

# **LOYOLA COLLEGE OF SOCIAL SCIENCES THIRUVANANTHAPURAM**



## **CRITERION 5- STUDENT SUPPORT AND PROGRESSION**

### **5.1 STUDENT SUPPORT**

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

Minutes of Grievance Redressal Cell



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GRIEVANCE REDRESSAL CELL










**Minutes of the Grievance Redressal Cell held on 17 November 2016**

Date: 17 November 2016

Venue: Jose Murickkan Hall

Time: 3.30 p.m.

Members present:

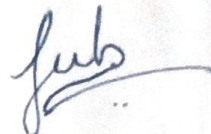
1. Sabu P.Thomas (Chairman) 
2. Dr.Sonny Jose 
3. Dr. Prakash Pillai 
4. Dr.Angelo Mathew 
5. Dr.Nisha Jolly Nelson 
6. Dr.Susha Janardhanan 
7. Dr.Jose Boban (Appellate Authority) 

Fr.Sabu P.Thomas, the Chairman of the Grievance Cell, convened the meeting welcomed all the members to the meeting. He presented the minutes of the previous meeting and the same was approved by the members present. Since there were no specific action arising from the previous meeting (18 March 2016), the Chair went into other matters.

The Chairman enquired about written grievance, if any, available. It was reported by Dr.Susha that there was grievance raised by the student of the Department of Psychology. Mr. Girinath G.S., the class leader had requested expedite intervention to allot 'space for a psychology lab', since it was considered very important in transacting the subject. More they also required additional psychology assessment materials in the laboratory. The committee discussed the matter raised by Girinath in his letter dated 17 September 2016 (ref. Exhibit#1) and recommended that action be taken by the management to allot space and purchase necessary equipment/assessment tests as requested.

The members were also invited to raise other pertinent issues if any for discussion. Dr.Angelo mentioned about the behaviour of the canteen staff with the students and the visitors (especially the Certificate Course in Counselling). On enquiring in turn, the canteen staff in turn took exception about the student coming late for breakfast in the canteen. The Committee observed the dynamics and recommended that the matter be informed to the Canteen-in-charge, and the person/s be instructed to be courteous in their behaviour. Besides the Hostel Wardens were instructed to ensure punctuality among the Hostellers.

The matter was to be reported to the committee. The meeting was adjourned at 4.15 pm.



# Exhibit #1:

## REQUEST LETTER

From,

**Girinath G.S**

Student, Department of Counselling Psychology, Loyola College of Social Sciences  
Sreekaryam, Thiruvananthapuram.

To,

Head of the Department of Counselling Psychology, Loyola College of Social Sciences  
Sreekaryam, Thiruvananthapuram.

Subject: Request for provide space for psychology lab.

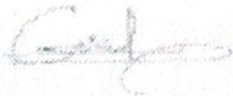
Respected Sir,

As a student of Counselling psychology, I and our classmates perceive a need for a space for psychology lab. It will be a great advantage for the department, to facilitate training in psychological assessment, experimentation, and Counselling practice. Most of the colleges do have ample space for psychology lab, since our subject is very important, kindly ask the authority to provide us with necessary facilities at the earliest. Kindly add more psychology assessment materials in the lab.

Sincerely

Girinath G.S

17/09/2016






**Minutes of the Grievance Redressal Cell held on 16 March 2017**

Date: 16 March 2017  
Venue: Jose Murickkan Hall  
Time: 3.30 p.m.

**Members present:**

- 1. Sabu P.Thomas (Chairman) 
- 2. Dr. Prakash Pillai 
- 3. Dr. Angelo Mathew 
- 4. Dr. Sonny Jose 
- 5. Dr. Nisha Jolly Nelson 
- 6. Dr. Susha Janardhanan 
- 7. Dr. Jose Boban (Appellate Authority)

**Introduction**

The meeting of the Grievance Redressal Cell was convened at 3.30pm on Thursday 16 March 2017 in the J.M. Hall.

**Proceedings**

Fr. Sabu P. Thomas, the Chairman of the Grievance Cell, welcomed the members to the meeting. The minutes of the previous meeting was readout and the same was approved by the members present. The quorum discussed on the actions arising from the previous meeting on 17 November 2016. The following were reported:

- 1. Regarding the behaviour of the canteen staff with the students and the visitors, Fr. Sabu had instructed the canteen staff and they assured of being careful in future
- 2. Regarding late coming of students for breakfast in the canteen, both the Hostel Wardens were instructed to ensure punctuality among the Hostellers, and the same has been complied

On continuation, the members were invited to bring up any matter pertinent. It was shared by Dr. Sonny that during the Open House there was an observation of the seminars being stacked up towards the end of the Semester. The committee decided to take up the matter to the Academic and Staff Councils to space them out. The meeting was adjourned by 4.15pm.





