

1. INSTITUTIONAL GUIDELINES FOR STUDENT'S GRIEVANCE REDRESSAL

Jesus Training College has established clear and structured guidelines to address various types of grievances that may arise among its students. These guidelines are crucial for maintaining a safe and conducive learning environment.

The college has a comprehensive grievance redressal policy to address a wide range of grievances that students may face. This policy ensures that students have a mechanism to voice their complaints or concerns and seek resolution in a fair and timely manner. Grievances could include academic issues, administrative problems, facilities-related concerns, etc. The grievance redressal mechanism typically involves designated committees or cells responsible for receiving, reviewing, and resolving grievances.

GRIEVANCE REDRESSAL POLICY

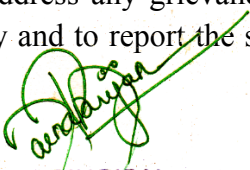
The institution prioritizes the psychological and subjective contentment of its staff and students. To safeguard the equanimity of the staff and students, the college has a mechanism that gives freedom for the staff and students to express their grievances. In order to redress individual as well as collective grievances of the students and staff of the college, a grievance redressal policy has been devised.

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the college that a student or staff thinks, or even feels, is unfair, unjust or inequitable. While this platform allows all students and staff members to voice their concerns in an open manner it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve the attention of the authority.

The grievance policy reiterates that the institution shall:

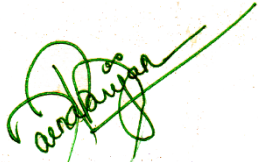
- Constitute a Grievance Redressal Cell to monitor any grievances and to offer feasible solutions and rectifications
- Furnish Grievance boxes at different locations of the College and in the hostel for the students to submit their personal or collective grievances
- Ensure verification and review of grievances, if any, by the Grievance Redressal Cell on a regular basis
- Entrust the class teachers/Mentors to collect and promptly address any grievances that may come within the purview of her competency or authority and to report the same to the Cell




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- Encourage the class teachers/ Mentors to forward the complaints, if not addressed, in written format signed by the respective complainants to the Grievance Redressal Cell
- Ensure availability of helpline/telephone numbers in the college handbook, website, and enquiry wing
- Encourage both teaching and non-teaching staff to report their grievances to the Principal or to submit as a written petition to the Grievance Redressal Cell
- Ensure responsive and judicious redressal of the issues following a prompt and detailed enquiry undertaken by the Grievance Redressal Cell
- Confirm regular meetings of the Grievance Redressal Cell to monitor and evaluate the number and nature of complaints and to implement remedial measures.




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2. COMPOSITION OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE INCLUDING SEXUAL HARASSMENT AND RAGGING

The composition of the student grievance redressal committee at Jesus Training College is structured to ensure comprehensive representation and effective handling of various types of grievances, including those related to sexual harassment, ragging, and examination issues.

Here's how such a committee might typically be composed:

1. Chairperson:

- The committee is typically chaired by a senior faculty member or administrator with experience in handling student affairs and grievances. The chairperson ensures that the committee operates effectively, follows due process, and upholds the college's policies.

2. Faculty Members:

- The committee includes other faculty members representing different departments or disciplines within the college. These members bring diverse perspectives and expertise to the committee's deliberations.

3. External Member(s):

- To ensure impartiality and fairness, some committees may include external members who are not directly affiliated with the college. These could be experts in law, psychology, or social work, particularly for committees dealing with sensitive issues like sexual harassment.

4. Student Representatives:

- It is common practice to include student representatives on the grievance redressal committee. These representatives are elected or nominated by the student body and act as advocates for student concerns during committee meetings.

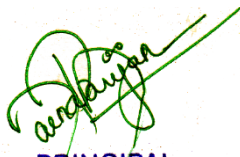
5. Administrative Support:

- The committee is supported administratively by staff members who assist in receiving complaints, scheduling meetings, maintaining records, and ensuring that all procedures are followed systematically.

Roles and Responsibilities:

- Each member of the committee has specific roles and responsibilities, such as investigating complaints, conducting hearings, gathering evidence, and recommending actions or sanctions as per the severity of the grievance.




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Confidentiality and Transparency:

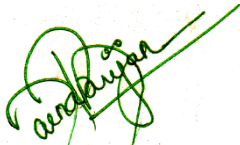
- The committee operates under strict confidentiality to protect the privacy of both complainants and respondents. At the same time, it ensures transparency in its proceedings to maintain trust and accountability within the college community.

By incorporating these diverse perspectives and expertise, the student grievance redressal committee at Jesus Training College ensures that all grievances are handled fairly, promptly, and in accordance with established policies. This comprehensive approach not only addresses individual complaints but also contributes to maintaining a positive and safe campus environment conducive to learning and personal development.

