



Criterion : V – Student Support and Progression

Metric : 5.1.5 – Redressal of Student Grievances

Year : 2019 – 2020



## ACADEMIC YEAR 2019-2020

### STUDENTS' GRIEVANCE REDRESSAL CELL 2019-2020

#### MEETING - I

On 14.10.2019 the Students' Grievance Redressal Cell meeting was held in the San Jose Seminar Hall at 12.45 p.m with a silent prayer, the following members of the cell were present for the meeting.

Dr. Sr. G. Celine Sakaya Mary - Principal  
 Dr. Sr. Bindu Antony - Vice Principal - I (Shift - I)  
 Dr. G. Uma - Vice Principal - II (Shift - I)  
 Dr. Sr. J. Arul Mary - Vice Principal - I (Shift - II)  
 Dr. M. Arasammal - Vice Principal - II (Shift - II)  
 Mrs. Nigile Ragavan - Controller of Examinations (Shift - I)  
 Dr. Mahima Ragland - Controller of Examinations (Shift - II)  
 Dr. P. Shyamala - Member  
 Student Union Representatives - Shift - I  
 Student Union Representatives - Shift - II  
 Class Representatives - Shift - I  
 Class Representatives - Shift - II

The following grievances were presented by the students.

- \* Complaint regarding food quality in canteen
- \* Shift - II students requested to have daily exercises conducted by the fitness club at the end of the last hour.
- \* The Special bus for Shift - II students is not coming on time after college hours.
- \* The lights in Students' toilet in Merina block is not working.





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After listening to their grievances the Principal Dr. Sr. G. Celine Sakaya Mary redressed them one after the other as follows:

- \* The Secretary shall talk with the canteen contractor regarding poor quality of food and the needful shall be done.
- \* The officials of PRC will be contacted and requested that the special bus pick up the students on time after college hours.
- \* The office Manager shall be consulted to look into the maintenance with the help of the electricians.

The meeting came to an end with the vote of thanks by Ms. J. Anto Terline President of Students' Union Shift - I.

Sr. G. Celine Sakaya Mary





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## ACADEMIC YEAR 2019-2020

### STUDENTS' GRIEVANCE REDRESSAL CELL 2019-2020

#### MEETING - 2.

On 26.2.2020 the Students' Grievance Redressal cell meeting was held in Ad at 12.15 p.m, it began with a prayer song. The following members of the cell were present for the meeting:

Dr. Sr. G. Celine Sahaya Mary	- Principal
Dr. Sr. Bindu Antony	- Vice Principal - I (Shift-I)
Dr. G. Uma	- Vice Principal - II (Shift-I)
Dr. Sr. J. Arul Mary	- Vice Principal - I (Shift-II)
Dr. M. Arasammal	- Vice Principal - II (Shift-II)
Mrs. Nigila Pagarar	- Controller of Examinations (Shift-I)
Dr. Mahima Ragland	- Controller of Examinations (Shift-II)
Dr. P. Shyamala	- Member
Student Union Representatives	- Shift - I
Student Union Representatives	- Shift - II
Class Representatives	- Shift - I
Class Representatives	- Shift - II

The Students represented the following grievances.

- \* There is water scarcity in the Students' rest room in NEAT Block.
- \* More dust bins can be kept in the ground.
- \* Sales day may be organised every semester.
- \* It is overcrowded in the canteen during breaks.
- \* Space is not available in two-wheeler parking area for those who come late.





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After listening to Students' suggestions and grievances Dr. Sr. G. Celine Saldaja Mary the Principal addressed the students in the following:

- \* Water scarcity in the campus will be looked into by building rainwater harvesting sump until then the water from Corporation will be bought very frequently.
- \* Few more dust bins will be placed in the ground.
- \* Sales day can be organised when there is a need for raising funds the students can have some fun time during the stalls put up as part of Environmental Education.
- \* The counters in the canteen would be increased to avoid crowding.
- \* The Quality circle will be asked to arrange the two-wheelers in order so that those who come late will have space to park their vehicles.

The meeting came to an end with the vote of thanks proposed by Mr. R.J. Aarthi Chree, President of Students' Union Shift - II.

Dr. G. Celine Saldaja Mary





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## ACADEMIC YEAR 2018-2019

### STUDENTS' GRIEVANCE REDRESSAL CELL 2018-2019

#### MEETING - I

On 5.8.2018 the Students' Grievance Redressal Cell meeting was held in the Jubilee Hall at 12.30 p.m with a silent prayer. The following members of the cell were present for the meeting:

Dr. Sr. G. Celine Sakaya Mary	- Principal
Sr. M. Fabina Mary	- Vice Principal - I (Shift - I)
Dr. G. Uma	- Vice Principal - II (Shift - I)
Dr. Sr. J. Arul Mary	- Vice Principal - I (Shift - I)
Dr. M. Aasammal	- Vice Principal - II (Shift - II)
Dr. Mathavi Manisekar	- Controller of Examinations (Shift - I)
Dr. Mahina Ragland	- Controller of Examinations (Shift - II)
Dr. P. Sheyanale	- Member
Student Union Representatives	- Shift - I
Student Union Representatives	- Shift - II.
Class Representatives	- Shift - I
Class Representatives	- Shift - II.

