of  
Redressal cell

Deena



(xi) The first meeting of the redressal cell was held on July 5<sup>th</sup> 2018 in the common staff room 10.30 am. Dr. Deepa Antony C, convenor of the committee welcomed the gathering. The minutes of the previous meeting were read. Dr. Sri. Jessin, the joint convenor of the committee. Ms. Silpa M. A, member of the committee proposed vote of thanks.

### Agenda

1. Examine the previous feed back mechanism.
2. Discuss on the further improvements & requirements.
3. Inclusion of more respondent details.
4. Fix a time schedule for proper collection and organization.

The members analysed the existing feed back system. The decision for including more syllabus related queries was taken. It was recommended to include syllabus related questions in annual feed back also. There was also a proposal to include questions related to know the socio-economic background of every respondent in order to gain an insight on the learning and requirements so that there will be equal distribution of educational opportunities. There may be a time schedule for proper collection and organization of feed back. Considering the convenience, the committee members decided to formulate a draft which will be presented in the next meeting. After refreshment the meeting concluded by 12.15 pm with

The Vote of Thanks delivered by Ms. Silpa M.A.

The following members were present for the meeting.

Dr. Kissy Anto. P

Vice Principal

St. Joseph's college (Autonomous)

Irinjalakuda -

disingentled

Dr. Sr. Asha Therese.

Vice Principal

St. Joseph's college,

Irinjalakuda -

Uday

Dr. Deena Antony. C

faculty in charge

Grievance Redressal Cell

St. Joseph's college

Irinjalakuda .

Deena

Dr. Sr. Jessie.

Assistant Professor

Social work dept.

St. Joseph's college

Irinjalakuda

Sr. Jessie

Ms. Sunitha .K.V

Asst. Professor

St. Joseph's College

Social work dept.

Irinjalakuda.

SJ

Me-Silpa.M.A  
Asst. Professor  
St.J. Social work dept  
St.Joseph's college  
Vingalakuda

~~Attendance~~  
Gift.

(XII) Another meeting of feedback committee was held on September 8<sup>th</sup> 2018 at 2 pm at the IQAC office. Convenor of the grievance cell welcomed the gathering. Dr. J. Tess is present. The minutes of the previous meeting held on July.

### Agenda

1. Finalization of the feed back form.
2. Format finalisation -
3. Discussion on the statistical mechanism.
4. Fixation of time schedule.
5. Mode of distribution.

Following the discussion on feed back form, a finalized list of questions were structured and forwarded to the principal of a IQAC for approval. The collected data could be redesigned into graphs, tables and pie-charts. Specification and enhanced implementation of action. In order to gather a precise and authentic info feed back forms must be distributed and collected towards the end of the year.

At the end of the meeting some grievances raised by the students were discussed and appropriate decisions were taken.

(1) platform in the class room is not in good condition

Principal gave instructions to repair the platform.

(2) Blackboards in some classes are not in good condition.

Necessary steps were taken to clean the blackboard.

(3) More study leave should be given to PG students for semester exam.

Principal convinced the students that 10 days of study leave is sufficient. In autonomous systems students are expected to study the portions daily.

(4) Computers in the class rooms are not working

Gave instructions to repair computers.

(5) There should be minimum two fans in each class room.

Principal convinced that big class rooms are having three fans.

(6) There should not be regular class on Saturdays.

Govt delayed Saturday will be a working day otherwise no. days on Saturdays.

(7) lights in the class rooms needs repair

Gave instructions to repair the light.

(8) Time limit for returning library books should be extended.

If the time limit is extended all the students may not be able to use books to the same extent. Students can write the books and use it.

The meeting was concluded at 3.35 pm after summarizing all the aspects of the discussion and distribution of light refreshments.

The following members were present in the meeting,

Dr. Issy Anto .P

Principal

St. Joseph's College (Autonomous)

Irinjalakuda.

