



St. Thomas College of Teacher Education, Pala, Kerala  
*Affiliated to Mahatma Gandhi University, Kottayam*

## Criterion V: Student Support and Progression

### 5.1 Student Support

#### 5.1.3 Samples of Grievance submitted offline



**ST. THOMAS COLLEGE OF  
TEACHER EDUCATION, PALA**  
ESTD. 1957

**SSR submitted to  
NAAC**

***Fourth Cycle of  
Accreditation***

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From

Jeffin Jose James

B.Ed II<sup>nd</sup> year student

St. Thomas College of Teachers Education, Pala

To

The Principal,

St Thomas college of Teachers Education Pala

Respected Sir,

I am writing to formally request the establishment of a car parking area within the premises of our institution. Nowadays many of us are facing problem in parking our vehicles. By establishing a car parking area, we can overcome these challenges. I hope you would make the necessary arrangements as early as possible.

Pala

2/10/2023

Yours faithfully

Jeffin Jose James

Jeffin



Phone: 04822 - 216537

# ST. THOMAS COLLEGE OF TEACHER EDUCATION

PALA - 686 575, KOTTAYAM (DT.) KERALA STATE

Re-accredited at A Grade by NAAC

E-mail: [stcepala@gmail.com](mailto:stcepala@gmail.com)

Website: <http://stcte.ac.in>

## Action taken on Student grievances

The action was taken against the grievance received on 02.10.2023

## Grievances expressed by students:

To provide sufficient parking facility

## Action taken:

The Grievance Redressal Committee of the college arranged a meeting on 13.10.2021 to decide on the action to be taken against the grievance received. The members discussed the importance of the student's parking requirements. It was decided to provide sufficient parking facilities for 2 wheelers and four wheelers. This decision was implemented on 23.10.2023.

## Grievance Redressal Committee Members

1. Dr. Sr. Beenamma Mathew( (Principal, Convenor) *Beenamma*
2. Dr. T. C. Thankachan Vice Principal *Thankachan*
3. Dr. T.M. Mollykutty (M.Ed., HOD) *Mollykutty*
4. Mr. Sunny Joseph (Principal, ITE) *Sunny Joseph*
5. Dr. Sr. Mary Thomas (Secretary) *Mary Thomas*
6. Sr. Mini Thomas (Head Accountant) *Mini Thomas*

From,

Fathima Salim

Physical Science Education

St. Thomas College of Teacher Education

Pala

To,

The Principal

St. Thomas College of Teacher Education

Pala

Respected Sir,

I am writing this letter to express my concern about ~~rest room~~ lack of facilities in the rest room. I humbly request you to make some more facilities in the rest room.

Thankyou

Fathima Salim

Fathima  
31/8/2023



Phone: 04822 - 216537

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## Action taken on Student grievances

The action was taken against the grievance received on 31.08.2023


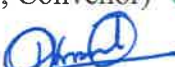




## Grievance expressed by students:

To improve the facilities in the ladies rest room

## Action taken:

The Grievance Redressal Committee of the college arranged a meeting on 05.09.2023 to decide on the action to be taken against the grievance received. The members discussed the importance of ladies restroom requirements. It was decided to provide the required facilities in the ladies restroom. This decision was implemented on 28.09.2023.

## Grievance Redressal Committee Members

1. Dr. Sr. Beenamma Mathew( (Principal, Convenor) 
2. Dr. T. C. Thankachan Vice Principal) 
3. Dr. T.M. Mollykutty (M.Ed., HOD) 
4. Mr. Sunny Joseph (Principal, ITE) 
5. Dr. Sr. Mary Thomas (Secretary) 
6. Sr. Mini Thomas (Head Accountant) 

From  
 Cheshin Jose  
 BEd. English  
 STCTE Pala

To The Principal  
 STCTE Pala

Respected sir,

Sub: Request to reschedule time table req:

Usually the last period of our class ends at 4.15 p.m. as per the time table scheduled. As many of our students home buses immediate ly after 4 p.m., it will be greatly appreciated if you could reschedule the time table of regular classes till 4 p.m.

Thanking you

Yours sincerely

12/3/21

*Cheshin Jose*

Cheshin Jose

*Cheshin Jose*

PRINCIPAL - IN-CHARGE  
 ST THOMAS COLLEGE OF TEACHER EDUCATION  
 PALA





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## Action taken on Student grievances

The action was taken against the grievance received on 12.3.2021







Grievance expressed by students: **Reschedule the timetable**

To postpone the closing time of the last period due to difficulty in getting buses after 4.15 p.m.

### Action taken:

The Grievance Redressal Committee of the college arranged a meeting on 17.03.2021 to decide on the action to be taken against the grievance received. The members discussed the importance of the student's safety and travel options. It was decided that closing classes 15 minutes early at 04.00 p.m. will help students catch buses on time and thus ensure their safety in reaching home. This decision was implemented on 18.03.2021.

### Grievance Redressal Committee Members

1. Dr. T. C. Thankachan (Principal, Convenor) 
2. Dr. Sr. Beenamma Mathew (Vice Principal) 
3. Dr. T.M. Mollykutty (M.Ed., HOD) 
4. Mr. M.J. Thomas (Principal, ITE) 
5. Dr. P.P. Shajimon (Secretary) 
6. Sr. Mini Thomas (Head Accountant) 



From

Sojo John,

B.Ed Social Science Education

St. Thomas College of Teacher Edn, Pala.

To

The Principal,  
St. Thomas College of Teacher Edn, Pala

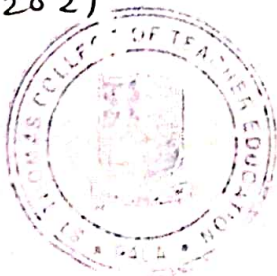
Respected Sir,

Sub: Request to improve the facilities of  
college canteen.

I humbly request you to make  
arrangements to provide tea and snacks  
during intervals at college canteen.

Yours faithfully

18/3/2021



*Sojo John*

PRINCIPAL - IN - CHARGE  
ST. THOMAS COLLEGE OF TEACHER EDUCATION  
PALA



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## Action taken on Student grievances

The action was taken against the grievance received on 18.3.2021






## Grievance expressed by students:

To make arrangements to provide tea and snacks in the College Canteen

## Action taken:

The Grievance Redressal Committee of the college arranged a meeting on 24.03.2021 to decide on the action to be taken against the grievance received. The members discussed the importance of the student's refreshment requirements. It was decided to provide tea and snacks during the interval, keeping in mind the restrictions of the Covid 19 as per government directions. This decision was implemented on 25.03.2021.

## Grievance Redressal Committee Members

1. Dr. T. C. Thankachan (Principal, Convenor) 
2. Dr. Sr. Beenamma Mathew (Vice Principal) 
3. Dr. T.M. Mollykutty (M.Ed., HOD) 
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