



**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**

**Meeting Minutes**

**2019 - 2020**

Submitted to





### Grievance Redressal Committee

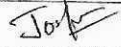



#### Minutes of the Meeting - 10.10.2019

The first Meeting of the Grievance Redressal Committee for the academic year 2019-2020 was held on 10.10.2019, Thursday at 2.30 pm in Lecture Hall 101. The meeting was presided over by Fr. A J Saviance.

#### Agenda:

- Review of grievances received during the academic year.
- Discussion on actions taken.
- Other matters if any.

#### Members Present:

Sl. No.	Name	Designation	Signature
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	

#### Matters arising from the Previous Minutes:

- Review of grievance handling effectiveness.
- Follow-up on previous resolutions.

#### Discussions in the Meeting:

1. Review of grievances received during the academic year:








- Fr Saviance presented the list of grievances received, including issues related to water coolers, lift requests, and the announcement system.
- Mr. Jose Francis noted the frequency of certain complaints and emphasized the importance of addressing them promptly to ensure student satisfaction.

**2. Discussion on actions taken:**

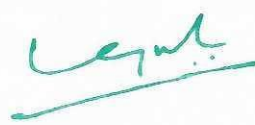
- **Timely Service and Maintenance of Water Coolers:**
  - Mr. Jose Francis reported that the issue of water cooler maintenance was promptly addressed. The college office was notified, and the water coolers were cleaned and maintained within a week time
  - Aswathy K M added that regular maintenance schedules should be implemented to prevent future issues.
  - **Decision:** Agreed to establish a quarterly maintenance schedule for all water coolers.
- **Request for Additional Lift for Students:**
  - Amala Linus mentioned that the management had approved the request for an additional lift for students, which was resolved within 2 months.
  - Akshaya Suresh highlighted the positive impact of this action on reducing congestion and improving accessibility.
  - **Decision:** Agreed to monitor the usage of the new lift and gather student feedback for further improvements.

  
Mr Jose Francis

  
Fr. A J Saviance



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**Grievance redressal Committee**

**Minutes of the Meeting - 17.01.2020**





The second Meeting of the Grievance Redressal Committee for the academic year 2019-2020 was held on 17.01.2020, Friday at 2.30 pm in Lecture Hall 101.

The meeting was presided over by Fr. A J Saviance.

**Agenda:**

- Review of grievances received after first meeting
- Discussion on actions taken.
- Other matters if any

**Members Present:**

Sl. No.	Name	Designation	Signature
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	

**Matters arising from the Previous Minutes:**

- Review of grievance handling effectiveness.
- Follow-up on previous resolutions.







**Discussions in the Meeting:**

**1. Inaudibility of Announcement System in Classrooms:**

- Aswathy K M informed that the speakers were serviced and the issue was resolved within 10 days.
- Fr. A J Saviance suggested regular checks to ensure the announcement system remains functional.
- **Decision:** Agreed to conduct monthly checks of the announcement system to maintain its functionality.

  
Mr. Jose Francis



  
Fr A J Saviance







**Grievance Redressal Committee**




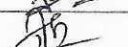
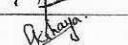
**Minutes of the Meeting – 20.03.2020**

The 3rd Meeting of the Grievance Redressal Committee for the academic year 2019-2020 was held on 20.03.2020, Friday at 2.30 pm in Lecture Hall 101. The meeting was presided over by Fr. A J Saviance.

**Agenda:**

- Review of grievances received during the academic year.
- Discussion on actions taken.
- Other matters if any

**Members Present:**

Sl. No.	Name	Designation	Signature
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	

**Matters arising from the Previous Minutes:**

- Review of grievance handling effectiveness.
- Follow-up on previous resolutions.







**Discussions in the Meeting:**

**1. Planning for future improvements:**

- Mr. Jose Francis proposed the introduction of a digital feedback system to streamline the grievance submission process.
- Amala Linus suggested increasing the number of suggestion boxes around the campus to encourage more feedback.
- Akshaya Suresh recommended organizing periodic meetings with student representatives to discuss ongoing concerns and gather suggestions.
- **Decision:** Agreed to implement a digital feedback system and increase the number of suggestion boxes. Scheduled quarterly meetings with student representatives to discuss and address grievances proactively.



Mr. Jose Francis



Fr. A J Saviance



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