



## **Grievance Redressal Cell**

The institution has a transparent mechanism carried out by the Grievance Redressal Committee (GRC) for the timely redressal of grievances raised by students from time to time. The GRC is constituted in accordance with the UGC Regulations, 2018 aimed at addressing and effectively resolving grievances of students. The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated to academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### **Objectives:**

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

### **Mechanism of the GRC**

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
5. GRC shall consider redressing of grievances within a reasonable time.

6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required

**Composition of Committee**

- Principal
- Staff advisor to students union
- Staff Representative
- Staff Representative
- Staff Representative

**Procedure for lodging complaint :**

- The students can lodge their grievance through online mechanism.
- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary document.



## College Grievance Redressal Cell Policy 2022-23

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### Objectives of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

### Grievance Redressal Cell (2022-23)

Sl. No.	Name of the Member	Designation
1	Dr. Benny Joseph	Principal & Convener
2	Mr. Abhinand T	Asst. Professor & Member
3	Mr. Sumesh Babu T P	Asst. Professor & Member
4	Ms. Kavitha M Nair	Asst. Professor & Member
5	Ms. Raghi P	Asst. Professor & Member

  
**Dr. Benny Joseph**  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KAITHAPOYIL, KOZHIKODE-673586



To,  
Fr. Niju  
Director  
LISSAH college

20-10-22  
Thursday.

Respected Sir,

SUBJECT: REQUEST TO WEAR COLOR DRESS

Myself, Shihana Sherin, student of 2<sup>nd</sup> year MSc Psychology is writing this letter to let you know that I'm pregnant <sup>and</sup> in the end of my first trimester. Due to the several physical changes, I'm unable to fit into my uniform. Thus, humbly request you to consider this and accept my request to wear color dress.

Yours faithfully,  
Shihana Sherin



20-10-22  
Kathapoyil

Granted Permission



Fr. Niju Thomas

24/10/2022

Minutes of the Privilege Redressal  
Cell held on 24/10/2022

Date: 24/10/2022

Time: 3:30 pm

Venue: Seminar Hall

### Agenda

Request received from a student  
to exempt from wearing uniforms during  
pregnancy period.

### Decisions

The Committee accepted the request  
from Shikha Shain, 11 Year MSc Psychology  
and decided to grant permission to  
wear Colours dress during pregnancy period.

Members present:

1. Dr. Benny Joseph

2. Mrs. Rashi P

3. M. Karitha M. Nair

4. Mr. Abhiram T

5. Mr. Sunesh Babu T. P



3-11-2022

From

Fathima Hiba

Msc. Psychology - 1<sup>st</sup> year

To

Fr. Niju Thalachira

Director

LISSAH

Sub:- Request letter for consideration

Respected Sir,

This is to inform you that due to pregnancy I am experiencing morning sickness, other symptoms and complications, thus I am unable to reach college on-time. So I kindly request you to grant me concession in case I am late, additionally due to current physical condition I am facing some difficulties in wearing the college uniform. Therefore I humbly request you to take my situation into consideration.

Faithfully

Fathima Hiba



Thalachira  
Fr. Niju Thomas

---

Jina Thomas



To,  
The Director of lissah

Date: 1/11/2022

Respected Sir,

I am writing this letter for informing you that representing lissah college my daughter Roma Rajesh of Bsc psychology has acted in a upcoming film "UNIFORM , produced by L cinemas . 2<sup>nd</sup> film "DASETTAN'S CYCLE' ,PARADI productions . Which will se soon out . She was not able to attend the classes months of August , September, and October as she was in Karaikudi Tamil Nadu for the shooting purpose . During the above mentioned duration, I ensure no inconvenience is caused or flout to the studies because of shooting.

Thanking you.  
Sincerely,  
Rajesh Balan



Minutes of the meeting of the  
Grievance Redressal cell held on  
04/11/2022

Date : 04/11/2022

Time : 11:30 am

Venue : Principal's Room.

### AGENDA

- 1) Request Received from two students  
1. Roma Rajesh Balan (BSc psy)  
2. Fathima Hiba (MSc psy)

### DECISIONS

The Committee discussed the Complaint received from the students in detail.

