





Newman College

Affiliated to Mahatma Gandhi University

Reaccredited by NAAC with A grade (Cycle 3, CGPA 3.32)

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Criterion V

Student Support and Progression

5.1

Student Support

5.1.4

Grievance Redressal Committee Minutes

Submitted to



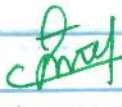
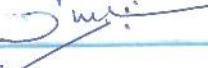


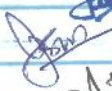


National Assessment and Accreditation Council

Date : 6-6-18

Time : 3.30 PM

Minutes of the meeting held on 6-6-18

Members Present

1. Rev. Dr. Vincent Joseph 
2. Rev. Dr. Raju Jacob 
3. Dr. AP Philip 
4. Dr. Jane A Luke 
5. Sri Jose Mathew 
6. Ms. Anitha Thomas 
7. Ms. Liz Jacob 

AGENDA

Inauguration and to address the action plan of the cell for the academic 2018-19.


The Student Grievance Redressal Cell was ~~held~~ at Mar Pothanamuzhi Hall on June 6, 2018, for the 2018-19 academic year. There was a silent prayer prior to beginning the assembly. The cell was formally inaugurated by the honours Principal, Rev. Dr. Vincent Joseph Nedungattu. He talked about the positive aspects and significance of preserving the cell in the organisation. He also gave a brief introduction to the cell's current staff members. After that, the stage was given for discussion.



The gathering included discussion on the following topics.

- * Principal Rev. Dr. Vincent Joseph underscored the need of immediately and equitably resolving student grievances.
- * To ensure that problems are handled efficiently, the Student Grievance Cell will meet often.
- * Tutors and faculty members in each class are encouraged to have open discussion with students about their difficulties. The Department and Association will hold regular meetings.




Rev. Dr. VINCENT JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date : 16-3-2019

Time : 3.30 P.M

Minutes of the meeting held on 16-3-2019

Members Present

1. Rev. Dr Vincent Joseph *crdt*
2. Rev. Dr. Raju Jacob *crdt*
3. Dr. A.P Philip *crdt*
4. Dr. Jane A Luke *crdt*
5. Sri. Jose Mathew *crdt*
6. Ms. Anitha Thomas *crdt*
7. Ms. Liz Jacob *crdt*

AGENDA

To address the grievances of the students on March 16, 2019, at 3.30 PM, the Student Grievance Redressal Cell convened. With the prayer, the meeting got underway. The gathering was presiding over by the honourable principal. The previous meeting's minutes were read aloud and accepted.

The gathering included discussion on the following topics:

★ Students have expressed worry about the switchboards frequent malfunctions and the short circuit issue they experience. There were certain classrooms where the switchboards

were broken and could not be used. After discussion of the matter in the meeting, it was agreed to replace all of the outdated switchboards. Within five days, new switchboards had been installed, improving the electrical infrastructure and guaranteeing better operation.

- * The inaudibility of the notifications issued over the public announcement systems has alarmed students who claim that as a result they frequently overlook the crucial information. The matter was discussed in the meeting. More speakers have been put in the hallways as a response to the complaint, improving audio dispersion for improved ambience and communication.



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Rev. Dr. VINCENT JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA



NEWMAN COLLEGE

(Re-accredited by NACC with 'A' grade and affiliated to Mahatma Gandhi University, Kottayam)

Thodupuzha, Idukki (dist.), Kerala - 685 585, India

Summary of Grievances Reported and Action taken during the period 2018-2019

SI No	Grievance	Action Taken	Time Taken for grievance redressal
1.	Short circuit from switchboard	Addressing the grievance, new switchboards have been installed, enhancing electrical infrastructure and ensuring improved functionality.	5 days
2.	Inaudibility system of public announcement	In response to the grievance, additional speakers have been installed in corridors, enhancing audio distribution for better communication and ambiance.	7 days
3.	Lack of sufficient lights in classrooms	To address the grievance, new tubes have been installed, improving lighting conditions and resolving the reported issues.	4 days
4.	Request for water cooler maintenance in the first floor	The water cooler has been successfully repaired, ensuring the availability of chilled water for users.	3 days



Rev. Dr. VINCENT JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date - 3-9-2019

Time : 4.00 pm

Minutes of the meeting held on 3-9-2019

Members present.