### Minutes of the Grievance Redressal Cell held on 15 November 2017

Date: 15 November 2017

Venue: Principal's Chamber

Time: 3.30 p.m.

#### Members present:

1. Sabu P.Thomas (Chairman)
2. Dr. Prakash Pillai
3. Dr. Angelo Mathew
4. Dr. Sonny Jose
5. Dr. Nisha Jolly Nelson
6. Dr. Pramod S.K.
7. Dr. Saji P. Jacob (Appellate Authority)

#### Introduction

The meeting of the Grievance Redressal Cell was convened at 3.30pm on Wednesday 15 November 2017 in the Principal's Chamber.

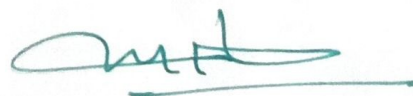
#### Proceedings

The Chairman of the Grievance Cell, Fr. Sabu welcomed the members to the meeting. Dr. Pramod was introduced and welcomed. The minutes of the previous meeting was read out and approved by the members present. The quorum discussed on the actions arising from the previous meeting (16 March 2017). The following were reported:

1. the observations from the various Open Houses regarding the stacking of the seminars towards Semester-end was brought to the notice of the Staff Council. The same was conveyed to the teachers and they were instructed to space out by the Principal.

There were no written complaints received. One of the committee members cited concern over the quality of the food served in the Canteen. Fr. Sabu agreed to take up the matter with the canteen operator.

The meeting was adjourned at 4.20 pm.





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### Minutes of the Grievance Redressal Cell held on 16 March 2018

Date: 16 March 2018

Venue: Jose Muricken Hall

Time: 3.30 p.m.

Members present:

1. Sabu P.Thomas (Chairman) 
2. Dr.Sonny Jose 
3. Dr. Prakash Pillai 
4. Dr.Angelo Mathew 
5. Dr.Nisha Jolly Nelson 
6. Dr. Pramod S.K. 
7. Dr.Saji P. Jacob (Appellate Authority)

#### **Introduction**

The meeting of the Grievance Redressal Cell was convened at 3.30pm on Friday 16 March 2018 in the J.M. Hall.

#### **Proceedings**

The Chairman of the Cell, Fr.Sabu welcomed the members to the meeting. The minutes of the previous meeting was read out and approved by the members present. The quorum discussed on the actions arising from the previous meeting (15 Nov 2017). The following were reported:

1. The complaint regarding the quality of the food served in the Canteen was brought up with the canteen operator by Fr.Sabu and the students were reportedly much happier

There was no other written grievance. The Chair invited the member to share any other matters perceived as grievance. Fr. Sabu mentioned about the concern regarding the Canteen-staff's dealing with the students coming late for breakfast. This matter was to be referred to the person in charge as well as the students regarding punctuality.

It was decided to convene the next meeting by mid-November, and the meeting was adjourned at 4.10pm.












### Minutes of the Grievance Redressal Cell held on 15 November 2018

Date: 15 November 2018

Venue: Jose Muricken Hall

Time: 3.30 p.m.

#### Members present:

1. Sabu P.Thomas (Chairman) 
2. Dr. Angelo Mathew 
3. Dr. Prakash Pillai 
4. Dr. Nisha Jolly Nelson 
5. Dr. Pramod S.K. 
6. Dr. Sonny Jose 
7. Dr. Saji P. Jacob (Appellate Authority) 

#### Introduction

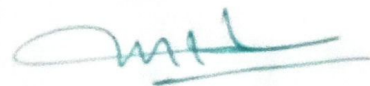
The meeting of the Grievance Redressal Cell was convened at 3.30pm on Thursday 16 Nov 2018 in the J.M. Hall.

#### Proceedings

Fr. Sabu in his capacity as the Chairman of the Cell, welcomed the members to the meeting. The minutes of the previous meeting was read out and approved by the members. The quorum discussed on the actions arising from the previous meeting (16 March 2018). The following action taken was reported:

1. the Canteen-staff's had issues in handling the kitchen, with the students coming late for breakfast. This matter was to be referred to the person in charge as well as the during the hostel meeting and the students were instructed to be punctual with a decision regarding a cut-off time to ensure punctuality.