The following decisions were taken;

1. Decided to grant attendance to Roma Rajesh as per the existing University scales and instructed to compensate the leave
2. Instructed the teachers to consider the request of Fathima Hiba on humanitarian grounds and allow her to wear Colored dress during pregnancy period.

  
Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KAITHAPOYL, KOZHIKODE-673566



The members present;

1. Dr. Benny Joseph
2. Mrs. Rashi P
3. Ms. Kaviksha M. Nair
4. Mr. Abhiram I
5. Mr. Sumesh Babu T.P



Handwritten signatures and initials.



Handwritten signature in green ink.

**Dr. Benny Joseph**  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYIL, KOZHIKODE-673586

From

18/11/22

Friday

Asha Assain

1<sup>st</sup> MSc

Dept of psychology

To

Director

LISSAH COLLEGE

Kothapoyil

Subject : Regarding attendance

Sir,

This is to request you compensate the attendance from 22-11-22 Tuesday to 25-11-22 Friday, why because we have a five days internship programme on CBT conducted by Dr. Prayush Palanthena, Trust Centre for mindful living.

So I humbly request you to grant the above.

Thankingly

Asha & thasleema

Minutes of the meeting of the  
Grievance Redressal Cell held on 21/11/2022

Date: 21/11/2022

Time: 2:30 pm

Venue: Seminar Hall.

### AGENDA

1. Request received from Alisha Assain and Thasleema (Bsc psy) for granting attendance for internship programme days.

### DECISION

1. The Committee decided to provide attendance to these students on providing the Certificate of Internship

The following members were present;

1. Dr. Benny Joseph
2. Mrs. Rishi P
3. Ms. Kavitha M. Nair
4. Mr. Abhinand T
5. Mr. Sumesh Babu T. P

  
Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHARAYIL, KOZHIKODE-672503



College Union 22-23

LISSAH

6 January 2023

The Director

Little Flower Institute of  
social sciences & health,  
Kaithappoyil

Sub: Lack of facilities in toilet

Respected Sir,

I am pleased to draw your attention to one shortcoming in this institution. We are provided clean and proper toilet and surroundings in our college comparing to other institutions, and we are thankful for it but, there is a lack of some basic and very essential commodities such as mirrors, handwash / sanitary conditiones and some of the handshowers are not working properly. So, I kindly request you to make this in your attention and consider this complaint to constitute a demand for an immediate retraction. We are looking forward for your necessary action and hope that you may do so.

Yours faithfully,

Ashuthosh. B

College Union Chairman

LISSAH 2022-23



Forwarded for  
Action to Shabuts  
Grievance cell.

Kalung

Minutes of the meeting of the  
Grievance Redressal cell held on 09/01/2023

Date : 09/01/2023

Time : 3:30 pm

Venue : Director Room

### AGENDA

1. Complaint received from College Union for providing handwash in the bathroom and supervising the hand showers.

### DECISIONS

1. The Committee examined the Complaint and decided to provide hand wash in the bathroom. The Committee also instructed the bursar to repair the hand showers.

The members present;

1. Dr. Benny Joseph
2. Mrs. Raghya P
3. Ms. Manikha M. Nair
4. Mr. Athinand T
5. Mr. Sumesh Babu T.P

*[Signature]*

*[Signature]*

*[Signature]*

*[Signature]*

*[Signature]*

Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHIRPOTTAI, MADHURAI-625002



Respected Father

This letter is written to bring to light the issues we are facing due to the excessive combined classes. Due to the combined classes the main issues the students are facing is the lack of attention. Since there are too many students its hard to concentrate. Moreover the spots of the class keeps shifting and the commute consumes most of our time. Out of the 5 subjects we have 4 of them are combined, and all of them are in different classes which shifts constantly.

Due to the commute issues, the volatility of the classrooms, and environment that hinder concentration we request you to stop the combined class. Thank you for understanding and we hope you will respond to this request.