- ✓ 1. Dr. Thomson Joseph Thomson
- ✓ 2. Rev. Dr. Raju Jacob Raju
- ✓ 3. Dr. A.P. Philip Philip
- ✓ 4. Dr. Jane A Luke Jane
- ✓ 5. Sri Biju Peter Peter
- ✓ 6. Ms. Anitha Thomas Anitha
- ✓ 7. Ms. Liz Jacob Liz

AGENDA: To evaluate the functioning of the cell and address the grievances raised by the grievance students

On September 3, 2019 at 4.00 pm the Students Grievance Redressal cell convened. With the prayer meeting started. The gathering was presided over by the honours principal. The previous meetings minutes was read aloud and accepted.

The following subjects were discussed at the meeting.

A request has been made by students to address the issue of insufficient lighting in classrooms. It was considered more challenging for them during the raining months. Some of the them



experienced headaches and eye strain which further ~~exacerbate~~ health issues. The meeting suggested to request management to add sufficient tubes in classrooms.

The first floor students had to spend time travelling upstairs to get water due to the malfunctioning of water cooler which caused congestion. A request for first floor water cooler maintenance has been submitted by students. The request was forwarded to the Bursar to solve the issue.



Dr. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date 29-03-2020

Time : 3.30 pm

Minutes of the meeting held on 29-03-2020
online google Meet

Members present

1. Dr. Thomson Joseph
2. Rev. Dr. Raju Jacob
3. Dr. A. P. Philip.
4. Dr. Jane A Luke
5. Ms. Liz Jacob

To discuss the grievance received from the students regarding online classes. The meeting conducted online due to covid-19. The meeting started with silent prayer. Principal introduced the situations of Covid-19 lockdown and the class arrangements through online.

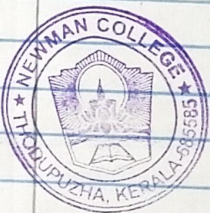
The following points were discussed

Covid-19 affected on teaching and learning process. Current online classes were relatively new to the students. The principal suggested the committee to keep in contact with students to understand their problems in the regard. Also instructed to be vigilant to find difficulties faced by students even their study place is not college.



The main problem arised from the students was regarding the need of a common learning platform. The meeting decided to suggest for a G-Suite package for the Institution for easy facilitation of Google Classroom and google meet.

A few students have mentioned that network problems prevent them from participating in live courses. The meeting decided to suggest the teachers to use google recording option and to provide the link to those students. The meeting concluded by 4.30 pm.



Dr. THOMSON JOSEPH
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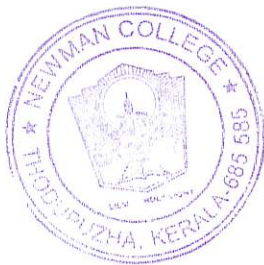
NEWMAN COLLEGE


(Re-accredited by NACC with 'A' grade and affiliated to Mahatma Gandhi University, Kottayam)

Thodupuzha, Idukki (dist.), Kerala - 685 585, India

Summary of Grievances Reported and Action taken during the period 2019-2020

SI No	Grievance	Action Taken	Time Taken for grievance redressal
1.	Request from students for repairing fans in their classroom.	To address the grievance, the fans have been repaired, ensuring proper functionality and a more comfortable environment.	6 days
2.	Boiling tank in sick room damaged	To resolve the grievance, the damaged boiling tank in the sick room has been repaired or replaced, ensuring the availability of hot water.	3 days
3.	Sanitary Napkin vending machine damaged	In response to the grievance, the vending machine has been repaired, restoring its functionality for the convenience of users.	6 days
4.	Timely service and cleaning of water coolers	Matter discussed with maintenance staff and coolers cleaned	5 days
5.	Cleanliness of student washrooms	Cleaning staff informed and students were given awareness regarding proper use of washrooms.	4 days




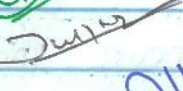

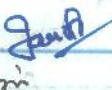

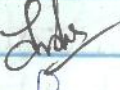
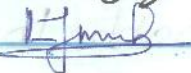

DR. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date: 28 July 2020

Time: 3.30 pm

Minutes of the meeting held on 28-07-2020

Members present

1. Dr Thomson Joseph 
2. Rev. Dr. Raju Jacob 
3. Lt. Prageesh C Mathew 
4. Dr. Jane A Luke 
5. Sri. Biju Peter 
6. Ms. Tisha Jacob 
7. Ms. Liz Jacob 

AGENDA:- To review the functioning of the cell and address the student grievances received.