The students expressed their grievances as follows:

- \* The due date of fee payment may be extended
- \* There is insufficient RO drinking water
- \* Certain dishes in the canteen are expensive
- \* Movies may be screened once in a month in the hostel.





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After the students' expressed their grievances Dr. Sr. G. Celina Sabaya Mary, the Principal addressed the students and clarified the following:

- \* The due for fee payment will be extended to one more week.
- \* The management will look into installing a few more RO water plants on campus.
- \* The Secretary shall talk with the canteen contractor regarding the hiked price and the needful shall be done.
- \* The hostel warden will be consulted regarding screening the movie once in a month.

The meeting came to an end with vote of thanks by Ms. K. Lakshmi Priya, President of Students' Union Shift - II.

Dr. G. Celina Sabaya Mary





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## ACADEMIC YEAR 2018-2019

### STUDENTS' GRIEVANCE REDRESSAL CELL 2018-2019

#### MEETING - 2.

On 21.02.2019 the Students' Grievance Redressal cell meeting was held in the Jubilee Hall at 1.00 p.m with a prayer song by the choir. The following members of the Cell were present for the meeting:

Dr. Sr. G. Celine Sahaya Mary	- Principal
Sr. M. Fatima Mary	- Vice Principal - I (Shift - I)
Dr. G. Uma	- Vice Principal - II (Shift - I)
Dr. Sr. J. Ael Mary	- Vice Principal - I (Shift - II)
Dr. M. Arasammal	- Vice Principal - II (Shift - II)
Dr. Mathavi Manisekar	- Controller of Examinations (Shift - I)
Dr. Mahima Ragland	- Controller of Examinations (Shift - II)
Dr. P. Sheynala	- Member
Student Union Representatives	- Shift - I
Student Union Representatives	- Shift - II
Class Representatives	- Shift - I
Class Representatives	- Shift - II

The Students' put forth the following:

- \* Requested to change the dress code, the suggested that they may be allowed to wear jeans
- \* There is water scarcity in the students' rest room at the Santa Maria Block
- \* Same set of students are engaged for intercollegiate cultural competitions.
- \* They may be allowed to use mobile phones in college
- \* The lights in students' rest room in NEAT block are out of order.





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After the students expressed themselves Dr. Sr. G. Celine Sahaya Mary the Principal responded to the Students' as stated below:

\* Dress Code issue will be discussed in the HODs meeting and after the discussion the information would be passed on to the students

\* The Management shall look into digging one more bore well after consulting with Secretary to meet the water scarcity. Meanwhile, till then more water tankers loads of water shall be brought from Corporation

\* The cultural Deans will be met and the issues shall be sought out regarding students going for competitions.

\* Regarding mobile phones the parents shall be consulted during parents teachers meeting as well as with HODs and it will be intimated.

The meeting came to an end with the vote of Thanks by Ms. J. Jovica Sharon, President of Students' Union Shift - I.

Dr. G. Celine Sahaya Mary





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Year : 2017 – 2018



## ACADEMIC YEAR 2017-18

### STUDENTS' GRIEVANCE REDRESSAL CELL 2017-2018

#### MEETING - I

The meeting of the Students' Grievance Redressal Cell was convened in A2 at 12.00 noon on September 18, 2017. The following members of the cell were present:

Dr. Sr. G. Celine Sakaya Mary - Principal  
 Sr. M. Fatima Mary - Vice Principal-I (Shift-I)  
 Mrs. R. Alphonsa Fernando - Vice Principal-II (Shift-I)  
 Mrs. B. Chandirika - Vice Principal (Shift-II)  
 Dr. Mathari Manisekar - Controller of Examinations (Shift-I)  
 Dr. Mahima Ragland - Controller of Examinations (Shift-II)  
 Dr. P. Shyamala - Member  
 Student Union Representatives - Shift-I  
 Student Union Representatives - Shift-II  
 Class Representatives - Shift-I  
 Class Representatives - Shift-II

The Students presented the following grievances that

- \* chairs in the classrooms were not sufficient immediately after general English.
- \* The outgoing students may be permitted to go on excursion for three days.
- \* There is no space for parking two-wheelers.
- \* Certain special buses do not come on time after college hours.
- \* PA System does not work in A6
- \* The UG students may be allowed to use mobile phones in the hostel.
- \* The toilets need to be cleaned even after usage by Shift-I students in WEAT block.