With regards. BA English First years. }  
Sayoojya (class Rep)  
Nishanjan Das ~~Shikha~~ (class Rep)  
Acha Vinod ~~Shikha~~  
Shidha Sanam ~~Shikha~~

Adithya Vinod - Adithya

Edwin Benny - Edwin

Alex Jude Jacob - Alex

Nayla Jathima Nayla

Risa Salams Risa

Athul Raj

Yachna Kaushna Yachna

SINAN SINAN

Netanya Elizabeth Roy Netanya

Sulfana Nisaa Sulfana

Nadhra Sherin Nadhra

Najiya Najiya

Nassha Nassha

Aamal Anam Aamal

Hiba Hiba

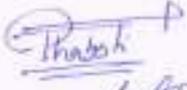
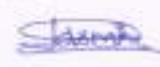
Sureyya Salthana Sureyya

Fidha Fidha

Respected Sir;

We the students of MA English Literature  
Second Year Batch, have a humble request. That to  
allow us to change our dressing code to colour  
dress. Instead of uniform. Cause we are  
facing an issue; that is, we are on the  
top floor, under-neath scorching sun & hot  
temperature. Pleading you kindly to accept  
our humble request.

Yours Faithfully  
2<sup>nd</sup> MA English Literature Batch

Thabshera M.P	
Abhaya Chand	
Ajay K.	
Rishika N.R	
Dimple Pami-M	
Gitty Vincent	
Jasmine James	
Sanika Sanilkumar.P	
Raveena Ann Gose	
Alisha Anna Mathew	
Alisha Mariya Biju	
Meghana Mathew	

Milu Sannuba K.V  
II<sup>nd</sup> year MA English  
Roll : 10  
Lissah.

06.06.2023

The Director  
Little Flower Institute of Social Sciences and Health.

Subject: Request for permission to enter by vehicle in the  
College.

Dear Father,

I am Milu Sannuba K.V, final year MA English student  
of Lissah. I am writing this letter to request you to permit  
me to come into the college by car as I'm pregnant and  
would be difficult for me to walk long distances. I hope  
you would consider this letter and grant me the permission  
for the same.

Yours Truly,



Milu Sannuba K.V

Thalashu  
Fr. Nirm Thomas

KL 57 Y 5353

Honda city /

The minutes of the meeting ~~held~~  
of Grievance Redressal Cell held on  
24/02/2023

Date: 24/02/2023

Time: 2:30 PM

venue: Seminar Hall.

### AGENDA

1. Two requests received from students
  1. Regarding the excessive number of Combined classes
  2. Regarding the exemption of Uniform during Summer days.

### DECISIONS

1. The Committee thoroughly analysed the first complaint and decided to take steps to change the classroom arrangements to avoid excessive number of students in a class hour.
2. The Committee decided to give permission to wear casual dress up to the end of this academic year (30/03/2023)

The following members were present  
to the meeting,

1. Dr. Benny Joseph 

  
Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYIL, KOZHIKODE-673588



2. Mr. Abhinand S



3. Ms. Kavitha M. Nair



4. Mrs. Rejith P



5. Mr. Suresh Babu S.P



**Dr. Benny Joseph**

Principal

LITTLE FLOWER INSTITUTE OF

SOCIAL SCIENCES AND HEALTH (LISSAH)

KAITHAPOYIL, KOZHICODE-673586



## College Grievance Redressal Cell Policy (2021-22)

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### Objectives of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.

- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Grievance Redressal Cell (2021-22)

Sl. No.	Name	Designation
1	Dr. Benny Joseph	Principal & Convener
2	Dr. Vincy Abraham	Asst. Professor
3	Mr. Abhinand T	Asst. Professor
4	Ms. Jina Thomas	Asst. Professor
5	Mr. Subin Varghese	Asst. Professor

  
**Dr. Benny Joseph**  
 Principal  
 LITTLE FLOWER INSTITUTE OF  
 SOCIAL SCIENCES AND HEALTH (LISSAH)  
 KATHAPOYIL, KOZHIKODE-673586



From,

Students of Social Work Dept (Boys) ZISSAH.

To,

The Principal  
ZISSAH.

Subject: Regarding the number of Urinals for Boys.

Sir,

We are facing the problem of late arrival to class room during interval time due to the insufficient number of urinals in our department for boys. Please consider this matter and kindly take necessary action.

Yours faithfully,

Students of Social Work Dept.

Place: Kaithapal.

Date: 16.09.2021.