On 28 July 2020 at 3:30 pm, the Student Grievances Redressal Cell convened. There was a silent prayer to start the assembly. Dr. Thomson Joseph, the principal, chaired the meeting.


During the meeting, the following issues were addressed and resolved:

- * There have been complaints from students in specific departments regarding the fans in their classrooms not working properly. They were concerned as some of the fans stopped operating and others produced strange noises. The fans had been fixed in order to allay the complaint,

guaranteeing improved comfort and appropriate operation.

- * The pupils were not able to utilise the sick room's boiling tank since it sustained damage. In order to address the complaint, the sick room's broken boiling tank has been fixed or replaced, guaranteeing that hot water is available.
- * The female students voiced their concerns about the sanitary napkin vending machine issue, which was causing them a great deal of discomfort. The vending machine has been fixed in response to the complaint, enabling people to utilise it again conveniently.











Dr. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date: 18 Nov 2020

Time: 3:30 PM

Minutes of the meeting held on 18 Nov 2020

Members Present

1. Dr. Thomson Joseph 
2. Rev. Dr. Raju Jacob 
3. Lt. Prageesh C Mathew 
4. Dr. Jane A Luke 
5. Sri. Biju Peter 
6. Mrs. Jisha Jacob 
7. Ms. Liz Jacob 

AGENDA: To review the functioning of the cell and the student grievances received.

The student grievances redressal cell met on Nov 18, 2020 at 3:30 PM. The assembly began with a silent prayer. The principal, Dr. Thomson Joseph presided over the meeting. The previous meeting's minutes were read aloud and accepted.

The following matters were discussed during the meeting.

- * In order to guarantee that the children always have access to safe drinking water, the water coolers must be regularly maintained and cleaned.
- * The lack of appropriate and frequent cleaning of the rest rooms has been brought up by the students. It was

agreed to as students to maintain cleanliness and to alert the cleaning personnel about the situation. Additionally, the people received instructions on how to use the rest rooms properly.



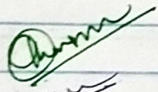
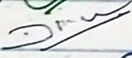



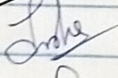
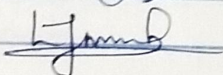
Thomson
DR. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date : 9-12-2020

Time : 3.30 Pm

Minutes of meeting held on 9-12-2020

Members Present

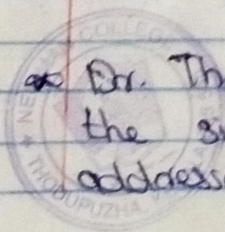
1. Dr. Thomson Joseph 
2. Rev. Dr. Raju Jacob 
3. Lt. Prageesh C Mathew 
4. Dr. Jane A Luke 
5. Sri Biju Peter 
6. Ms Jisha Jacob 
7. Ms Liz Jacob 

AGENDA :- To discuss the action plan of the cell for the academic year.

The Student Grievance Redressal Cell convened for the first time for the 2020-21 academic year on December 9, 2020. Dr. Thomson Joseph, the Principal, chaired the meeting. Sri. Biju Peter, Associate Professor in the Chemistry Department, welcomed the members of the cell.

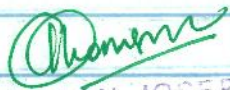
The meetings topics of discussion included the following.

Dr. Thomson Johnson, the principal, emphasised the significance of promptly and fairly addressing student complaints.



- * The student Grievance Cell will hold frequent meetings to guarantee that issues are resolved effectively.
- * Students are encouraged to freely discuss their problems with their tutors or faculty members in each class.
- * Regular meetings of the Department and Association will also be held providing students with an avenue to openly voice their thoughts and perspectives.
- * Class teachers and the heads of the relevant departments are required to attend the grievances at the department level.
- * Suggestions / complaint boxes should also be reviewed on a regular basis in order to quickly detect and address problems.




