



RCMAS
RAJAGIRI COLLEGE OF MANAGEMENT &
APPLIED SCIENCES

Criterion V

**Student Support and
Progression**

RAJAGIRI COLLEGE OF MANAGEMENT AND APPLIED SCIENCES

RAJAGIRI VALLEY P.O, KAKKANAD, KERALA 682039

An ISO 9001 : 2015 Certified Institution

Affiliated to Mahatma Gandhi University, Kottayam and Approved by AICTE

5.1

Student Support

5.1.4

Students Grievance Redressal Committee Annual Report

2019 - 2024

Submitted to





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APPLIED SCIENCES

(Affiliated to Mahatma Gandhi University, Kottayam)

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Cochin - 682 039, Kerala
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Grievance Redressal Committee Report for the Academic Year

2023-2024

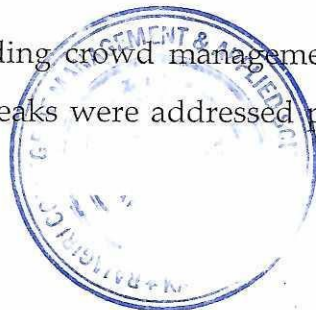
Committee Members

| Sl. No. | Name | Designation |
|---------|------------------|------------------------|
| 1 | Dr. Laly Mathew | Principal |
| 2 | Dr. Ajosh George | Coordinator |
| 3 | Ms. Aswathy K M | Faculty Member |
| 4 | Ms. Amala Linus | College Union Advisor |
| 5 | Adhila P A | Student Representative |

Report

Throughout the academic year 2023-2024, our institution remained committed to addressing the concerns and requests of the college community promptly and effectively. Several issues were raised regarding break times and crowd management in students lift, demonstrating our responsiveness to student needs. In response to a request for an additional break during the month of April, an extra break of 10 minutes was sanctioned after the 4th hour, providing students with necessary relief during their academic day. This action was resolved within a swift timeframe of ten days, highlighting our institution's efficiency in meeting student requests.

Additionally, concerns regarding crowd management in the students' lift and the availability of food during breaks were addressed promptly. Following complaints





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about overcrowding in the students' lift after break times, specific measures were implemented to alleviate the issue, including dedicating one lift exclusively for students from the 4th and 5th floors. Similarly, in response to complaints about managing crowds in the canteen and food availability during breaks, practical solutions were implemented, such as arranging extra canteen distribution spaces to accommodate the crowd effectively. These actions were resolved within a timeframe of just seven days, demonstrating our commitment to enhancing the overall campus experience for our students.



Dr. Laly Mathew

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Summary of Action Taken by Grievance Redressal Committee During 2023-2024

| Sl. No. | Grievance Details | Action Taken | Time Taken |
|---------|--|--|-------------------------|
| 1 | Complaint about Crowd in Students' Lift after Break Time | One student lift made exclusively for 4 th and 5 th floor students by locking first floor to the 3 rd floor | Resolved within 7 days |
| 2 | Request for Extending Break Time | Break time extended from 10:20 am to 10:50 am (10 minutes extended) | Resolved within 10 days |
| 3 | Complaint about Managing Crowd and Food Availability in Canteen during Break | Extra 2 canteen distribution spaces arranged in canteen to manage crowd | Resolved within a week |
| 4 | Request for Additional Break during April | An additional break of 10 minutes after the 4 th hour sanctioned during April | Resolved within 10 days |




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Grievance Redressal Committee Report for Academic Year 2022-2023

Committee Members

| Sl. No. | Name | Designation |
|---------|----------------------|------------------------|
| 1 | Fr Ajeesh Puthussery | Principal |
| 2 | Dr. Ajosh George | Coordinator |
| 3 | Ms. Aswathy K M | Faculty Member |
| 4 | Ms. Amala Linus | College Union Advisor |
| 5 | Sahil Ayub | Student Representative |

Report

During the academic year 2022-2023, our institution swiftly addressed various concerns raised by the college community, ensuring a conducive learning environment and optimal facilities for students and staff. One notable issue was the complaint regarding the quality of food in the college canteen. In response, decisive action was taken to address the issue by providing the canteen contract to another provider. This proactive step not only resolved the immediate concern but also contributed to enhancing the overall satisfaction of students with the food services provided. The resolution of this complaint was achieved within a month's time, demonstrating our commitment to continuous improvement and responsiveness to feedback.