Forwarded to Director  
for necessary action



## Minutes of the Grievance Redressal Cell held on 23/9/2021

Date: 23/9/2021

Time: 3:30 PM

Venue: Seminar Hall

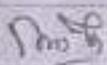
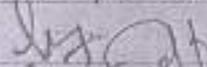
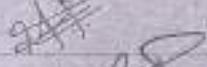
### Agenda:

Request for more urinals for boys  
in Social Work department

### Decisions:

The committee examined the matter in detail and recommended the Management to construct more number of urinals in Boy's Bath of Social Work department as early as possible

### Members Present

- 1) Dr. Benny Joseph (Principal & Convener) 
- 2) Dr. Viney Abraham 
- 3) Mr. Abhinav T 
- 4) Ms. Jina Thomas 
- 5) Mr. Subin Varghese 



  
Dr. Benny Joseph

Principal

LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HUMANITIES  
KATTAPPADI, KANYAKUMARI DISTRICT  
TAMIL NADU

2nd year psychology Batch

WISSAH college  
kalthappoyil

16<sup>th</sup> march 2022

The director

WISSAH college  
kalthappoyil

subject:- Request to temporarily wear casuals during summer

Father's,

This is to humbly request for your permission to opt for casual attire during the summer classes. as we are finding it uncomfortable in uniform due to the intense heat. Assigned petition is here by attached

Thank you for taking the time to consider our request we really appreciate it.

Sincerely

The students.



SNO	NAME	SIGN	SNO	NAME	SIGN
1	Ayuba Diga P.K		31	Affnour	
2	Fathima Shiba V.		32	Abhinav	
3	Aleena Maria Raju		33	Nafia Nassir V.P	
4	Safa Nestorin		34	Taseela-E	
5	Fawhath Fawook		35	Ajisha Fibi	
6	Ayona Johnson		36	Avani M	
7	Joel Kunjoman		37	Alka Jith	
8	Suraya P.K.		38	Nareesa P.M	
9	Nafha P.P		39	K. Shifana	
10	Rumaisa Nassi OP		40	Smeha E	
11	Hanika P.K		41	Jusna P Shaji	
12	Ariya E.R		42	Arsha T.P	
13	Rajisree Sunil		43	Fabi Antony	
14	Nima P		44	Deha	
15	Kareena K Mathu		45	Jahana	
16	Jasiv Hussain		46	Anjana Das	
17	Ganidechhari		47	Fathima Rahma	
18	Ashi Augustine		48	Fathima Durga	
19	Athira V		49	Sana Fathima	
20	Neki Lekha VN		50	Shreema Shamsudheen	
21	Ginaya P		51	Shehelaatha T	
22	Niharika S		52	Ruben Jay	
23	Nesline Maria Babu		53	Ravija	
24	Vinaya		54	Pavooraya	
25	Alshay Sebastian.		55	Tibinamol P.M	
26	Peta Sino		56	Ria Mirrian George	
27	Roma Rajesh		57	Christina Baby	
28	Fathima Shalika		58	Alphansa Baby	
29	Vaisalekha V.K		59	Shradhakshmi M	
30	Sandra		60	Mishra VM	
			61	Rameera Sabina NS	
			62	Sona Naseer	

Minutes of the Grievance Redressal  
cell held on 17/3/22

Date: 17/3/22

Time: 3:30 pm

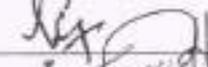
Venue: Seminar Hall

Agenda: Request received from students  
to exempt from wearing uniform  
during summer season.

Decisions:

The committee examined the request  
in detail. The committee members  
accepted the request from students and  
decided to allow all students to wear  
civil dress during summer season.

Members Present

- (1) Dr Benny Joseph (Principal & Convener) 
- (2) Dr Viney Abraham 
- (3) Mr. Abhinand T 
- (4) Ms. Jina Thomas 
- (5) Mr. Sabin Varghese 



  
Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KAITHAPOYIL, KOZHIKODE-673586



### College Grievance Redressal Cell Policy (2020-21)

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

#### Objectives of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.

- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Grievance Redressal Cell (2020-21)

Sl. No.	Name	Designation
1	Dr. Benny Joseph	Principal & Convener
2	Ms. Cissa M George	Asst. Professor
3	Mr. Abhinand T	Asst. Professor
4	Mr. Geo Kappen	Asst. Professor
5	Mr. Subin Varghese	Asst. Professor
6	Mr. Vikas George	Asst. Professor