Dr. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA



NEWMAN COLLEGE

THODUPUZHA, IDUKKI

KERALA, INDIA - 685585

Affiliated to Mahatma Gandhi University, Kottayam
NAAC Reaccredited 'A' Grade Institution



Summary of Grievances Reported and Action taken during the period 2020-2021

I No	Grievance	Action Taken	Time Taken for grievance redressal
1.	Students unable to attend online classes due to lack of mobile phones	Departments identified needy students and handed over mobile phones by the college.	6 days
2.	Lack of sufficient breaks during live online classes	Students shall be given a 15-minute break after each live class	5 days
3.	Request for retest from students who could not attend online internal examination	Conduct retest for students who have requested for the same.	4 days
4.	Need more facility for sanitization and Handwash	In response to the grievance, new pipes have been fitted near the college gate.	5 days



Dr. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA


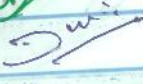

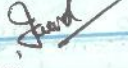
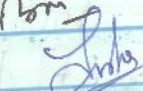
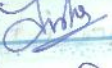

2021-2022

Date : 6-4-2021

Time : 3:30 pm

Minutes of meeting held on 6-4-2021

Members present

1. Dr. Thomson Joseph 
2. Rev. Dr. Raju Jacob 
3. Lt. Prageesh C Mathew 
4. Dr. Jane A Luke 
5. Sri. Biju Peter 
6. Ms. Jisha Jacob 
7. Ms. Liz Jacob 

AGENDA :- To review the functioning of the cell and address the student grievances received.

The student Grievances Redressal Cell convened at 3:30 pm. on April 6, 2021. There was a silent prayer to start the gathering, Dr. Thomson Joseph, the principal, chaired the meeting. The minutes of the last meeting were approved after being read aloud.


* During the conference, the following topics were covered. Many students found it difficult to adjust to the online learning environment brought on by the COVID epidemic because they lacked mobile phones. A few kids were

using their parents' phone, which worsened the problem because their parents' constant demand for a phone kept them from attending class. Departments recognised students in need and provided mobile phones provided by the institution.

* For students, attending online lessons nonstop from dawn to noon might be rather demanding. In order to charge their gadgets, students have asked for enough intervals between courses. It is required of teachers to provide a minimum of 15 minutes of break between each lesson. A maximum of three hours of live instruction can be scheduled per day.

* Teachers are responsible for keeping a close eye on their student's performance and attendance records and making sure that they attend the online sessions on a regular basis.



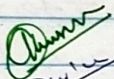
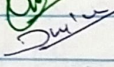

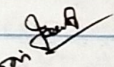
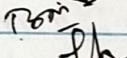

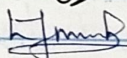

Dr. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

Date: 01-08-2021

Time: 3:30 pm

Minutes of meeting held on 01-08-2021

Members present

1. Dr. Thomas Joseph 
2. Rev. Dr. Raju Jacob 
3. Lt. Pragaesh C Mathew 
4. Dr. Jane A Luke 
5. Sri. Biju Peter 
6. Ms. Jisha Jacob 
7. Ms. Liz Jacob 

AGENDA: To review the functioning of the cell and address the student grievances received.

The Student Grievances Redressal Cell met on August 1, 2021, at 3:30 pm. The assembly began with a silent prayer. The vice-principal Rev. Dr. Raju Jacob, greeted the cell members to the event. After being read aloud, the minutes from the previous meeting were accepted.

During the Conference the following Complaints were considered and settled:

- * Links to the recorded lessons will be sent to students who for legitimate reasons, are unable to attend the live

Sessions. This will allow them to catch up on any missed material.

- * Additionally, students who were unable to participate in the online internal assessments conducted retest for students who have requested for the same.
- * Additionally, the students reminded the cell members of the need of having a handwashing and sanitization station. New pipes have been installed close to the campus gate as a reaction to the complaint.
- * The marks for attendance shall be calculated on the basis of separate assignments or seminars conducted for the same purpose, as directed by the University.



Thomson
 Dr. THOMSON JOSEPH
 PRINCIPAL
 NEWMAN COLLEGE,
 THODUPUZHA

Date: 30-05-2022

Time: 11:00 AM

Minutes of meeting held on 30-05-2022

Members Present

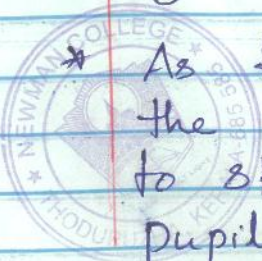
1. Dr. Bijimol Thomas : Ant
2. Dr. Saju Abraham : Abraham
3. Capt. Prageesh C Mathew Pr
4. Dr. Jane A Luke Jane
5. Sri. Biju Peter Pom
6. Ms. Jisha Jacob Jisha
7. Mr. Jacob Jacob

AGENDA: To discuss the action plan of the cell for the academic year.