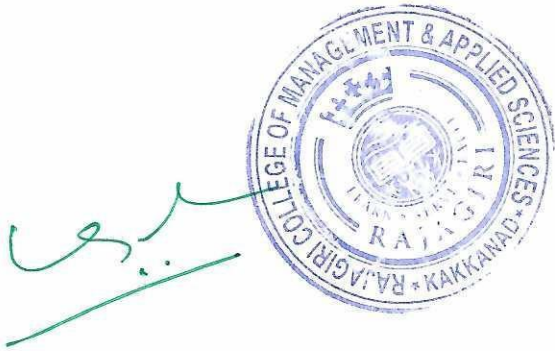
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Furthermore, maintenance and repair of essential facilities such as the water cooler were prioritized to ensure the comfort and convenience of students and staff. Upon receiving complaints about malfunctioning water coolers, immediate action was taken to repair them, followed by frequent maintenance to prevent future issues. These timely repairs and maintenance efforts were resolved within two weeks, reflecting our institution's efficiency and dedication to promptly addressing infrastructure concerns. Such proactive measures contribute to creating a positive learning environment conducive to academic success and well-being for all members of the college community.



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| Sl. No. | Grievance Details | Action Taken | Time Taken |
|---------|--|---|-------------------------|
| 1 | Complaint against the Quality of Food in the College Canteen | Canteen contract provided to another provider | Resolved within a month |
| 2 | Maintenance and Repair of the Water Cooler | Water cooler repaired and frequently maintained | Resolved within 2 weeks |
| 3 | Request for Online Classes during 'Brahmapuram' Plant Fire Smoke | Online classes sanctioned | Resolved within 1 day |



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Grievance Redressal Committee Report for Academic Year 2021-2022

Committee Members

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|---------|----------------------|------------------------|
| 1 | Fr Ajeesh Puthussery | Principal |
| 2 | Mr. Jose Francis | Coordinator |
| 3 | Ms. Aswathy K M | Faculty Member |
| 4 | Ms. Amala Linus | College Union Advisor |
| 5 | Diya Akbar | Student Representative |

Report

The academic year 2021-2022 presented unique challenges, primarily due to the ongoing COVID-19 pandemic. However, our institution demonstrated resilience and adaptability in navigating these challenges while ensuring the continuity of academic activities. One significant accomplishment was the prompt resumption of classes after the lifting of lockdown restrictions. Within just seven days of the request, a hybrid mode of classes was sanctioned, incorporating both online and offline elements to accommodate student needs effectively. This swift action facilitated uninterrupted learning for our students, reflecting our commitment to providing quality education despite external disruptions.

Additionally, our institution prioritized the well-being and academic integrity of our students, as evidenced by the swift resolution of requests such as the provision of retests for students affected by COVID-19. Within ten days of the request, the exam



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cell sanctioned retests, ensuring affected students had a fair chance to demonstrate their knowledge and skills.

Moreover, proactive measures were taken to address infrastructure concerns, such as the maintenance of water coolers, enhancing the overall comfort and convenience of the college community. These actions reflect our dedication to supporting our students and maintaining high standards of education, even in challenging circumstances.



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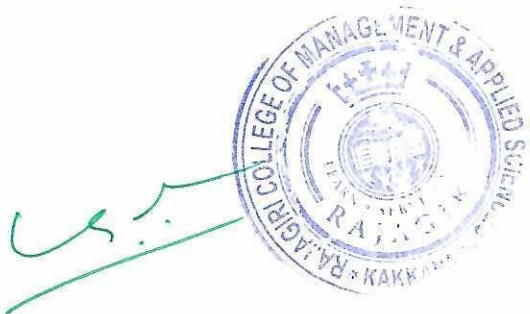
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| Sl. No | Grievance Details | Action Taken | Time Taken |
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| 1 | Request for Resuming Online Classes after Lockdown | Hybrid mode of classes sanctioned | Resolved within a week |
| 2 | Request for Retest for Students Affected by Covid-19 | Exam cell sanctioned the request | Resolved within 10 days |
| 3 | Maintenance of Water Cooler on the Floors | Water coolers cleaned and maintained on all floors | Resolved within 2 weeks |