1. Student Grievance Redressal Cell Composition

Sl.No.	Position	Designation
1	Chairperson	Principal
2	Faculty Members	Assistant Professor
3		Assistant Professor
4	Student Representatives	Grievance Redressal Cell Member
5		Grievance Redressal Cell Member

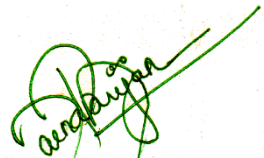



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2. Anti-Ragging and Anti-Harassment committee Composition

Sl. No.	Position	Designation
1	Head of the institute	Principal
2	Representative of Police Administration	SHO, Mala Police Station
3	Representative of Local Media	Kerala Vision
4	Representative of NGO	Lions Club
5	Faculty Members	Assistant professor
6		
7	Member of Administrative Staff	Administrative Staff
8	Parent Representative	PTA President
9	Student Representatives	2 nd Year Student
10		1 st Year Student




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3. Examination redressal committee

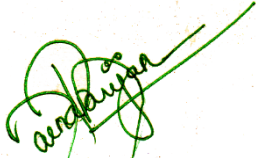
Sl.No.	Position	Designation
1	Chairperson	Principal
2	Convener	Assistant Professor
3	Members	Office-Cum-Account Assistant

Composition of the student grievance redressal committee including sexual harassment and ragging for the academic year 2023 - 2024

1. Student Grievance Redressal Cell Members

Sl. No.	Position	Name of the Committee Members	Designation
1	Chairperson	DR.M.G.Remadevi	Principal
2	Faculty Members	Fr. Rapai P.C.	Assistant Professors
3		Ms. Rekha A. Nair	
4	Student Representatives	Ms. Lavanya Lanty	Grievance Redressal Cell Members
5		Ms. Raji Murali.	

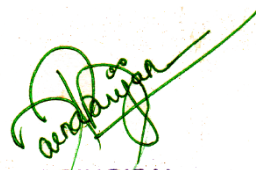



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2. Members of Anti-Ragging and Anti-Harassment committee

Sl. No.	Position	Name of the Committee Members	Designation
1	Head	Dr. M.G,Remadevi	Principal
2	Representative of Police Administration	Mr. Sunil Pulical	SHO, Mala Police Station
3	Representative of Local Media	Mr. Tojo	Kerala Vision
4	Representative of NGO	Mr. Mathai Pallan	Lions Club
5	Faculty Members	Ms. Rekha A. Nair	Assistant professor
6		Ms. Sheena Bhaskar	
7	Member of Administrative Staff	Sr. Leena K.G.	Administrative Staff
8	Parent Representative	Mr.Adv.Joy.	PTA President
9	Student Representatives	Mr. Dalwin Davis	2 nd Year Student
10		Ms. Gopika Vijay	2 nd Year Student




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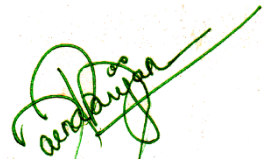
3. Examination redressal committee

Sl. No.	Position	Name of the Committee Members	Designation
1	Chairperson	Dr. M..G.Remadevi	Principal
2	Convenor	Ms. Lisa John	Assistant Professor
3	Members	Sr. Leena K.G.	Office-Cum-Account Assistant
4		Ms. Joicy	Office Assistant-cum-Computer Operator

3. SAMPLES OF GRIEVANCE SUBMITTED OFFLINE

4 Grievances were submitted offline. Among them 2 were addressed within 7 days and 2 were addressed in beyond 7 day period. The grievances were resolved through the collective effort of management, Staff and Students. The grievance redressal committee acts as a force that drives constant improvement in the institution. **The obtained 4 Grievances are attached below:**




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From,
Vishnupriya Wilson
B.Ed IInd year
Jesus Training College
Mala

To,
The Principal
Jesus Training College
Mala

Madam,
I am writing to request a canteen facility that can provide atleast tea and snacks in our college. As many of us come from distant locations, it would be greatly beneficial to have a canteen on campus. I hope you look into this issue and do the needful. I look forward to your response.

Thank you Vishnu
Vishnupriya Wilson
16-06-2023

Forwarded to Grievance Redressal cell for taking necessary actions. Dmy

Action taken Canteen facility added as part of Mess hall.
Recha P. Mani libb



Vishnu
PRINCIPAL
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From,
Ayisha Beevi MR
B. Ed IIIrd Semester
JTC, Mala

To,
The principal
JTC, Mala

Respected Madam,

I would like to raise a grievance related to the stationary store facilities in the College. We face problem due to lack stationary items present in the store. As a part of workshop we require more stationary items like pen, pencil, chart and more refreshment items like snacks and juice. I request the concerned authority to take this matter into consideration and take proper action.

Thank you *Ayisha*
Ayisha Beevi MR

11/08/2023

Amey

Forwarded to grievance redressal cell for taking necessary actions.

Action taken Added more items to college store as per student request.
Recha. A. Nair *Recha*



Recha
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From,
Srr. Binitta Thomas
B.Ed IInd year.
JTC, Mala


To,
The Principal
JTC, Mala
23/1/2024

Madam,

I am writing to request a revision of the current timetable to better accommodate the upcoming Arts Day and Sports Day events. The current timetable has resulted in a tight schedule for students, especially when balancing preparation and participation in both events.

I kindly request that you consider allocating additional time or modifying the existing schedule.

Thank you for considering this request. I look forward to your positive response.


Thank you.
Srr. Binitta Thomas.

Forwarded to grievance redressal cell for taking followup actions.

Dmy

Action taken. Timetable rearranged as per student request.
Recha. A. Nair Recha




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From

Anna Mary Davis

B.Ed 1st year

Jesus Training College

Mala

To,

The Principal

Jesus Training College

Mala

29/01/2024

Madam,

I would like to bring to your notice a serious issue regarding the quality of the water in our college. Over the past few weeks, the water supplied in the college has exhibited hardness, foul odour and an unpleasant taste. I hope you look into this issue and do the needful. I look forward to your response.

Thankyou

Anna Mary Davis

AM

Forwarded to grievance redressal cell for taking followup actions.

DMG

Action taken: Water purifiers installed for students

DMG



DMG
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