  
**Dr. Benny Joseph**  
 Principal  
 LITTLE FLOWER INSTITUTE OF  
 SOCIAL SCIENCES AND HEALTH (LISSAH)  
 KATHAPOYIL, KOZHIKODE-673588



## COMPLAINTS RECEIVED FROM STUDENTS OF LISSAH THROUGH TELEPHONE DURING THE STARTING PERIOD OF COVID-19 PANDEMIC REGARDING ONLINE EDUCATION

During the starting of 2020-21 academic year online classes were started due to COVID-19 pandemic. Students informed the institution about the some of issues faced by them during the starting of online education.

The problems were

- ① Mobile data is insufficient for five hours of continuous online class
- ② Five hours of continuous online classes are making problems to our eye and vision
- ③ Authorities of the institution should instruct the teachers to supply class notes and study materials to the students, since library facility is not available presently

Remedy suggested by the students

Reduce the online teaching hours from five to three or four hours

Complaints received from students and Parents

Complaints  
Received telephonically  
during July 2020



*Benny Joseph*  
27/7/2020

**Dr. Benny Joseph**  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYIL, KOZHIKODE-673584

## Minutes of Meeting Grievance Redressal Cell - held on 21-07-2021

The Grievance Redressal Cell meeting was conducted online (Google Meet) on 21-July-2021. The following members were present :-

- (1) Dr. Benny Joseph  
(Principal & Convener)
- (2) Mr. Sebin Varghese
- (3) Mrs. Cissa M George
- (4) Mr. Geo Kappem
- (5) Mr. Vikas George
- (6) Mr. Abhinand T.

Agenda: Complaints received from students of LISSAH through telephone during the starting period COVID-19 pandemic regarding online education.

  
Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYA, KOZHIKODE-673568



During the beginning of 2020-21 academic year online classes were started due to COVID-19 pandemic. Students informed the institutions about some of issues faced by them during the starting of online education. The problems were

- \* Mobile data is insufficient for five hours of continuous online class.
- \* Five hours of continuous online classes are making harms to our eyes and vision.
- \* Authorities of the institutions should instruct the teachers to supply class notes and study materials to students since library facility is not available presently.

Decisions: While considering the suggestions from students and teachers the committee recommended the faculties and HODs to reduce the online teaching hours from five to three or four hours.

  
**Dr. Benny Joseph**  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYIL, KOZHIKODE-673586



\* Besides, the committee instruct the teachers to make avail the class notes and study material in soft copy in order to fill the inaccessibility of the college library.



*Handwritten signature*

**Dr. Benny Joseph**  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KAITIAPPOYIL, KOZHIKODE-673566





## College Grievance Redressal Cell Policy (2019-20)

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### Objectives of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.

- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Grievance Redressal Cell (2019-20)

Sl. No.	Name	Designation
1	Prof. Varughese Mathew	Principal & Convener
2	Ms. Cissa M George	Asst. Professor
3	Mr. Balasubramannian K K	Asst. Professor
4	Mr. Geo Kappen	Asst. Professor
5	Fr. Niju Thalachira CST	Asst. Professor

  
**Prof. Varughese Mathew**  
 Principal  
 LITTLE FLOWER INSTITUTE OF  
 SOCIAL SCIENCES AND HEALTH (LISSAH)  
 KATHAPOIL, KOZHIKODE-673 586