As there were no grievances raised, next the Chair invited the member to share their observations in general. One of the teachers expressed the inconvenience voiced by the students regarding use of a break as some teachers could not stop their classes on time. The matter was to be taken up with the Staff Council. The meeting was adjourned at 4.20pm with plan to reconvene in mid-March 2019.


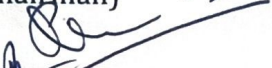








**Minutes of the Grievance Redressal Cell held on 21 March 2019**

Date: 21 March 2019  
Venue: Principal's Chamber  
Time: 3.30 p.m.

**Members present:**

- 1. Sabu P.Thomas (Chairman) 
- 2. Dr.Sonny Jose 
- 3. Dr. Prakash Pillai 
- 4. Dr.Nisha Jolly Nelson 
- 5. Dr.Angelo Mathew 
- 6. Dr. Pramod S.K. 
- 7. Dr.Saji P. Jacob (Appellate Authority)

**Introduction**

The meeting of the Grievance Redressal Cell was convened at 3.30pm on Thursday 21 March 2019 in the Principal's Chamber.

**Proceedings**

The Chairman of the Cell, welcomed the members to the meeting. The minutes of the previous meeting was read out and approved by the members. The meeting discussed action taken based on matters arising from the previous meeting (15 November 2018). The following action taken was reported:

- 1. the reported inconvenience experienced due to the teachers continuing classes beyond the break was reported to the staff-meeting. The teachers consented to stick to their timings and not to exceed into the break due.

Given that there were no written grievances, the meeting discussed matters arising out of the Sem-2 Open Houses. The students expressed the workload due to the clash in seminars of various subjects due to the absence of spacing. It was decided to recommend to the respective Departmental Staff Meetings to address the issue and plan seminars between the teachers. Similarly it was recommended that extra-classes be scheduled a week in advance.

The meeting was adjourned at 4.30pm with a plan to meet mid- November.



## Minutes of the Grievance Redressal Cell held on 20 November 2019

Date: 20 November 2019

Venue: Jose Muricken Hall

Time: 3.30 p.m.

### **Members present:**

1. Sabu P.Thomas (Chairman) 
2. Dr.Sonny Jose 
3. Dr. Prakash Pillai 
4. Dr.Nisha Jolly Nelson 
5. Dr. Pramod S.K. 
6. Dr.Jasmine Sarah Alexander 
7. Dr.Saji P. Jacob (Appellate Authority)

### **Introduction**

The meeting of the Grievance Redressal Cell was convened at 3.30pm on Wednesday 20 November 2019 in the J.M. Hall.

### **Proceedings**

The Chairman of the Cell, welcomed the members to the meeting. The minutes of the previous meeting was read out and approved by the members. The Chairman reported the action taken based on matters arising from the previous meeting (21 March 2018):

1. The issue of anxiety and overload due to the clash in seminars of various subjects was discussed in the respective Departmental Staff Meetings and internal plans were made to address the issue with the teachers agreeing to take up presentations in a structured manner
2. it was mandated that extra-classes be announced a week in advance

Since there was no written grievances, the Chair invited the members to share any matter coming under the purview of grievance. It was noticed that some of the students stayed on having conversations on the stone-benches during the library hour. It was decided that a notice prohibiting such behaviour be issued with specific instructions stating that 'the library hours be utilised either in the library or in the classrooms during the designated Library Hours.'

.The meeting was adjourned by 4.30.





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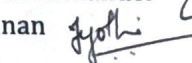


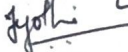
**Minutes of the Grievance Redressal Cell held on 21 January 2021**

Date: 21 January 2021

Venue: Jose Muricken Hall

Time: 4.00 p.m.

Members present:

1. Sabu P.Thomas (Chairman) 
2. Dr. Prakash Pillai 
3. Dr. Angelo Mathew 
4. Dr. Sonny Jose 
5. Dr. Pramod S.K. 
6. Dr. Nisha Jolly Nelson 
7. Dr. Jasmine Sarah Alexander 
8. Dr. Jyothi Krishnan 

**Introduction**

The meeting of the Grievance Redressal Cell was convened at 4pm on Thursday 21 January 2021.

**Proceedings**

The Chairman of the Cell, welcomed the members to the meeting and with a special welcome to Dr. Jyothi Krishnan, who was the Head of the newly founded Department for Disaster Management.