On May 30, 2022 the Student Grievances Redressal cell met the first time for the 2020-21 academic year. The principal, Dr. Bijimol, Thomas presided over the meeting. The following were among the topics of discussion during the meeting.

- * The need of promptly and impartially handling student complaints was deliberated by the cell.

* As teaching is being carried out virtually the tutors in the classes will need to stay in close contact with the pupils in order to ascertain any issues



or worries as soon as possible

- * The cell members will get together on a regular basis to talk about and promptly address student complaints



Bijol

DR. BIJIMOL THOMAS
 PRINCIPAL
 NEWMAN COLLEGE, THODUPUZHA
 PIN: 685 895

#10



NEWMAN COLLEGE

THODUPUZHA, IDUKKI

KERALA, INDIA - 685585

Affiliated to Mahatma Gandhi University, Kottayam
NAAC Reaccredited 'A' Grade Institution



Summary of Grievances Reported and Action taken during the period 2021-2022

SI No	Grievance	Action Taken	Time Taken for grievance redressal
1.	The persistent malfunction of the computer lab printer	Responding to the grievance, a new printer has been installed, ensuring enhanced printing capabilities.	7 days
2.	Insufficient handwash and sanitization facilities	In response to the grievance, new pipes have been fitted near the college gate, resolving the issue and ensuring proper functionality.	5 days
3.	Classrooms lack adequate fans; discomfort affects focus and learning.	Addressing the grievance, new fans have been installed, improving ventilation and creating a more comfortable environment.	4 days
4.	Frequent power failures disrupt academic activities.	To address the grievance, a new battery has been installed, ensuring improved performance and resolving the issue.	6 days
5.	Inaudibility of announcement system	Responding to the grievance, the speakers have been serviced, ensuring optimal performance and resolving the reported issues.	4 days



Dr. THOMSON JOSEPH
PRINCIPAL
NEWMAN COLLEGE
THODUPUZHA

2022-23

Date : 5-10-2022

Time : 3.30 PM

Minutes of meeting held on 5-10-2022

Members Present

1. Dr. Bijimol Thomas *Ant*
2. Dr. Sajju Abraham *Shalaway*
3. Capt. Prageesh C Mathew *Prageesh*
4. Dr. Jane A Luke *Jane*
5. Sri. Biju Peter *Biju*
6. Ms. Jisha Jacob *Jisha*
7. MS. Lisa Jacob *Lisa*

AGENDA : To review the functioning of the cell and address the student grievances received.

The student Grievance Redressal Cell convened via Google Meet on October 5, 2022 at 3.30 PM. There was a silent prayer to start the assembly. The previous meeting's minutes were read aloud and accepted.

The meeting's topics of discussion included the following.

The pupils bemoaned the discomfort they frequently experienced as a result of the printers in the Computer Lab's ongoing failure. A new printer has been installed in response to the complaint, guaranteeing improved printing capabilities.



* Another topic of discussion was the lack of facilities for handwashing and sanitising, which was a major worry in these COVID-19 days. New pipes have been installed close to the college entrance in response to the complaint, eliminating the problem and guaranteeing correct operation.

* The pupils were severely impacted by some of the classroom's inadequate fans, which prevented them from paying attention in class. In response to the complaint, new fans have been installed, enhancing airflow and fostering a cosier atmosphere.



Jijil
DR. BIJIMOL THOMAS
PRINCIPAL
NEWMAN COLLEGE, THODUPUZHA
PEN: 467337



Date: 27-12-2022

Time: 2.30 pm

Minutes of meeting held on 27/12/22.

Members Present

1. Dr. Bijimol Thomas *Post*
2. Dr. Raju Abraham *Malavul*
3. Capt. Prageesh C Mathew *at*
4. Dr. Jane A Luke *Jane*
5. Sai. Biju Peter *Pom*
6. Ms. Jisna Jacob *Jisna*
7. Ms. Liz Jacob *Liz*

AGENDA

To review the functioning of the cell and address the student grievances received.

The student Grievances Redressal cell met on December 27, 2022, at 2.30 pm. Using Google meet. The assembly began with a silent prayer. The minutes of the last meeting were approved after being read aloud.

The following were among the topics of discussion during the meeting.

There were grievances voiced over the regular power outages that caused disruptions to the educational activities.



A new battery has been fitted to solve the grievances, guaranteeing better performance and eliminating the problem.