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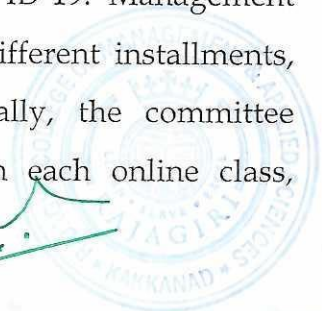
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| Sl. No. | Name | Designation |
|---------|----------------------|------------------------|
| 1 | Fr Ajeesh Puthussery | Principal |
| 2 | Mr. Jose Francis | Coordinator |
| 3 | Ms. Aswathy K M | Faculty Member |
| 4 | Ms. Amala Linus | College Union Advisor |
| 5 | Vindra Ramesh | Student Representative |

Report

Throughout the academic year 2020-21, the Grievance Redressal Committee (GRC) convened three meetings to address various concerns raised by stakeholders. These meetings served as platforms for productive discussions and facilitated the prompt resolution of grievances, ensuring a supportive and conducive environment for all members of the college community.

The GRC effectively handled several grievances, including requests for paying college fees in different installments, ensuring sufficient breaks between online classes, and facilitating assessment tests for students absent due to COVID-19. Management promptly sanctioned the request for paying college fees in different installments, accommodating the financial needs of students. Additionally, the committee implemented a policy allowing a 10-minute break between each online class,





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enhancing student well-being and engagement. Furthermore, the exam cell swiftly sanctioned requests for assessment tests for students affected by COVID-19, demonstrating the committee's commitment to addressing concerns promptly and effectively. These actions reflect the dedication of the GRC to ensuring the welfare and satisfaction of the college community.



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| Sl. No. | Grievance Details | Action Taken | Time Taken |
|---------|---|--|-------------------------|
| 1 | Request for Paying College Fee in Different Installments | Management sanctioned the request | Resolved within 10 days |
| 2 | Request for Sufficient Breaks between Each Online Class | 10 minutes break allowed between each online class | Resolved within 7 days |
| 3 | Request for Attending Assessment Test for Students absent due to Covid - 19 | Exam cell sanctioned the request | Resolved within 2 weeks |



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Grievance Redressal Committee Report for Academic Year 2019-2020

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| 1 | Fr A J Saviance | Principal |
| 2 | Mr. Jose Francis | Coordinator |
| 3 | Ms. Aswathy K M | Faculty Member |
| 4 | Ms. Amala Linus | College Union Advisor |
| 5 | Akshaya Suresh | Student Representative |

Report

The Grievance Redressal Committee (GRC) conducted a series of meetings throughout the academic year 2019-20 to address various concerns raised by stakeholders. A total of three meetings were held, wherein issues were thoroughly discussed and appropriate actions were devised to ensure the welfare of the college community.





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During the academic year, the GRC effectively resolved several grievances pertaining to campus facilities and services. Timely service and maintenance of water coolers were ensured, with reported issues promptly addressed within a week's time. Additionally, the management responded to the request for an additional lift for students, allocating one more lift within 2 months, thereby enhancing accessibility on campus. Furthermore, concerns regarding the inaudibility of the announcement system in classrooms were swiftly addressed, with speakers serviced and functionality restored within 10 days. These actions reflect the commitment of the GRC to promptly address grievances and enhance the overall experience of stakeholders within the college community.



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|---------|---|---|--------------------------|
| 1 | Timely Service and Maintenance of Water Coolers | Reported to college office; Cleaned and maintained water coolers | Resolved within a week |
| 2 | Request for Additional Lift for Students | Management allotted one more lift for students | Resolved within 2 months |
| 3 | Inaudibility of Announcement System in Classrooms | Speakers were serviced | Resolved within 10 days |



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