Designated

Dr. Sri. Asha Therese

Vice Principal

St. Joseph's College (Autonomous)

Irinjalakuda.

(Chair)

Dr. Deena Antony .C

Faculty in charge

Grievance Redress cell

St. Joseph's College (Autonomous)

Irinjalakuda.

Deena

Dr. Sr. Jessin

Assistant Professor

Social work dept-

St. Joseph's College

Irinjalakuda.

Sr. Jessin

Ms. Sunitha .K.V

Asst. Professor

St. Joseph's College

Irinjalakuda.

Sunitha

20

Ms. Silpa. M.A  
Asst - Professor  
St-Joseph's College  
Irugulakuda.

~~File.~~

XIII

Another meeting of Grievance cell was held on March 22<sup>nd</sup> 2019 at the common staff room, St. Joseph's college. The meeting commenced from 2.30pm. Dr. Deena Antony C, convenor of the cell welcomed the gathering.

### Agenda

1. Feed back analysis-
2. Report generation.
3. Forwarding of departmental reports.

The collected feed back responses were generalized and the members of the meeting presented parameters for qualitative analysis, comparison and result generation. The storage of the responses was also raised as a topic of discussion and it was decided that it should be entrusted to IQAC.

Due to the bulk of data received the members collectively requested for the provision of additional assistance and time for deciphering the information. The report generated was decided to be forwarded to the IQAC Coordinator and thereafter to the principal as the final submission. It was decided that after report generation, it must be forwarded to the respective departments for implementing the approvable actions.

Some issues suggested by students were discussed.

### Grievances

Band troupe of the college wanted to buy a drum kit and other musical necessities.

Class rooms should be made available for fine arts practice on holidays.

One cooler may be kept in second floor

### Redress Solutions

Principal made arrangements to buy the necessary things.

Principal gave instructions to open some class rooms for fine arts practice on holidays.

A cooler was kept in second floor.

After addressing all the issues and problems raised by the students the meeting was concluded with vote of thanks by Ms. Silpa MPA, faculty member and member of grievance cell.

The following members were present for the meeting:-

Du. Sr. Lissy Anto P-

Principal

St. Joseph's College (Autonomous)  
Irinjalakuda.

Disagreements

Dr. S. Asha Thavese  
 Vice Principal  
 St. Joseph's College  
 Irvingalakuda.

*Gang*

Dr. Deena Antony, C  
 Faculty in charge.  
 Grievance cell  
 St. Joseph's College  
 Irvingalakuda.

*Deena.*

Dr. S. Jessin,  
 Assistant professor  
 St. Joseph's college  
 Irvingalakuda.

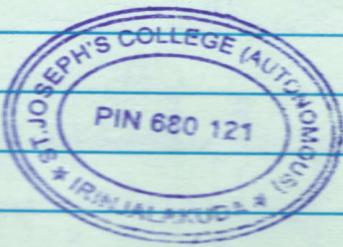
*Dr. Jessin.*

Mrs. Sunitha, K.V  
 Asst. Professor  
 St. Joseph's college  
 Irvingalakuda.

*Sunitha*

Ms. Silpa M.A  
 Asst. professor  
 St. Joseph's College  
 Irvingalakuda.

*Silpa*



**(1)** The first meeting of the Grievance cell was held in the common staff room on 10<sup>th</sup> July 2019 at 10.30 am. The meeting was presided over by IQAC coordinator.

The convenor of the grievance cell addressed the gathering and delivered the welcome address.

### Agenda-

1. Analysis of the feedback methodology 2018-19
2. Implementation of new template.
3. Revision of questionnaire.
4. Innovative collection methodologies for accurate data.
5. Fixing the timetable timeframe.

The members commented that the feedback methodology adopted in the previous year was excellent. It was suggested to expand the provided space at the bottom of the feedback form in order to incorporate the comments and suggestions from students. New queries on syllabus and curriculum was discussed and drafted.