The minutes of the previous meeting was read out and approved by the members. The Chairman reported the action taken based on matters arising from the previous meeting (20 November 2019):

1. A notice prohibiting students from staying on the stone-benches having conversations during designated library hours. It insisted that 'library hours be strictly be utilised either in the library or in the classrooms.

There was a written grievance by Aadhil K.U. of Sem-I M.A. Sociology regarding the 'inadequate Library Hours' (ref. Exhibit #1). He had requested 'the inclusion of a library hour in the academic schedule'. The Grievance considered the suggestion as legitimate and decided to recommend to the Academic and Staff Councils for action.

The teachers shared about the complaint regarding the preparation of the fish-curry. Fr.Sabu assured to communicate the matter with the Canteen operator. The meeting was adjourned at 4.45pm with a vote of thanks proposed by Dr.Jasmine.



**Exhibit #1 – Grievance raised by Aadhil K.U. of Sem-I M.A. Sociology regarding the 'inadequacy of Library Hours'**

From,  
AADHIL . K.U.  
First Year M.A. SOCIOLOGY

12<sup>th</sup> January 2020

To  
The Principal  
Loyola College of Social Sciences  
Sreeharizyam  
Thiruvananthapuram - 17

Sir,

Sub: Inclusion of library hours in the  
time-table

We are facing difficulty with regard to finding adequate time for using library amidst the busy academic schedule. On behalf of my class I kindly request the authorities to take steps to ensure that we are given at least an hour in the time table for the use of library. Expecting your kind consideration.

Thanking you

Sincerely,

Class Leader  
AADHIL . K.U.


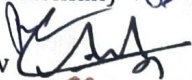





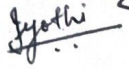




**Minutes of the Grievance Redressal Cell held on 22 October 2021**

Date: 22 October 2021  
Venue: Jose Muricken Hall  
Time: 4.00 p.m.

**Members present:**

- 1. Sabu P.Thomas (Chairman) 
- 2. Dr. Prakash Pillai 
- 3. Dr. Angelo Mathew 
- 4. Dr. Sonny Jose 
- 5. Dr. Pramod S.K. 
- 6. Dr. Nisha Jolly Nelson 
- 7. Dr. Jasmine Sarah Alexander 
- 8. Dr. Jyothi Krishnan 

**Introduction**


The meeting of the Grievance Redressal Cell was convened at 4pm on Friday 22 October 2021.

**Proceedings**

The Chairman of the Cell, welcomed the members to the meeting and read out the minutes of the previous meeting (21 January 2021). The matter arising acted upon were reported:

- 1. Regarding Aadhil K.U.'s complaint on 'inadequacy of Library Hours', the Academic Council had met and escalated the suggestions to the Staff Council
- 2. regarding the complaint regarding the preparation of fish-curry was conveyed and the Canteen Operator was advice to be sensitive about student preferences.

Fr. Sabu explained the special circumstances under which the meeting was convened. First was the long break due to the COVID. Secondly he had received a written complaint dated 7 September 2021, from a group of students, who were genuinely hurt apparently by the 'cutting down of the trees'. The Committee discussed the matter with due empathy and acknowledged the value of the issue raised by the students considering Loyola's commitment to nature, conservation of nature and our policy regarding environment. Fr.Sabu explained that some of the trees had outgrown and had reached a stage where the trees were precariously threatening loss to the building and other age-old structures. He cited a G.O. permitting cutting down of such trees that could damage the structure resulting in losses. The committee was empathetic to the students considering their genuineness; it considered the policy and the compulsions given the circumstance with threat to infrastructure and human life. The committee requested Fr.Sabu as a management representative to the College, to convene a meeting with the student community to explain the circumstances that lead to the cutting. The meeting was adjourned at 5.05 pm.



**Exhibit #1: Grievance regarding Tree-felling**

7<sup>th</sup> September, 2021.

To,  
The Principal,  
Loyola College of Social Sciences,  
Sree Kaniyam,  
Trivandrum - 17.

Sir,


Sub :- Concern Over Cutting down of trees in the Campus.

We, the undersigned students are deeply worried to see that some of the trees near the Boys' hostel are cut down while we were away for our Onam holidays. We were told, 'Loyola stands for ecological sustenance and conservation of greenery'. Still, we don't know why such action has happened.

We request you to ensure that no more trees are cut down. We hope that you will understand our concern. Expecting your kind consideration ...

Thanking you.

Sincerely,  
Student Representatives,

Ansun Jacob 

Brijith 

Alan Bachmans 

Gopika 

Jino John 