

St. Joseph's College of Education for Women

Opp. Sambasivapet 2nd Lane, Naaz Center, GUNTUR, A.P., INDIA.
(Under the Management of Society of Jesus Mary & Joseph)



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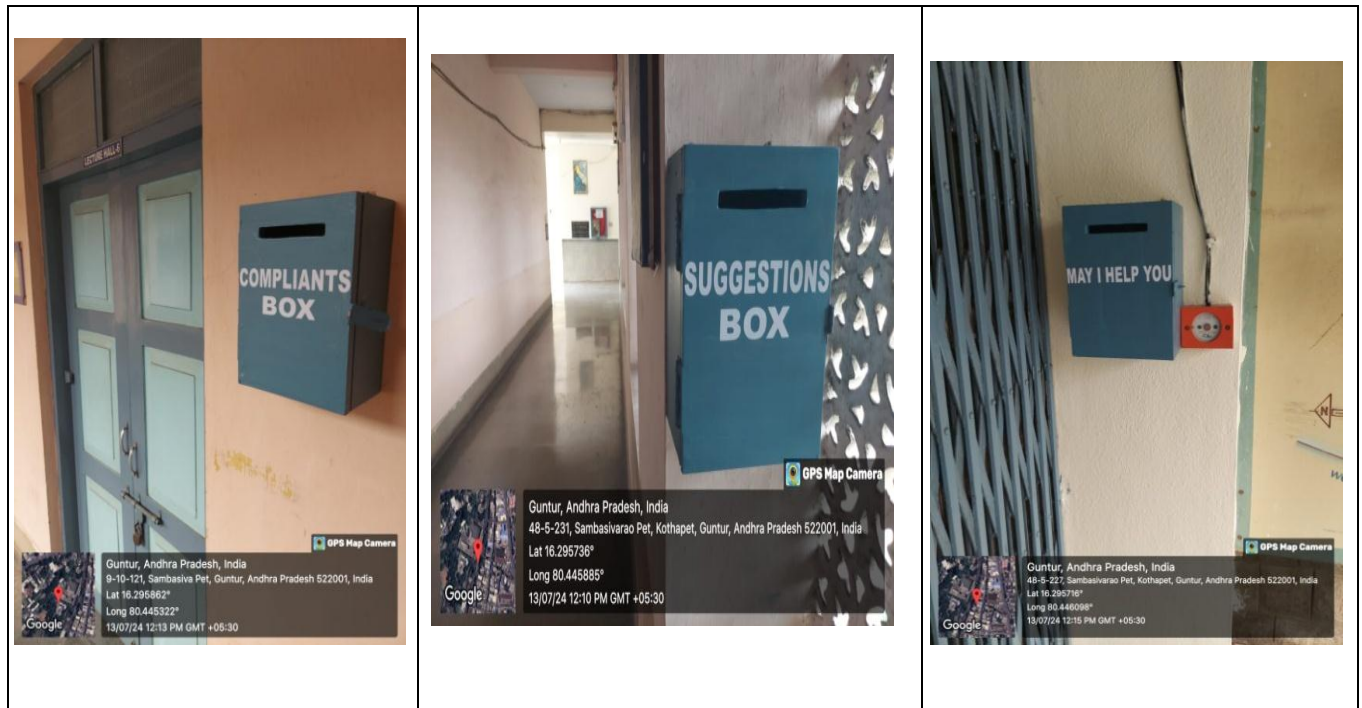
Samples of Grievance Submitted offline / online forms

Provision for students to submit Grievances

St. Joseph's College of education for women, endeavors incessantly to make the institution almost grievance free with a unique administrative mechanism to improve the academics and administration of the college. For this, the College encourages students to submit their grievances in the three different ways.

1. Written compliant form handing directly to the committee.
2. Online compliant form in the Website.
3. Grievances through the box May I help you.

The grievance and Redressal committee go through all the grievances collected through the above three ways and handles them in a confidential manner without any bias. The coordinator of the committee, after going through all the complaints, arranges a meeting to discuss, decide and come out with a solid plan of action towards finding a solution to all the complaints.



Offline Complaints



St. Joseph's College of Education for Women



HOME

Grievance

Student Satisfaction Survey | Best Practices | ICT / e-connect | Sports | Hostel | NAAC Mandatory | Policies | RTI

Programmes Offered | About Us | Administration | Infrastructure | News | Academics | Admissions | Results | Library | Contact

Placements & Alumni | NAAC | Examinations | Seminars & Workshops | Research Center | Student Committees & Clubs | Activities

Home » Contact Us

Contact Us

St. Joseph's College of Education for Women

Sambasivapet, Opp. Road to Naaz Theaters,

GUNTUR-522 001, Guntur District,

Andhra Pradesh, India.