The members insisted for the formation of a new committee for collecting employer respondents. In order to ensure a smooth conduct of the procedure and to form the schedule for the collection, the suggestion was forwarded to the IQAC coordinator for re-submission.

After note of the thanks the meeting was concluded.

The following members were present  
in the meeting.

Dr. Sr. Lissy Anto, P

Principal

St. Joseph's College (Autonomous)

Irinjalakuda.

Chairperson

Dr. Sr. Asha Therese

Vice principal

St. Joseph's College

Irinjalakuda.

(Chair)

Dr. Deena Anthony, C

Faculty in charge

Grievance cell

St. Joseph's College

Irinjalakuda.

Deena

Dr. Sr. Jessie

Asstt Professor

St. Joseph's College

Irinjalakuda.

Sr. Jessie

Ms. Sunitha. K.V

Asstt - Professor

St. Joseph's College

Irinjalakuda

SJ

Ms. Silpa. M.A

Asstt - Professor

St. Joseph's College

Irinjalakuda.

Silpa

XV

Another meeting of the Grievance cell was held in the common Staff room on 20<sup>th</sup> September 2019 at 2.30 pm. Dr. Deena Antony C, Convener of Grievance cell welcomed the gathering.

### \* Agenda.

1. Presentation of the template design
2. Discussion on the necessary modifications
3. Finalized methodology of distribution and collection.
4. Finalising time schedule.

The members decided to conduct certain feedback as online survey. The online templates were discussed and it was decided to seek technical assistance and suggestions from the department of Computer Service. All the dept heads were entrusted with the duty of feedback collection and distribution. After discussion with the TGTAC, the grievance cell prepared a schedule for the timely collection of data. Ms. Sumitha, member grievance cell proposed vote of thanks. The meeting was concluded at 3.45 pm after slight refreshments.

The following members were present

Dr. Sr. Bissy Anto P

Principal

St - Joseph's College  
(Autonomous)

Tirunelveli.

disagreement

Dr-Sr. Asha Therese  
Vice Principal  
St - Joseph's College  
Iringalakuda.

(Chair)

Dr-Sr. Deena Antony-C  
Faculty in charge  
Grievance cell  
St. Joseph's College  
Iringalakuda -

Deena

Dr-Sr. Jassin Asst. Professor  
Dept - of Social work  
St - Joseph's College  
Iringalakuda -

Sr. Jassin

Ms. Sunitha - K.V  
Asst. Professor  
St - Joseph's College  
Iringalakuda.

Sunitha

Ms. Silpa - M.A  
Asst. Professor  
St - Joseph's College  
Iringalakuda -

Silpa

XIV  
 The final meeting of  
 the Grievance cell was held in the  
 Common Staff room on March 9<sup>th</sup> 2020 at  
 2 - pm. Convener of the Committee  
 welcomed the gathering -

## Agenda

1. Evaluation on the data collected.
2. Manifestation of the received data.
3. Documentation of the files.

The received feedback was categorized into varied sections enabling the data to be forwarded to the concerned decisive bodies separately. The feedback report generated by the IQAC was read out and approved by assembled members. The storage of data was entrusted to the IQAC of the college. After vote of thanks the meeting concluded at 4 pm.

The following members were present in the meeting:

1. Dr. Sr. Lissy Anto p Lissy  
Principal  
St. Joseph's College, Autonomous  
Iringalakuda.
2. Dr. Su. Asha Therese Asha  
Vice Principal  
St. Joseph's College  
Iringalakuda.
3. Dr. Deepa Anthony Deepa  
Faculty in Charge  
St. Joseph's College  
Iringalakuda.

5. Dr. S. V. Jessin  
 Asst. Professor  
 Dept. of social work  
 St. Joseph's College  
 Irinjalakuda.

*Dr. Jessin*

6. Ms. Sunitha. K.V.  
 Asst. Professor  
 St. Joseph's college  
 Irinjalakuda.

*Sunitha*

7. Ms. Silpa. M.A  
 Asst. Professor  
 St. Joseph's College  
 Irinjalakuda.

*Silpa*



XVII The first meeting of the Grievance cell was held in the common staff room on 23<sup>rd</sup> June 2020. The convenor of the committee welcomed the gathering.