പ്രേക്ഷകൻ,

ലിസ്റ്റ് കോളേജ് വിദ്യാർത്ഥികൾ

സ്വീകർത്താവ്,

പ്രിൻസിപ്പൽ  
ലിസ്റ്റ് കോളേജ്  
തൈരപ്പാലിൻ

Forwarded to the  
Management for  
Necessary action

വിഷയം : കോളേജ് മ്യൂന്ത്രിൻ നവീകരണം

  
6/12/2019

സർ,

ലിസ്റ്റിലെ ഒരുമിത വിദ്യാർത്ഥികളും ദൂരനിന്ന് വരുന്നതിനാൽ പുറത്തുപോയി ഭക്ഷണം തിടിക്കാതെ പ്രാജാഗിക ബുദ്ധിമുട്ട് നേരിടുന്നവരാണ്. അതുപോലെ ഹോസ്റ്റലിലെ വിദ്യാർത്ഥികൾക്ക് കൃത്യമായ ഭക്ഷണം ലഭിക്കാത്ത സാഹചര്യമാണ് നിലവിൽ ഉള്ളത്. മൂലാതല ലേഡിസ് ഹോസ്റ്റലുകളിൽ പലനവണയായി നേരിടുന്ന ഭക്ഷ്യവിഷബാധ പോലുള്ള പ്രശ്നങ്ങളും നേരിടുന്നുണ്ട്. തിരുമതിനാൽ കോളേജിലെ മൂല്യവൻ വിദ്യാർത്ഥികളുടെ അഭ്യർത്ഥനമറിച്ച് കോളേജ് മ്യൂന്ത്രിൻ ഉച്ചഭക്ഷണം [ഉറുപ്പം, ബിരിയാണി, ഡ്രൈഡ് റൈസ്, ചോറോട്ട, ചപ്പാത്തി ബീഡ്, ചിക്കൻ, മുട്ട, മീൻ] ഉൾപ്പെടുത്തണമെന്നും. മെമ്പർമാർ ചായയ്ക്ക് പുറമെ സാധാരണ ചായ, കാപ്പി തുടങ്ങിയവ ലഭ്യമാക്കുകയും. മറ്റു കൂട്ടികൾക്കും ഇതിനാൽ ത്രേവശ്യമായ സൗകര്യമിഷ്ടാത്തതിനാൽ മ്യൂന്ത്രിൻ രൂപമൂല്യം സൗകര്യപ്രദമായ രീതിയിൽ നവീകരിക്കുകയും ചെയ്യാനാണെന്ന് അഭ്യർത്ഥിക്കുന്നു.

06/12/2019  
തൈരപ്പാലിൻ



എന്ന്  
ലിസ്റ്റ് കോളേജ് വിദ്യാർത്ഥി

Minutes of the Governance Addressed cell meeting  
held on 11/12/2019

Date: 11/12/2019

Time: 3.00 P.M

Venue: Seminar hall

Agenda: Issues regarding Canteen facilities

Decisions:

The committee proposed the canteen authorities to provide noon meals.

Also proposed to increase the seating capacity of the canteen.

Besides, as per the recommendations of governance addressed cell management has decided to construct a spacious canteen in the forthcoming year.

Members present

- 1 Prof. Yanghase Mathias (Principal & convener) *DM*
- 2 Fr. Niju Thalechra *Thalechra*
- 3 Balasubramanian. K.K *Om*
- 4 Mr. Deshappan *Desappan*
- 5 Mrs. Cissa M George *Cissa*



*Benny Joseph*  
Dr. Benny Joseph  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYE, KODIHADE-673586



2nd year 'A' Batch,  
Dept. of Psychology

8th July, 2019.

Dr Jio Joseph,

H.O.D.,

Dept. of Psychology

Sir,

We would like to request you to provide us with the adequate number of fans in our classroom as we find it congested and hot.

We hope that you will consider our request and do the needful at the earliest possible.

Thanking you in anticipation.

Sincerely,

Ayisha Asheequa  
Akshay M. Bose  
Marica Rose Philip





1. Arishma P  
Aryasree K.P  
Jenna  
Alisha  
SHADIYA.M  
Ayisha Acheegun  
Sudhama Katti  
Aryam. K. Narayanan  
C. Sathima Seta cal

Haree  
Bhaskar  
Jan  
Aishwarya  
Aishwarya  
Sudhama  
Sudhama

Rajalakshmi - KK  
Mithula R

Rajalakshmi  
Mithula

Rashmi Anan  
Maree Rose Philip

Rashmi  
Maree  
Maree

Shravantha. N. K  
Febin. C. Vincent

Febin

Vaasha Premraj

Vaasha Premraj

Jeeva Jay  
Feba George

Jeeva Jay  
Feba George

chandana - S

chandana

Aysha Rifa NK  
Jenna Khader m +  
Kadleeja Riya - M

Aysha Rifa  
Jenna Khader  
Kadleeja Riya



Aravind Malhotra

Aravind

Deepika Sekhar

~~Deepika~~

Raha Subhadra

~~Raha~~

RANIYA HABEEB

~~Raniya~~

NUSRATH Vp

~~Nusrath~~

TEJASREE ~~KP~~ KP

~~Tejasree~~

Sreelakshmi A

~~Sreelakshmi~~

Sabirata Begum V.R.

