



SREEKRISHNAPURAM V.T. BHATTATHIRIPAD COLLEGE

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

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CRITERION - V STUDENT SUPPORT AND PROGRESSION

5.1 Student Support



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Mannampatta P.O., Palakkad - 678 633

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Summary Report of Grievances Received and Redressed

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**Summary Report of
Grievance Redressal Committee
2023-2024**

Summary Report of Grievances Redressed by GRC during the academic year 2023-24

Sl.No	Grievances/Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time taken for grievance redressal
1	Insect Infestation in classroom	27.07.2023	The cell resolved infestation which was caused due to climatic changes. They addressed the issue by using a bio safe liquid solution in classrooms.	29.07.2023	2 Days
2	Malfunctioning of Water purifier in A Block.	27.07.2023	The grievance was registered. Rectified the issue by changing the cartridge of the purifier. The cell recommended purchase of new water purifiers in all the blocks.	31.07.2023	4 Days
3	Birds are entering BCom classrooms, causing disturbances and affecting student focus	11.10.2023	The committee identified that birds were entering the classroom through an ungrilled ventilator. To resolve this, a net was installed over the ventilator the following day and the problem was resolved.	12.10.2023	1 Day
4	Obsolete boards of Commerce Classrooms to be replaced.	30.11.2023	The cell recommended that five new whiteboards be purchased for the Department of Commerce. The college purchased and installed three new whiteboards.	06.12.2023	7 Days
5	Damaged plug points found in the MSc Computer Science Class rooms	10.01.2024	The cell brought this issue to the notice of the college electrician and was timely repaired. As a long-term solution, the cell recommended installing additional plug points in all classrooms.	11.01.2024	1 Day



6	Water leakage in the wash basin of the Boys' toilet	12.02.2024	The cell members contacted the plumber and arranged the repair of the pipe in the toilet. The plumber came to the college on 15.02.2024 and repaired the pipe.	15.02.2024	3 Days
7	Need more waste bins in the common places of the campus for segregation of different types of wastes	22.02.2024	The cell proposed the purchase of larger separate waste bins for food, plastic, paper, and electronic waste. The principal approved the request and installed five new bins across the campus.	28.02.2024	6 Days

Principal

[Handwritten Signature]
PRINCIPAL
 Sreekrishnapuram VT Bhattathiripad College
 Mannampatta, Palakkad - 678633



[Handwritten Signature]
 P. Haridas
 HOD Dept. of Statistics
 Chairman

**Summary Report of
Grievance Redressal Committee
2022-2023**

Summary Report of Grievances Redressed by GRC during the academic year 2022-23

Sl.No	Grievances/Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time taken for grievance redressal
1	The interval time is insufficient for students.	17.06.2022	The committee members recommended the extension of interval time by 5 minutes to the principal. The principal approved it and the time was extended from 5 minutes from 10 minutes.	20.06.2022	3 Days
2	The window glass in 1 st year BA Economics classroom is found broken.	29.06.2022	The cell members visited the classroom and discovered that the windows lacked a functional lock system. They recommended the installation of a new lock system, which was subsequently implemented.	04.07.2022	5 Days
3	The tube lights in 2 nd year BBA classroom are not working.	21.07.2022	The college electrician was notified and subsequently repaired the necessary electrical fittings	25.07.2022	4 Day
4	The lock in the toilet of the girls' restroom has become inoperative.	29.09.2022	The committee gave directions to repair the lock and the work was done.	30.09.2022	1 Day
5	The incinerator in the girls' toilet is not functioning properly.	29.09.2022	The committee contacted the technician and instructed them to repair the incinerator.	03.10.2022	4 Days