### Agenda.

1. Reviewing of the previous year feedback system.
2. Developing the template of 2020-21 feedback form.
3. Modes of distribution and collection of feedback forms.
4. Any other matters that fall into the agenda.

The questions in the previous year template were displayed on the screen and were analysed. A few questions required modification as it was no longer relevant in the present scenario of Covid-19. Decision for making all the feedback forms online was taken. Ms. Silpa presented the summary of all the points discussed. The meeting concluded after light refreshments.

The following members were present for the meeting.

1. Dr. S. Asha Therese (Sr. Anis. K.V)  
Principal  
St. Joseph's College (Autonomous)  
Irinjalakuda.

Gang/  
Gang/  
Gang/

2. Sr. Blessy  
Vice Principal  
St. Joseph's College  
Irinjalakuda.

Blessy

3. Dr. Deena Antony.  
Faculty in Charge  
Grievance Cell  
St. Joseph's College  
Irinjalakuda.

Deena

4. Dr. Su. Jessni  
Asst. Professor  
Dept. of Social work.  
St. Joseph's College  
Irinjalakuda.

Dr. Jessni

5. Ms. Sunitha .K.V  
Asst. Professor  
St. Joseph's College  
Irinjalakuda.

SJ

6. Ms. Silpa .M.A  
Asst. Professor  
St. Joseph's College  
Irinjalakuda.

Silpa

XVIII

Another meeting of Grievance cell was held in the IQAC room on 15th September 2020 at Convenor of the committee Dr. Deena Antony. C Welcomed the gathering.

### Agenda

1. Confirming the actions of the previous meeting.
2. Presentation of the online template.
3. Ascertaining the modes of collection and distribution.
4. Re-affirming the assigned duties and fixation of the time schedule.

The online template designed as per the suggestions and recommendations of the previous meeting was screen shared by the convenor. The questions were generated based on the present condition of the pandemic and the hindrance faced by student community. It was suggested that the collected responses to be shared within the folders confidentially. The time schedule was thoroughly analyzed and was decided to be conducted at the same time or by February at the least. After light refreshments the meeting was concluded with vote of thanks by Ms. Sunitha, member Grievance cell.

The following members were present in the meeting.

1. Dr. Sr. Asha Therese

Principal

St. Joseph's College (Autonomous)  
Klingalakanda

Gang

2. Sr. Blessy.  
 Vice Principal  
 St. Joseph's College  
 Irinjalakuda.

Blessy

3. Dr. Deena Antony. C  
 Faculty in charge  
 Grievance cell  
 St. Joseph's College.  
 Irinjalakuda.

Deena

4. Ms. Sunitha. R. V.  
 Asst. Professor.  
 St. Joseph's College  
 Irinjalakuda.

Sunitha

5. Ms. Silpa. M.A  
 Asst. Professor  
 St. Joseph's College  
 Irinjalakuda.

Silpa

**XIX** The last meeting of the Grievance cell was held on 9<sup>th</sup> March 2021 in the examination section. The convenor Dr. Deena Antony C welcomed the group. The joint convenor Dr. Su. Jessui read out the minutes of the previous meeting.

### Agenda:

1. Presentation of feed back analysis.
2. Exhibiting the report.
3. Forwarding to the next phase.

Dr. Deena Antony C summarised the feed back analysis of the academic year 2020-21. More digitization of the data was considered to be implemented for the coming years. The feedback analysis report submitted by the IQAC was thoroughly scrutinised to understand the areas that require additional modifications. The report was drafted with utmost care. It was decided to generate multiple copies of the report. The copies were suggested to be forwarded to the IQAC, Principal and the dept heads for evaluating the progress to be implemented. After light refreshments the meeting was concluded with the vote of thanks by Ms. Sunitha, faculty member of the grievance cell.

