



# Sree Narayana College of Education

(Affiliated to MG University, Approved by NCTE)

Muvattupuzha, Ernakulam Dist, Kerala, Pin - 686661

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## KEY INDICATOR

### 5.1 STUDENT SUPPORT

#### METRIC: 5.1.3

The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as

1. Institution has guidelines regarding redressal mechanism approved by appropriate statutory/regulatory bodies
2. Details of members of grievance redressal committees are available on the institutional website
3. Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students
4. Provision for students to submit grievances online/offline
5. Grievance redressal committee meets on a regular basis
6. Student grievances are addressed within 7 days of receiving the complaint

**Samples of the grievance submitted offline**


  
PRINCIPAL  
Sree Narayana College of Education  
Muvattupuzha

### 5.1.3 Samples of Grievances Submitted Offline

The actions in response to the submitted grievances and a sample copy of the grievance are provided below.

Date	Sl No	Grievance	Action Taken
<b>2022-23</b>			
5 -10-2022	1	Insufficient supply of cups and buckets in the washroom	Bought new cups and buckets
17-2-2022	2	Request for postponement of first-semester internal exam	Postponed the exam to March
17-2-2022	3	Extension for submission for First-semester practical works from April to May	Extended submission date to May.
<b>2021-22</b>			
21-3- 2022	2	Provision of a new cricket bat	Bought a new cricket bat
7-12-2021		Request to repair the damaged fans	Repaired damaged fans
<b>2020-21</b>			
3 -7-2020	1	Request to Reschedule the time of the online class	Rescheduled as per the request of student teachers
<b>2019-20</b>			
10 -8- 2019	1	Request for a new cooler for drinking water	Bought new cooler
17-12-2019	2	Request to improve hostel food quality	Improved the quality of food
<b>2018-19</b>			
17 -10- 2018	1	Request to place curtains in the classrooms	Necessary action was taken
10-3-2019	2	Request to extend the sports event to two days.	The sports day event extended to two days



  
**PRINCIPAL**  
 St. Joseph's College of Education  
 Muvattupuzha

To,  
The Principal  
Sree Narayana College of Education  
Muvattupuzha.

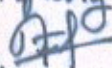
Date: 7-12-2021

From,  
Anand Abraham  
Chairperson  
Sree Narayana College of Education  
Muvattupuzha.

Subject: Regarding the repair of fans in  
the auditorium.

Respected Sir,


This is a humble attempt to bring into your consideration, the state of fans in our auditorium. Many of them are not working and some are producing some noises which is a disturbance during class hours. We request your immediate attention to this issue.

Yours faithfully  


Muvattupuzha.

Anand Abraham



  
PRINCIPAL  
Sree Narayana College of Education  
Muvattupuzha

From,

Nandu N

College Union Chairperson

SN College of Education, Muvattupuzha

Muvattupuzha

21/03/2022

To,

Dr. P. J. Jaichob

Principal

SN College of Education, Muvattupuzha

Subject : Cricket bat

Sir,

We, the 1<sup>st</sup> year BEd students of this college like to play cricket in college ground after college hours. But we are not able to play cricket, as cricket bat is not available in our college. So we humbly request you to provide us with a cricket bat from college.

Yours faithfully



Nandu N



PRINCIPAL  
Sree Narayana College of Education  
Muvattupuzha