Tel : +91 - 863 - 2223090

Hostel : +91 - 863 - 2215456

Residence : +91 863 2220223

General Enquiry : +91 - 863 - 2223090

email : stjce.guntur@yahoo.co.in

Site Location



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Online Complaints

Grievances resolved during the five years

S.No	Year	No. of Grievances	Title of Grievances	Remarks
1.	2018 -2019	2	1. Drinking water problem 2. Internship problem – complaining heavy load of work	Complaints are Resolved
2.	2019 - 2020	2	1. Students Asked for Canteen. 2. Internship Problem: Internship schools are asking for donations towards the school.	Grievances are resolved
3.	2020 - 2021	2	1. Unclean atmosphere in the toilet block 2. Not enough time for teaching practices	Problems are attended
4.	2021 - 2022	2	1. Internship problem: no proper toilet facilities in the schools 2. Not issuing more than 3 Books in the library	Grievances are resolved
5.	2022 - 2023	3	1. Not enough time preparing for theory examinations. 2. Library books are not arranged in their respective racks 3. Dustbins are not cleansed regularly in the classrooms.	Solutions are suggested

ST. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: U. Anusha

Academic Year: 2018-2019

Date of the Complaint: 17/09/2018

Class: B.Ed 2nd year.

Roll No: 017

Description of Grievance

Drinking water problem. In summer - In the summer time ground water levels are low and not able to get sufficient in time.

U. Anusha
Signature of the Student

C. Grace Sudra
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Srinivasulu
Principal
PRINCIPAL -
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GUNTUR-522 001., A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: CH. Jyothi

Academic Year: 2018 - 2019

Date of the Complaint: 13-02-2019

Class: B.E.D 1st year

Roll No: 003

Description of Grievance

Internship problem- Complaining heavy load of work.
Some of the teachers are using the students to teach
attend their work.

CH. Jyothi
Signature of the Student

C. Grace Jyothi

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swarnal

Principal

PRINCIPAL

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Students Complaint / Grievance Form

Name of the Student: Sk Humira

Academic Year: 2019-2020

Date of the Complaint: 12-08-2019

Class: B.Ed 2nd Year

Roll No: 019

Description of Grievance

Students asked for canteen - Improving the facilities and quality of food in the canteen

Sk Humira

Signature of the Student

C. Grace Sudha

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
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P. Srinivas

Principal

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Students Complaint / Grievance Form

Name of the Student: A. Suneetha

Academic Year: 2019 - 2020

Date of the Complaint: 18-10-2020

Class: B.ED 1st year

Roll No: 0444

Description of Grievance

Internship Problem - Asking for donations towards the school.

A. Suneetha
Signature of the Student

C. Grace Vidya
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

P. Swarnika
Principal
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Students Complaint / Grievance Form

Name of the Student: k. kanaka durga

Academic Year: 2020-2021

Date of the Complaint: 20-4-2021

Class: B.Ed 2nd year

Roll No: 060

Description of Grievance

Awkward atmosphere in the toilet - block

k. kanaka durga
Signature of the Student

c. grace sudan
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swarnal
Principal
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Students Complaint / Grievance Form

Name of the Student: S. Mounica

Academic Year: 2020-2021

Date of the Complaint: 18-09-2021

Class: B.Ed 1st year

Roll No: 011

Description of Grievance

Not enough time for teaching practices

S. Mounica
Signature of the Student

C. Grace Judith

IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
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T. Srinivasulu

Principal
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Students Complaint / Grievance Form

Name of the Student: P. snehalatha

Academic Year: 2021-2022

Date of the Complaint: 9-12-2021

Class: B.Ed 2nd year

Roll No: 026

Description of Grievance

Internship problem - no proper trip facilities

P. snehalatha
Signature of the Student

C. grace sudha
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Srinivasulu
Principal
PRINCIPAL
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Students Complaint / Grievance Form

Name of the Student: N. Sireesha

Academic Year: 2021-2022

Date of the Complaint: 14-07-2022

Class: B.Ed 1st year

Roll No: 008

Description of Grievance Not issuing more than three books in the library. Need of the issue of more them 3 books.