Sabirata

Adithya C.P.

Adithya





04/03/2020  
Wednesday.



Respected Father,

We the students of BSW 2<sup>nd</sup> year find it extremely difficult to wear the uniforms during this season.

We kindly request you to take necessary arrangements for the same.

Hopfully  
BSW 2<sup>nd</sup> years.

Shwetha Nair 

HIMA GAFOOR 

Sreelakshmi. 

Hasna Ali Hassan 

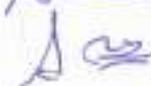
Niveditha 

Hulu Mangam 

Deep P Kurian 

Mithun 

Jose George 

Aravindu 

Rahul Sagar 

Jerry Joseph 

Diya Athma 

Akshaya Sivan	<del>Akshaya Sivan</del>	Anetta Joseph	<del>Anetta Joseph</del>
Aparna Sony	<del>Aparna</del>		
Shalini T	<del>Shalini</del>		
Sandra Michael	<del>Sm</del>		
Sheha Jose	<del>Sheha</del>		
Shruti James	<del>Shruti James</del>		
Anu Johnson	<del>Anu</del>		
Sara H. R	Jewel Jewel		
Alan Thomas	Alan		
Gopika Pij	Gopika		
Ebin Mathew	Ebin		
PRAFUL MANOJ	Praful		
Mufeeda Pasvin	Mufeeda		
Alphy Sebastian	Alphy		
Amal Cyroae	Amal		
Sebastian K.T	Sebastian K.T		
Amal Gaganan	Amal		
Maur Johnson	Maur		
Balaran B.K	Balaran		
Sana Subair	Sana		
Shaheed V.K	Shaheed		
Sruthi	Sruthi		

Minutes of the Crosswise Redressal Cell meeting  
held on 06/03/2020

Date: 06/03/2020

Time: 3:15 PM

Venue: Seminar hall

Agenda

To resolve the complaint received from  
Students requesting to exempt from wearing uniforms.

Decisions

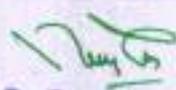
The committee studied the complaint from  
Students regarding wearing uniforms and committee  
members suggested accepting the request and  
implementing the relaxations in regular uniform  
regulations.

The committee decided to allow all students to  
wear civil dress during Summer class days.

Members Present

- 1) Prof. Varghese Mathan (Principal @ Conv.) Present
- 2) Fr. N. J. Thalachira Present
- 3) Mr. Balasubramanian E. K. Present
- 4) Mr. Leo Kappen Present
- 5) Mrs. Ansa M. George. Present



  
**Dr. Benny Joseph**  
Principal  
LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KAITIAPPYIL, KOZHIKODE-673506





## College Grievance Redressal Cell Policy (2018-19)

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### Objectives of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.

- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

Grievance Redressal Cell (2018-19)

Sl. No.	Name	Designation
1	Fr. Niju Thalachira CST	Asst. Professor & Convener
2	Mr. Vikas George	Asst. Professor
3	Mrs. Alanta Alphons Mathew	Asst. Professor
4	Ms. Jina Thomas	Asst. Professor
5	Ms. Cissa M George	Asst. Professor

  
**Prof. Varughese Mathew**  
 Principal  
 LITTLE FLOWER INSTITUTE OF  
 SOCIAL SCIENCES AND HEALTH (LISSAH)  
 KATHAPOIL, KOZHIKODE-673 586



From

Psychology and Social work students of LISSAH

To

The Principal  
LISSAH College, Kaithapoyil

Date: 12/10/2018

Respected Sir,

We the students of LISSAH request you to make more facilities in the canteen during lunch time. Students are facing the problem of late arrival to class after taking food from outside. We request you to take necessary action

Yours sincerely  
Students of LISSAH

Forwarded to Director  
DM



Minutes of the Grievance Redressal Cell  
held on 22/10/2018

Date - 22/10/2018

Time - 3:30 PM

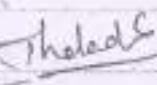
Venue - Seminar Hall

Agenda: Complaint received from students  
regarding the facilities in canteen

Decisions:

- (1) The committee examined the complaint in detail and pointed out the following observations
  - \* Requirement of additional staff during interval time and lunch break
  - \* Limited space of the canteen
  - \* Provide facilities for noon-meals
- (2) The committee proposes to build a new canteen with more space and facilities

Members Present

- (1) Fr. Niju Thalachire (Convener) 
- (2) Ms. Cissa M George 
- (3) Ms. Jine Thomas 
- (4) Mr. Vilas George 
- (5) Ms. Arula Alphonse Mathew 

28-02-2019.

