

ST. TERESA'S COLLEGE, ERNAKULAM (AUTONOMOUS)

GRIEVANCE AND REDRESSAL CELL

REPORT OF ACTIVITIES: 2021-2022

The college level Grievance Redressal Cell was constituted comprising of Principal as Chairman and three Faculty members. Department level Grievance Redressal Cell was constituted with two students from each class.

Members of the student Grievance redressal cell

Chairman – Dr. Lizzy Mathew
Principal

Members - Dr. Meera Jan Abraham
Associate Professor and Head
Dept. of Zoology

Ms. Nair Supriya Damodaran
Assistant Professor
Dept. of Fashion Designing

Georgia Ann Benny
Assistant professor
Dept. of Sociology

The student Grievance Redressal cell collected grievances through the representatives of each class and discussed their issues on 11/03/2022. Their grievances are recorded as follows.

GRIEVANCES BY STUDENTS GIVEN IN THE MEETING CONDUCTED ON

11/3/2022

COMMON GRIEVANCES

- Parking space for science block need to be improved
- Lift facility provision for students at central block
- Provision of hostel facility needed for all students
- Conducting one exam per day for ISA
- Toilet facility and wash basin facility need to be improved in the third floor of science block (fashion dept floor)
- Sanitary waste not disposed on a daily basis
- Need for more toilets in the arts block
- Proper disposal of sanitary napkins is a problem in arts block
- Not receiving information regarding most of the programs conducted in the arts block
- Provide Projector in all classrooms.
- Clean the toilets minimum twice a day, it is too dirty in the afternoon.

The above grievances were rectified in the following manner

- Parking problem will be sorted after construction completes.
- Students on medical ground can use Lift facility.
- New hostel is under construction.
- Next semester onwards, ISA can be conducted one exam per day.
- Toilet facility and wash basin facility provided.
- Sanitary waste disposed on a daily basis.
- Constructed 7 toilets.
- Information regarding the programs conducted in the arts block will be taken care by student union, Department Heads and PRO.
- Purchased and supplied necessary infrastructure required for each class
- Toilets cleaned regularly.