



SREEKRISHNAPURAM V.T. BHATTATHIRIPAD COLLEGE

Aided and Affiliated to University of Calicut, NAAC Accredited with B+ Grade

Phone (Office) : 0466-2268285 | Email : principalvtbcollege@gmail.com



CRITERION - V STUDENT SUPPORT AND PROGRESSION

5.1 Student Support



www.vtb.ac.in



Mannampatta P.O., Palakkad – 678 633

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5.1.4. Institution's initiatives for the redressal of students' grievances including sexual harassment and ragging cases

Proof related to Mechanisms for submission of online/offline students' grievances

Sl. No.	Mechanism for Submission of Grievances	Proof Status	Page No.
1	Complaint/ Suggestion Box	Photo attached	3-4
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Mannampatta, Palakkad - 678633

Suggestion/ Complaint Box

The students can write their complaints on a white sheet and drop them in the complaint box installed in the area of students so that they can register their complaints without revealing the identity of the complainant.



Suggestion/Complaint Box installed on our college campus.





The Co-Ordinator collects the Suggestions/Complaints from the Box

Offline Grievance Submission

Students can also get the Grievance Submission form from the office, fill it and submit it to the Department level Grievance Redressal Cell firstly. The grievances may be about infrastructural facilities, internal assessment, or any other issues. The grievance submission form is given below:





**SREEKRISHNAPURAM V T BHATTATHIRIPAD COLLEGE,
Mannampatta, Palakkad**

Form for Internal Assesment related grievance

Department:

Date	Grievance	Signature
	Name: _____ Class _____	

Date	Action Taken	Signature
		Complainant: Grievance redressel Cell co-ordinator Principal

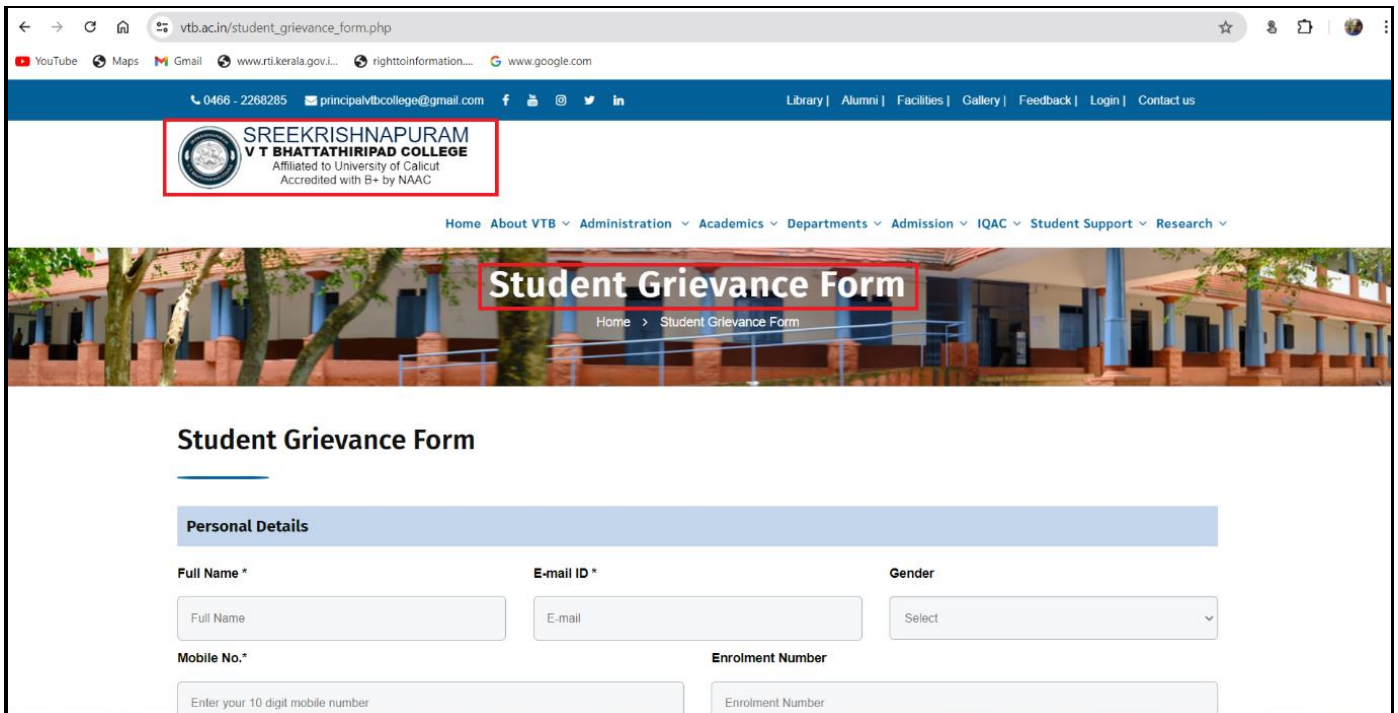
Date	Objection note by the complainant, if any.	Signature of the complainant