6	The boys' toilet is found dirty and unkempt.	03.11.2022	The committee members took necessary actions to clean the toilet. They also recommended the principal to appoint two more cleaning staff to ensure that the toilets are well-maintained.	04.11.2022	1 Day
7	The suggestion/complaint box has been installed at a remote place.	02.02.2023	The committee resolved the issue by placing the suggestion box in the BBA block, so that the students could conveniently deposit complaints.	03.02.2023	1 Day
8	Stray dogs loitering in the college campus.	16.02.2023	The committee observed that some students were feeding stray dogs on campus and subsequently directed all Heads of Departments to issue guidelines to students prohibiting the feeding of stray dogs. Additionally, the committee proposed the appointment of a full-time security guard at the entrance gate to ensure student safety	19.02.2023	3 Days



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**Summary Report of
Grievance Redressal Committee
2021-2022**

Summary Report of Grievances Redressed by GRC during the academic year 2021-22

Sl.No	Grievances/Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time taken for grievance redressal
1	Inability to attend online classes due to poor network	11.10.2021	The GRC has instructed all teachers to start a YouTube channel (for educational purpose), record their online classes, and upload them on the channel.	17.10.2021	6 Days
2	Psychological stress due to the excessive use of mobile phones	19.12.2021	In association with the Women's Cell, Counselling Cell, and NSS, a talk on 'Strategies to Tackle Stress' was conducted by Dr. Viji K Ramakrishnan, a renowned psychologist.	23.12.2021	4 Days




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**Summary Report of
Grievance Redressal Committee
2020-2021**

Summary Report of Grievances Redressed by GRC during the academic year 2020-21

Sl.No	Grievances/Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time taken for grievance redressal
1	Many students from impoverished economic backgrounds lack access to smartphones, hindering their ability to attend online classes.	14.10.2020	The cell initiated a staff meeting, where it was decided that each staff member would contribute a certain amount of money to fund smartphones for needy students.	15.10.2020	1 Day
2	Inability to attend online classes: Due to the COVID-19 pandemic, many students are unable to attend college in person. They have to participate in online classes. However, some students are unequipped in attending these classes due to poor network connectivity.	01.12.2020	The committee has instructed teachers to record classes and upload links to Google Classroom. Additionally, teachers are advised to provide sufficient time for students to submit assignments and seminar reports.	05.12.2020	4 Days
3	Teachers are experiencing timetable clashes due to the schedule of online classes.	02.01.2021	A master timetable for the online classes was made to avoid clashes.	07.01.2021	5 Days




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**Summary Report of
Grievance Redressal Committee
2019-2020**

Summary Report of Grievances Redressed by GRC during the academic year 2019-20

Sl.No	Grievances/Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time taken for grievance redressal
1	Insufficient medicines in the First Aid Box	03.09.2019	The committee initiated the purchase of necessary medicines for the first-aid box.	04.09.2019	1 Day
2	Sanitary napkins are not available in the wending machine	16.10.2019	The committee contacted the convener of the Women's Cell and requested that they procure additional sanitary napkins.	17.10.2019	1 Day
3	Inadequate parking space for the student bikes	29.11.2019	The committee requested the principal to allocate additional parking spaces for bikes. In response, the principal designated extra space near the canteen for students. Furthermore, the committee received assurance from the manager that new parking facilities for students would be constructed shortly.	04.12.2019	5 Days
4	The projector is not working in M. Com 2nd year class	29.11.2019	The Committee member contacted the technician. He came repaired the projector in five days	03.12.2019	4 Days
5	Water leakage issue in the girls' toilet	18.12.2019	The committee took necessary steps to rectify the leakage issue	21.12.2019	3 Days
6	Water leakage issue identified in the roof in the 2nd year B.Sc. Classroom	09.01.2020	Contacted the concerned worker and repaired the leak timely	11.01.2020	2 Days



7	The classrooms are inadequately equipped with dustbins, lacking separate containers for segregating plastic and paper waste	21.01.2020	The committee members contacted NSS Programme Officers and suggested that they to instruct NSS volunteers to bring cardboard boxes as waste bins in the classrooms. The NSS implemented it successfully	27.01.2020	6 Days
8	There is insufficient water supply in the bathrooms during the month of February	03.02.2020	The Committee members recommended to the principal to buy water during the summer season. The principal contacted the manager and solved the issue	04.02.2020	1 Day



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