N. Sireesha
Signature of the Student

C. Grace Vidya
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swargat
Principal
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Students Complaint / Grievance Form

Name of the Student: M. Soni

Academic Year: 2022-2023

Date of the Complaint: 19-12-2022

Class: B. Ed 2nd year

Roll No: 065

Description of Grievance

*Not enough time to prepare for
theory examinations.*

M. Soni
Signature of the Student

e. grace sudha
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swarnal
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Students Complaint / Grievance Form

Name of the Student: S. Hemanjali

Academic Year: 2022 - 2023

Date of the Complaint: 07-07-2023

Class: B. Ed 1st Year

Roll No: 069

Description of Grievance:

Library books are not arranged properly in the respective racks. Misplacement of books in the ticked racks needs proper arrangement after using.

S. Hemanjali
Signature of the Student

E. Grace Johnson
IQAC Co-Ordinator
IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Srinivasulu
Principal
PRINCIPAL
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Students Complaint / Grievance Form

Name of the Student: S. Ananda Divya

Academic Year: 2022 - 2023

Date of the Complaint: 05.11.2023

Class: B.Ed 1st Year

Roll No: 059.

Description of Grievance

Dustbins are not cleaning regularly in the classrooms.

S. Ananda Divya
Signature of the Student

e. grace Johnson

IQAC Co-Ordinator

IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Srinivas

Principal

PRINCIPAL
ST. JOSEPH'S COLLEGE OF EDUCATION
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Students Complaint and Action taken

S. No	Complaint /Grievances	<u>Action taken</u>
1	Drinking water problem	The committee was invited to explore the possibilities for the inadequacy of drinking water made available for the students. Then the decision was taken to request the concerned authorities to solve the issue by filling the sump with municipal water.
2	Internship problem- complaining heavy load of work	As the student teachers complained, the college faculty members went to the concerned school to check the fact with the management as to why some of their teachers are demanding heavy load of work from the trainee teachers taking the advantage of their vulnerability? After pursuing the issue, our faculty members advised the staff members not to demand too much from the trainee teachers as they came here to practice what they have learned in the course in view of combining the theory they have learned with the practical teaching. Any obstacles in this process can fail the confidence levels of the students that can cause adverse effects towards the very teaching profession.
3	Students asked for canteen.	The committee members decided to arrange a temporary mobile canteen that is stuffed with snacks, breakfast items and other edibles along with stationary items to meet the needs and expectations of the students instantly during the break time. And later on, decided to move towards permanent canteen arrangements
4	Internship problem: Schools are asking for donations towards the	As the student teachers complained of the undue expectations of the management in the form of various gifts to the school, our faculty members

	school.	advised the student teachers to respond in a gentle manner and explain the management that they are only students and therefore can't meet their expectations.
5	Unhealthy atmosphere in the toilet block	In view of solving this problem the committee members decided to suggest hiring some extra scavengers to maintain a healthy and hygienic atmosphere in the toilet block using some disinfecting and refreshing liquid chemicals. So that the students may have a conducive atmosphere. The committee members also thought of suggesting the students use the facilities in a responsible manner.
6	Not enough time for teaching practices	To resolve this problem the committee members decided to advise the student teachers with the skills of time management and also to reduce the introductory and evaluating activities that consume a lot of time, so that the students have enough and more time for teaching practices.
7	Internship problem: no proper toilet facilities in the schools	When the trainee teachers expressed their difficulties regarding the improper toilet facilities in the respective schools, our faculty members advised the trainees to adjust to the given situation and decided to visit that particular school and request the management to arrange proper and decent usable toilet facilities.
8	Not issuing more than three Books in the Library	In this regard the committee members decided to insist those students who requested for extra books must first return the books, in case if they had already taken more than three books and then place a request to the librarian to issue the number of books they want.
9	Not enough time for preparing theory	In this regard, the committee members decided

	examinations.	to advise the students to be more disciplined and active enough to finish their day-to-day assignments without further procrastination and not to waste the valuable time engaging themselves in useless conversations, gossips and chitchats, so that they have ample time in preparation for the theory examinations.
10	Library books are not arranged in their respective racks	As a remedial measure to this problem, the committee members thought of instructing the librarian to make sure that the concerned books are arranged and placed in their respective racks so that finding the required books becomes an easy task.
11	Dustbins are not cleansed regularly in the classrooms.	In this regard, committee members called the scavengers for an explanation as to why they are not emptying the dustbins. Based upon the explanation given the committee of suggested remedial measures to take necessary steps of action and keep the classroom neat and clean, emptying the dustbins.