Online Grievance Submission

The aggrieved students can submit the grievance in two different ways, Offline and Online mode. The College website has the facility of submitting the grievance by using the following the link:

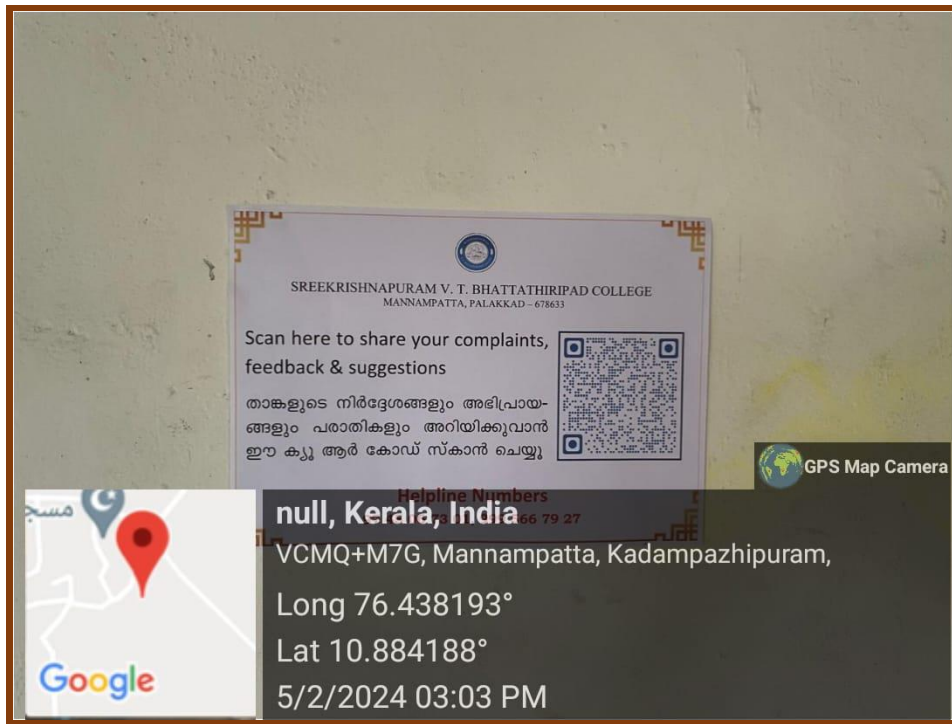
https://vtb.ac.in/student_grievance_form.php