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After listening to their grievances the Principal Dr. Sr. G. Celine Sabaya Mary appreciated the students for articulating their grievances. She then redressed them one after the other as follows:

- \* The Departments of English and Tamil would be instructed to take care that the chairs are not moved from one class to another during the General English and Tamil classes. She also added that more chairs would be procured to meet the growing demands.
- \* Considering the safety of the students the time constraints and expenses involved it was suggested that they go on a day trip.
- \* The students need to be advised to park the two wheelers in an organised way and the members of the Quality Circle may be asked to look into it.
- \* The officials of PRC will be contacted and requested that the special buses pick up the students on time after college hours.
- \* Phone cards would be issued to each hosteller to contact their parents.
- \* Care will be taken that toilets are cleaned twice a day especially before Shift-II begins.

The meeting came to an end with the vote of Thanks proposed by Mr. E. Mohammed Farid, President of Students' Union, Shift-I.

Dr. Sr. G. Celine Sabaya Mary





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## ACADEMIC YEAR 2017-2018

### STUDENTS' GRIEVANCE REDRESSAL CELL 2017-2018

#### MEETING - 2.

The Students' Grievance Redressal cell meet was conducted in San Jose Seminar Hall at 12.30 p.m on March 21, 2018. The Cell comprises of the following members:

Dr. Sr. G. Celine Sahaya Mary - Principal  
 Sr. M. Fatima Mary - Vice Principal - I (Shift - I)  
 Mrs. R. Alphonsa Fernando - Vice Principal - II (Shift - I)  
 Mrs. B. Chandrika - Vice Principal (Shift - II)  
 Dr. Mathavi Manisekar - Controller of Examinations (Shift - I)  
 Dr. Mphina Ragland - Controller of Examinations (Shift - II)  
 Dr. P. Shyamala - Member  
 Student Union Representatives - Shift - I  
 Student Union Representatives - Shift - II  
 Class Representatives - Shift - I  
 Class Representatives - Shift - II

The Students came up with the following grievances that

- \* The college timing for Shift - I may be changed from 8.00 a.m - 1.00 p.m to 8.30 a.m - 1.30 p.m so that they can have their breakfast before coming to college
- \* There is insufficient water in the rest rooms.
- \* Chappathis may be provided for supper in the hostel.
- \* There is a huge traffic jam in the mornings and are very unmanageable on days when Shift - I and II come together in the morning.





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- The Principal Dr. Sr. G. Celina Sahaya Mary redressed their grievances as stated herein:
- \* The Management shall collect feedback from staff and students regarding change of timing and necessary actions shall be taken.
  - \* Water from the Corporation will be bought to meet the water scarcity.
  - \* The Hostel warden will be consulted and will be asked to discuss with mess Committee and provide Chappathis for students once in a week.
  - \* The Sellur police shall be requested to sort out the traffic jam at the entrance.

The Vote of thanks was proposed by  
 Mrs. Yaghini. P. President of Students' Union  
 Shift - II.

Dr. G. Celina Sahaya Mary





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Year : 2016 – 2017



## ACADEMIC YEAR 2016-2017

### GRIEVANCE COMMITTEE

The Grievance Cell meet was held on 6-10-2016 at 11.30 a.m in the Administrative Block. All the class representatives and those who wanted to express their grievances personally from Shift I were present.

Dr. S. K. Fatima Mary, Principal, Fatima College was the chairman of the meet.

The following members attended the meeting  
Dr. R. Latha – CIA

Dr. P. Varaprasadam Christy Shanthi – CIA

Dr. M. Regina Mary – Dean of Arts

Mrs. E. Helena – Dean of Self Financing Courses

Dr. S. Maria Packiam Head Dept. of History &

Dr. P. Shyamala, Head, PG Dept. of IT

Representatives from all classes attended the meeting and came out with grievances regarding CIA and end Semester examination question pattern.

\* For the UG students 4 exams are conducted in 3 days. On one day 2 tests are conducted and the students feel that they are not able to do justice for both the papers.

\* In the newly introduced question pattern for the UG, In the test component within one and half an hour two essays, 2 paragraph and 3 questions in 2 marks the students have to write. This pattern is not comfortable due to shortage of time and the students are not able to complete the paper.

\* In the quiz component two centralised tests are conducted and average is taken. The students felt that the best out of 2 can be taken, because some students may get





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absent due to valid reasons.

\* The centralised quiz can be scheduled before the internal test instead of after the internal test.

For the above mentioned grievances Principal agreed:

\* To Conduct 4 internal papers on 4 days. Those who have 5 papers can write two tests on one day.

\* Regarding the quiz component as per the norms given by Higher Education Council Tamil Nadu Government, only average should be taken for test, Assignment, quiz and not the best.