To,  
The Principal,  
LISSAH COLLEGE  
KAITHAPOYIL.

From,  
ATHIL SHAHAM  
SANTHOSH EKKA.

500 X 2 = 1000

Sir,

We, Athil shaham and Santhosh Ekka have participated in the National Students Parliament 2019 held on 23<sup>rd</sup> to 25<sup>th</sup> February at Trivandrum representing LISSAH COLLEGE. There were 2000 delegates from all over the Universities in India.

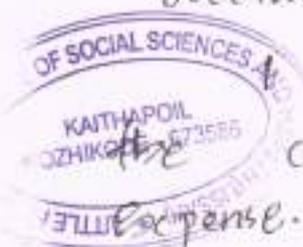
It is happy to inform you that, there were only four colleges from Calicut, and LISSAH COLLEGE was one among them. But, when we enquired, we came to know that, every students have got fund and support from their colleges and it is sad to inform you that, we have not received the both.

Kindly request you to provide us atleast the charges for registration and travel expense.

for favourable consideration

Yours Faithfully,  
Athil shaham, Santhosh Ekka.

  
28/1/2019



Minutes of the Grievance Redressal Cell  
held on 05/05/2019

Date: 05-05-2019

Time: 3.30 pm

Vene:- Seminars Hall

Agenda: Request received from students  
for granting registration fee  
and travel allowance for participation  
in Seminars

Decision:

The committee examined the request  
received from Athil Shaham and Santhosh  
Ekka requesting for financial support  
for attending Seminars.

The committee recommended to grant  
Rs 500/- each to the above students  
for participating in Seminars

Members Present

(1) Fr. Niju Thalacheril (Convener) (Thalacheril)

2. Ms. Cessa M George

3. Ms. Tina Thomas

4. Mr. Nikas George

5. Ms. Alanta Alphina Mathew

*Handwritten initials*

*Handwritten initials*

*Alanta*



*Handwritten signature in green ink*

**Dr. Benny Joseph**  
Principal

LITTLE FLOWER INSTITUTE OF  
SOCIAL SCIENCES AND HEALTH (LISSAH)  
KATHAPOYIL, KOZHIKODE-673586



From,  
4<sup>th</sup> Semester BSW

To,  
Mr. Varghese Mathew,  
Principal, LISSAH

Date: 26/03/19

Dear Sir,

We the students of 2<sup>nd</sup> year BSW request you to kindly make provisions to repair the damaged fans in our class. As it is getting extremely hot, the students are greatly inconvenienced due to this. We request you to please take immediate action.

Yours sincerely,  
2<sup>nd</sup> year BSW Students



forwarded to the Director  
for urgent action

*gm*

Minutes of the Grievance Redressal cell meeting  
held on 15/7/2019.

Date: 15/07/2019

Time: 3.30 P.M

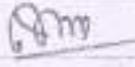
Venue: Seminar hall

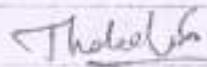
Agenda: Complaint received from 2nd year  
BSc psychology (A) Batch students.

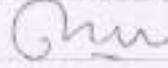
Decisions: The committee examined the matter in  
detail and found that there are only two fans in  
the classrooms of 2nd BSc Psychology (A) Batch.

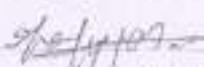
The committee recommended to install two more  
fans in the classrooms and the proposal is intimated  
to the management for speedy actions.

Members present

1) Prof. Varghese Mathew   
(Principal & Convener)

Fr. Nju Thalachara 

3) Mr. Balasubramanian K. K. 

Mr. Oes Dapper 

5) Mrs. Cisse M. George 