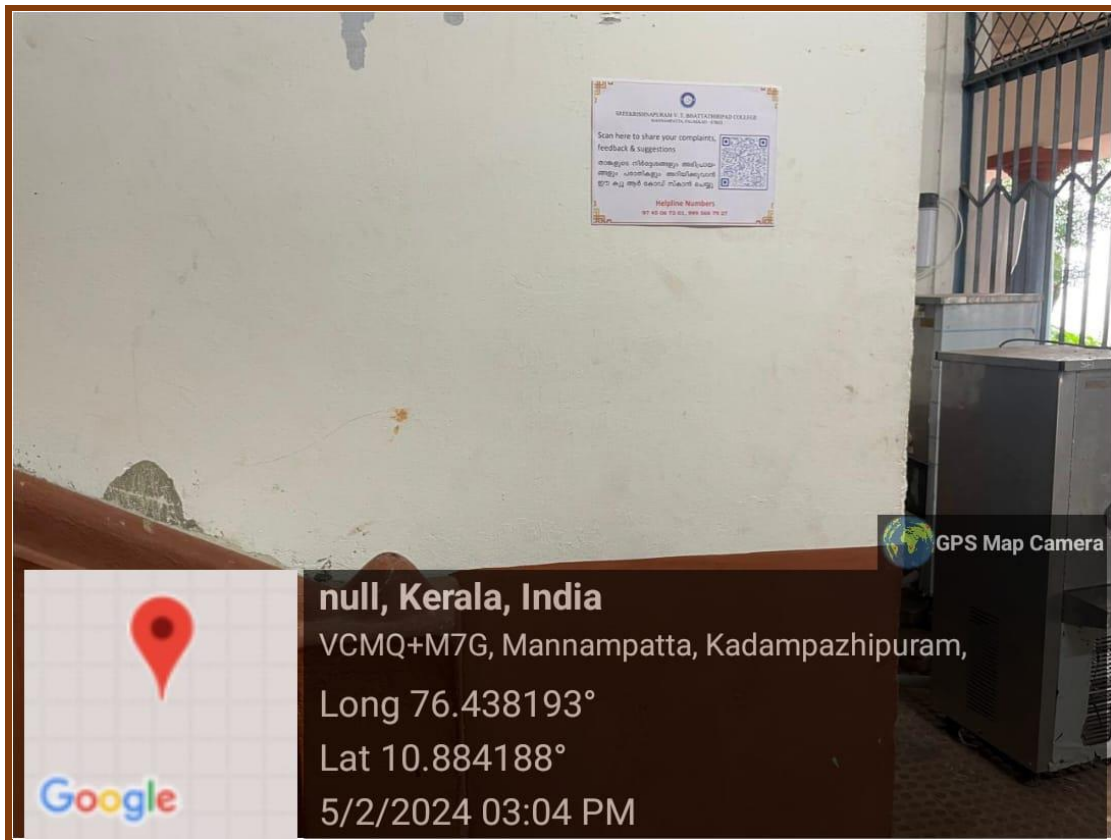
The screenshot shows a web browser displaying the 'Student Grievance Form' page. The browser's address bar shows the URL 'vtb.ac.in/student_grievance_form.php'. The page header includes contact information (0466 - 2288285, principalvtbcollege@gmail.com) and navigation links (Library, Alumni, Facilities, Gallery, Feedback, Login, Contact us). The college logo and name, 'SREEKRISHNAPURAM V T BHATTATHIRIPAD COLLEGE', are prominently displayed, along with its affiliation to the University of Calicut and NAAC accreditation. A navigation menu lists various sections like Home, About VTB, Administration, Academics, Departments, Admission, IQAC, Student Support, and Research. The main content area features a large banner with the text 'Student Grievance Form' and a breadcrumb trail 'Home > Student Grievance Form'. Below the banner, the form is titled 'Student Grievance Form' and has a section for 'Personal Details'. This section contains several input fields: 'Full Name *' (with a placeholder 'Full Name'), 'E-mail ID *' (with a placeholder 'E-mail'), 'Gender' (a dropdown menu with 'Select' as the current option), 'Mobile No.*' (with a placeholder 'Enter your 10 digit mobile number'), and 'Enrolment Number' (with a placeholder 'Enrolment Number').

Screenshot of the Grievance Redressal Form page of the College Website





QR Code for Lodging Grievances



In this way, the QR Code is displayed in every hook and corner of the college campus



Sample Grievance submitted and Redressed



**SREEKRISHNAPURAM V T BHATTATHIRIPAD COLLEGE,
Mannampatta, Palakkad**

Form for Internal Assesment related grievance

Department:

Date	Grievance	Signature
14-03-24	Dept. ജലീലെ water cooler ഉള്ളത് നഷ്ടിതരിക്കുകയും പുതിയത് സ്ഥാപിക്കാനുമായി ഉടലെടുക്ക ഉണ്ടാകണമെന്ന് അപേക്ഷിക്കുന്നു.	
	Name: <u>Punyatheertha, Sandra</u> , ^{1st} B.Com. Class	
Date	Action Taken	Signature
22/03/24	On 19th March, the Cooler has been Sanctioned and start functioning. After, management gave assurance regarding installation of new coolers in each block before re-opening of college in June 2024	Complainant:
		Grievance redressal Cell co-ordinator Principal
Date	Objection note by the complainant, if any.	Signature of the complainant

Students submitted the grievance regarding the Water Purifier and it is timely redressed.



Grievance Redressed



Department specific meetings

Department teachers on a regular basis, discuss with the students the problems or issues faced by them. Both academic and non-academic matters are being discussed with the students. If such issues can be solved in the department itself, they will be redressed there. Otherwise, it will be forwarded to the Grievance Redressal Cell of the College.



The Co-Ordinator of Grievance Committee interacts with the Class Representatives



The Class Teacher interacts with the students regarding the students' welfare





Student Union members discuss with students regarding the issues faced by them




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