\* Regarding centralised quiz, Principal said it would be conducted prior to the internals.

Sr. Prudhvi Mary





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Year : 2015 – 2016



2015 – 2016

### GRIEVANCE COMMITTEE

The Grievance Cell Meet was held on 13.10.15 at 12:00 noon at Jubilee Hall. All the class representatives and those who wanted to express their grievances personally from Shift I were present.

Dr. S. K. Fatima Mary, Principal, Fatima College was the Chairman of the Meet.

The following members attended the meeting.

Mrs. K. Mary Jacintha – Vice Principal (SF)

Mrs. Fernando Delishia – Vice Principal-II (Shift I)

Dr. S. Maria Packiam Head, Dept. of History &

Dr. P. Sheyana, Head, PG Dept of I.T.

The meeting commenced with the Prayer song followed by a short introduction about the meeting by the Principal.

The following were the grievances put forward by the Shift I students.

- \* Want of more water purifiers
- \* Disturbance of class room arrangement by the shift II students
- \* Special bus – Villapuream bus is not coming in time
- \* Fans are not working in instrumentation centre
- \* Enough chairs are not in cabin rooms.
- \* ATM is providing 1000s notes denomination
- \* The rate of items in SF canteen is high and the canteen is lacking hygiene
- \* Extension of time duration of the break from 20 minutes to 30 minutes
- \* Need for students' toilet and sink in the upstairs of Administrative block.
- \* Remainder should be made regarding Part V activities during the prayer time in the intercom.





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After hearing the grievances, Sister Principal gave her answers and solutions. The following are the same.

- \* More water purifiers will be provided soon.
- \* Instruction will be given to the class representatives and discipline committee members regarding the replacement of chairs in the respective class rooms.
- \* A letter will be drafted with the signature of the students who use the Villapuran Bus and will be sent to the General Manager, STC, Madurai in order to set right the timing of the Villapuran Bus.
- \* Regarding the repair of fans and lights students can write it in the Complaint Register which is available with the receptionist in the lobby.
- \* Regarding waiting in queues for the payment of fees, next year onwards it will be made online payment at any part of the country.
- \* The Vice Principals were asked to enquire about the availability of lesser denominations in Indian Bank ATM.
- \* Extension of break timing can be considered in the next Academic year.
- \* By default at all Thursdays Past V activities are going on. Whenever there is cancellation of past V activities it will be announced during the prayer time in the winter com.

Besides, Sister Principal further shared some of the expectations on the part of the institution.

- \* Regarding the usage of rest rooms by the students, they were asked to be more humane towards workers and sweepers.
- \* Class rooms should be kept clean.
- \* The wastage while eating their food should not be thrown in the ground.

The meet came to an end at 1.00 p.m with the





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gesture of gratitude by the students.

The Grievance cell meet for the shift II students was held at 1.00 p.m at Jubilee Hall on the same day in front of the same forum. All the class representatives and those who wanted to express their grievances personally were present.

The following were the grievances put forward by the shift II students.

- \* Asking for Laboratory by Journalism major students.
- \* Want a change of class room by MB3 occupants.
- \* More than 3 fans are needed in classrooms with more than 50 students.
- \* Collection of fine when 15 days of leave is exceeded.
- \* Banging due to lack of latches in many doors and windows.
- \* Lights are under repair in M3.
- \* Not sufficient fans in the Classroom A8.
- \* Night Supper should be converted into tiffin in the hostel.
- \* Want a change of college timings – better earlier coming and earlier going home in the evenings.
- \* Special classes should get over atleast by 12 noon.
- \* Not sufficient water in the restrooms and the drinking water is also scanty.
- \* Need of projectors in the labs and classrooms.
- \* Need of chartered Accountant coaching classes within the campus.
- \* Library hours to be introduced for Journalism students.

After hearing the grievances, Sr. Principal gave her answers.

- \* Expressed the need for establishing a lab for journals and soon it will be actualised.
- \* Regarding the fans and lights it can be entered in the Complaint Register with the receptionist in the lobby and it will be considered.





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\* The change of college timings will be considered in the beginning of the next academic year.

\* Eliminating arrears will eliminate the arrears fees.

\* Regarding special classes' Sister Principal referred it to the Vice Principals and asked them to do the needful in order to facilitate the students for the upkeep of timings towards the regular classes.

\* Regarding traffic at the entrance side of the college, Sister asked the staff to refer the matter to the Traffic Police who is on duty at the college entrance.

\* Regarding water facility Sister promised to arrange water for the students.

Besides Sister Principal expressed the expectation of the institution on the part of the students like cleanliness, punctuality and dignity of labour.

The meeting came to end at 2.15 p.m with the utterance of gratitude by the students.

Dr. P. Sundararajan