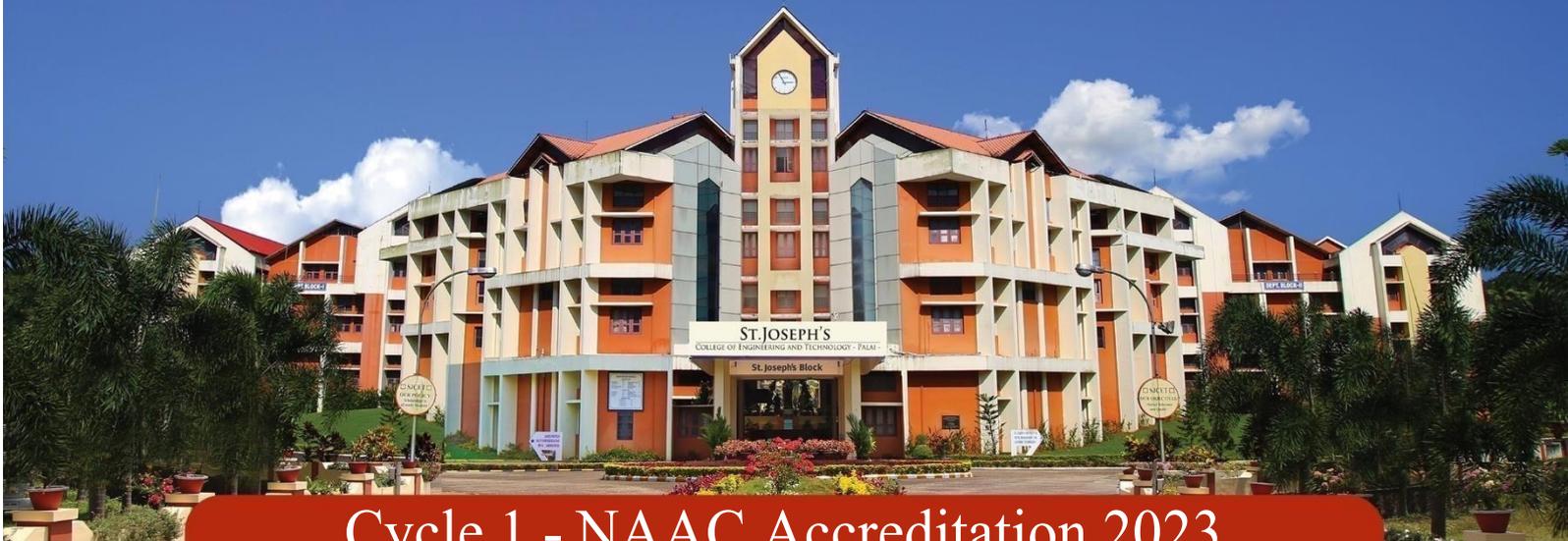




# ST. JOSEPH'S

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Cycle 1 - NAAC Accreditation 2023

Criterion - 5

## Student Support and Progression

### 5.1 Student Support

*Submitted to:*



**National Assessment and Accreditation Council**

## Criterion - 5

# Student Support and Progression

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### 5.1 Student Support

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

### **Annual Reports**

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[Summary of Action Taken Report - Grievance and Redressal Committee](#)

## Summary of Action Taken Report - Grievance and Redressal Committee

Sl. No.	Grievances	Date of Request	Date of Action taken	Action taken report
1	Bus facility to remote places	15/01/2018	29/03/2018	Bus facility to various places has been initiated. Adequate information is passed to students
2	Need special class on difficult subjects in which students are failed	09/04/2018	16/04/2018	Special classes are arranged in the evening time 4:30pm to 5:30pm on working days and extra classes are arranged on Saturdays.
3	Special time is required to use the sports and games facility of the college. Apart from Friday one more day is required to wear casual dress	10/08/2018	04/09/2018	It is decided to allot 6:30 pm to 7:30 pm for using sports and games facility of the college. Apart from Friday, students can wear casuals on Wednesday
4	Extra parking space for parking student's vehicle	14/11/2018	02/01/2019	Extra parking space is approved
5	Permission to use long distance bus facility for hostellers on Monday and Friday	03/04/2019	15/04/2019	Request is approved
6	Food in hostel cause discomfort to few students	22/10/2019	24/10/2019	Canteen committee and mess committee entrusted to look into this
7	Personal request	28/02/2020	29/02/2020	Prof. Madhukumar is entrusted to resolve the issue. The grievance is solved in one-to-one manner.
8	Poor internet connectivity and difficult to attend the online classes	15/10/2020	05/11/2020	Steps are taken to connect ISPS to solve the poor connectivity issues.
9	Leniency in attendance during online classes	15/09/2021	05/10/2021	Attendance is given based on the instruction from the University. Record classes are given for later use.
10	Include the physical education hour in the time table itself	11/05/2022	03/08/2022	Extended the time in the evening for sports.

<b>Sl. No.</b>	<b>Grievances</b>	<b>Date of Request</b>	<b>Date of Action taken</b>	<b>Action taken report</b>
11	Difficulty in coping with academic working days for 6 days a week	11/11/2022	17/11/2022	Matter was informed to KTU and the authorities ensured that the change in schedule will come in to effect from next semester onwards
12	Complaint received from MBA student to verify the CCTV footage to recover his lost helmet	09/02/2023	10/02/2023	CCTV footage was verified and recovered the helmet
13	Received a request to investigate on lost money from St. Joseph's Block	20/02/2023	24/02/2023	CCTV footage was verified and recovered the lost money
14	Received a request for Hot drinking water facility in the college premises	14/03/2023	16/03/2023	Facilities were arranged in all the canteens. Students can collect the hot water in bottles if required
15	Received grievances from hostel students that they need to pay bus fee and transportation fee during weekends when they travel home and requested a transportation fee concession	19/04/2023	25/04/2023	Transportation facility is an optional facility provided to students based on a bus pass and is not mandatory. Upon considering this fact, this grievances deserves no merit for further consideration and may be rejected