- * Students are concerned about the inaudibility of the message sent out through the public announcement system, claiming that this cause them to often miss important information. The topic was covered at the meeting. In response to the complaint, more speakers have been installed in the halls to increase audio dispersion for improved ambiance and communication.



J. J. Thomas
DR. BIJIMOL THOMAS
PRINCIPAL
NEWMAN COLLEGE, THODUPUZZHA
PEN: 467337

Date: 07-02-2023

Time: 1:00 p.m

Minutes of meeting held on 07/02/23.

Members Present

1. Dr. Bijimol Thomas *Ant*
2. Dr. Saju Abraham *Mathew*
3. Capt. Prageesh C Mathew *Pr*
4. Dr. Jane A Luke *Jane*
5. Sri. Biju Peter *Peter*
6. Ms. Jisna Jacob *Jisna*
7. Ms. Liz Jacob *Liz*

AGENDA

To discuss the action plan of the cell for the academic year.

On February 07, 2023, the Student Grievance Redressal cell met for the first time for the 2022-23 academic year. The principal, Dr. Bijimol Thomas, presided over the meeting.

The following were among the topics of discussion during the meeting.



The principal recommended holding departmental and class level meetings on a regular

input following each one.

- * The cell deliberated on the significance of promptly and transparently addressing student complaints.
- * Students are urged to voice any complaints or recommendations they may have by using the Suggestion / Complaint box located outside the College office.
- * To address parent concerns and criticisms, parent teacher conferences should be held on a regular basis.
- * The cell members will regularly check the suggestion boxes to ensure that student issues are promptly handled.



[Handwritten Signature]

DR. BIJIMOL THOMAS
PRINCIPAL

NEWMAN COLLEGE, THODUPUZZHA
PEN: 467337,



Date: 15-03-2023

Time: 1:30 P.M

Minutes of meeting held on 15/03/2023

Members present

1. Dr. Bijimol Thomas *Ant*
2. Dr. Saju Abraham *Medhane*
3. Capt. Prajeesh C Mathew *Off*
4. Dr. Jane A Luke *Jane*
5. Sri Biju Peter *Moni*
6. Ms. Jisna Jacob *Jisna*
7. Ms. Liz Jacob *Liz*

AGENDA

To review the functioning of the cell and address the Student grievances received.

The Student Grievances Redressal cell convened at 1:30 pm on March 15, 2023. There was a silent prayer to start the gathering. Dr. Bijimol Thomas, the principal chaired the meeting. The minutes of the last meeting, were approved after being read aloud.



During the meeting, the following issues were considered and settled. Students access to sanitary facilities and clean water is hampered by the

lack of pipelines. In response to the Complaint the problem has been fixed with the Successful installation of new pipes.

- * The constant leaking of the Sinks in the Chemistry Students Lab Sinks have been updated in response to the Complaint, improving functionality and user Comfort.
- * The food served in the mess has drawn criticism from the College hostel hostlers. It was resolved to talk about the issue with the hostel warden and take the necessary steps as soon as possible.



Spaid

DR. BIJIMOL THOMAS
PRINCIPAL
NEWMAN COLLEGE, THODUPUZHA
PEN: 467337





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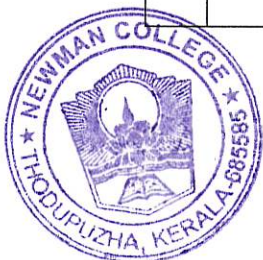
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Summary of Grievances Reported and Action taken during the period 2022-2023

SI No	Grievance	Action Taken	Time Taken for grievance redressal
1	The scarcity of pipes is impeding students' access to clean facilities	Addressing the grievance, new pipes have been successfully installed, resolving the issue.	4 days
2	The incessant leakage of the lab sinks in the chemistry department	To address the grievance, lab sinks have been replaced, enhancing functionality and user convenience.	3days
3	The inaudible speakers during announcements hinder effective understanding.	In response to the grievance, new wall speakers have been installed, improving audio quality and overall user experience.	5 days
4	The limited library hours restrict access to essential resources.	Upon discussing the grievance with the librarian, the issue was resolved by extending the allotted time.	2 days
5	The absence of dustbins and waste buckets contributes to an unclean and unhygienic campus environment.	To address the grievance, additional dustbins have been purchased and strategically placed in classrooms and corridors for improved waste disposal.	6 days




DR. BIJIMOL THOMAS
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NEWMAN COLLEGE, THODUPUZZHA
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