



ST. XAVIER'S COLLEGE FOR WOMEN, ALUVA
REACCREDITED BY NAAC WITH A GRADE (CGPA 3.33)

GRIEVANCE CELL
ANNUAL REPORT
2017-2018

About the Cell

The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem. Students are encouraged to use the suggestion boxes placed in different blocks on the campus to express constructive suggestions and grievances. They may also approach the members of the cell or any of their other teachers as is comfortable to them. There is an institutionalized online grievance mechanism for students. They can express their suggestions and complaints in the online form provided at the end of every semester without revealing their identity.

Objectives of the Cell

- The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance Cell is also empowered to look into matters of harassment.
- The cases are attended promptly on receipt of written grievances from the students
- The cell formally reviews cases and acts accordingly as per the Management policy
- The cell reports to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

The Grievance Redressal Cell so far has addressed the following issues and sorted it out

Grievance	Action Taken
Canteen <ul style="list-style-type: none">• Facility should be improved• Cleanliness to be improved• Reduce price of items• Variety needed• Quality of food to be improved• More staff needed	The Principal gave instructions to the canteen authorities to be vigilant about cleanliness. The cost of the items cannot be reduced as the canteen doesn't get any subsidy. The canteen for the academic year 2018-19 is entrusted to a new team, so that facilities and quality of food can be improved
Library <ul style="list-style-type: none">• Working hours to be increased• Books should be issued for two weeks• Library fine should be reduced	The students are free to renew the books issued any number of time The working hours of the library are from 9 am to 4 pm and on all days except Sundays and public holidays Students get ample time for reference Nominal amount is charged as fine for books, it is needed as the students will be careful about the use of books
Hostel <ul style="list-style-type: none">• Facility should be improved	Not much complaint is received about the hostel and improvements are made.
Miscellaneous <ul style="list-style-type: none">• Lift facility for students• Allow mobile phones	Needy and disabled students are allowed to use lift facility Use of mobile phone are restricted in the

- Toilet doors are closed and improve facilities
- Toilets should be cleaned regularly
- Limited parking facility
- Make campus eco-friendly
- Mirrors in toilets
- More cultural activities for union
- One more college bus is needed to Ernakulam area
- Drinking water facilities to be improved
- Coolers are not in working condition
- Need more campus
- More events in Sports and games should be conducted
- Classes for Catechism by renowned resource persons
- Value education classes are not effective because of high student teacher ratio
- Recreation and space for games
- Judgment of Cultural activities should be conducted with transparency
- Improve announcements and timings
- Office staff should be more friendly
- Improve infrastructure
- More personality classes needed

campus for safety reasons and also because of the high court order
 Staff entrusted with the cleaning of the toilets are instructed to clean them regularly
 Infrastructure and parking facilities are provided, but there are constrains of space in the campus
 Acquiring a new bus for the route will be considered in future, when there is enough fund availability.
 Special instructions are given for cleaning the water cooler to the person in charge of the cleaning duty
 Sports and games and recreation areas are provided
 Catechism and value education classes are conducted regularly
 Announcements are restricted to noon intervals so that it may not affect the regular teaching hours
 Personality classes are also conducted regularly.