The following members were present for the meeting-

Dr-Sr. Asha Thevar  
 Principal  
 St. Joseph's College (Autonomous)  
 Irinjalakuda.

*Uday*

Sr. Blessy  
 Vice Principal  
 St. Joseph's College (Autonomous)  
 Irinjalakuda.

*Sr. Blessy*

Dr. Deena Antony - C  
 Faculty in charge  
 Grievance cell  
 St. Joseph's College (Autonomous)  
 Irinjalakuda.

*Deena*

Dr-Sr. Jesson.  
 Dept Assistant Professor  
 Dept. of Social work.  
 St. Joseph's College  
 Irinjalakuda.

*Sr. Jesson*

Ms. Sunitha - K.V  
 Asst. Professor  
 St. Joseph's College  
 Irinjalakuda.

*Sunitha*

Ms. Silpa - M.A  
 Asst. Professor  
 St. Joseph's College  
 Irinjalakuda.

*Silpa*



2021 - 2022

XX) The first meeting of the grievance cell was held at the IQAC seminar hall at 2pm on 7<sup>th</sup> September 2021. Dr. Deena Antony. C convenor of grievance cell welcomed the gathering.

### Agenda

Grievances regarding online classes.

Some students were having problems regarding network. They were not able to attend the <sup>online</sup> classes properly. Committee members suggested to collect the data of such students. Principal gave the suggestion that class teachers must find a solution for such issues and if some serious issues are there, that must be reported to the principal. Committee members suggested that recorded videos must be sent to the students in addition to live classes. The following members were present in the meeting.

Dn. Su Asha Therese

Principal

St. Joseph's College (Autonomous)

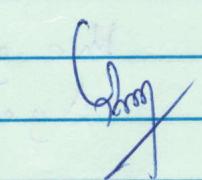
Irinjalakuda.

Sr. Blessy

Vice Principal

St. Joseph's College

Irinjalakuda.



Dr. Deena Antony. C  
 Faculty in Charge  
 Grievance cell  
 St. Joseph's College  
 Irinjalakuda.

*Deena*

Dr. Sr. Jessi  
 Asst. Professor  
 Dept. of Social work.  
 St. Joseph's College  
 Irinjalakuda.

*Sr. Jessi*

Ms. Sunitha. K. V  
 Asst. Professor  
 St. Joseph's College  
 Irinjalakuda.

*Su*

Ms. Silpa. M-A  
 Asst. Professor  
 St. Joseph's College  
 Irinjalakuda.

*Silpa*

\* Another meeting of the Grievance cell was held on 21<sup>st</sup> of January 2022 at the IQAC Seminar hall at 11 am. Dr. Deena Antony. C, convenor of grievance cell welcomes the gathering.

Agenda : To discuss the problems faced by students while travelling in private buses.

The written complaints of students while travelling in buses at concession rates were discussed in the meeting. Principal informed

the authorities about the complaints.  
The authorities made enquiries and took necessary actions for redressing the problems faced by the students.

The following members were present in the meeting.

Dr. Sr. Asha Therese  
Principal

St. Joseph's college (Autonomous)  
Iringalakuda,

Latha  
Syj. PD

Sr. Blessy  
Vice principal  
St. Joseph's College (Autonomous)  
Iringalakuda.

Dr. Deena Antony C  
Faculty in charge  
Grievance cell  
St. Joseph's College (Autonomous).  
Iringalakuda.

Deena Antony C

Dr. Sr. Jessin.  
Asst. Professor.  
Dept. of Social work.  
St. Joseph's college  
Iringalakuda.

Asst. Professsor

Ms. Sunitha - K.V  
Asst. Professor  
St. Joseph's college  
Iringalakuda.

Sunitha

Ms. Sripa - M.A  
Asst. Professor  
St. Joseph's College  
Irinjalakuda.

Sripa