



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

2020 - 2021

Submitted to





Grievance Redressal Committee


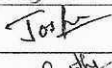
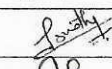
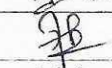

Minutes of the Meeting - 16.09.2020

The first Meeting of the Grievance Redressal Committee for the academic year 2020-2021 was held on 16.09.2020, Wednesday at 2.30 pm, conducted online due to the COVID-19 pandemic. The meeting was presided over by Fr. Ajeesh Puthussery.

Agenda:

1. Review of grievances received during the academic year.
2. Discussion on actions taken.
3. Any other matters if any

Members Present:

Sl. No.	Name	Designation	Signature
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	

Matters arising from the Previous Minutes:

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







Discussions in the Meeting:

Review of grievances received during the academic year:

- Fr. Ajeesh Puthussery: Presented the list of grievances received, highlighting the main issues such as fee payment flexibility and break times for online classes.
- Mr. Jose Francis : Emphasized the importance of addressing these grievances promptly to maintain student satisfaction and trust.

Discussion on actions taken:

Request for Paying College Fees in Different Installments:

- Mr. Jose Francis : Reported that the management sanctioned the request to pay college fees in different installments, which was resolved within 10 days.
- Aswathy K M: Suggested monitoring the impact of this decision on fee payment compliance.
- **Decision:** Agreed to review the fee payment process and its impact at the end of the semester.

Request for Sufficient Breaks between Each Online Class:

- Ms. Amala Linus: Mentioned that a 10-minute break between each online class was implemented, and the issue was resolved within 7 days.
- Vindra Ramesh: Noted the positive feedback from students regarding this change.
- **Decision:** Agreed to continue the 10-minute break policy and periodically review its effectiveness.


Mr. Jose Francis




Fr. Ajeesh Puthussery

PRINCIPAL
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Grievance redressal Committee


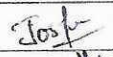



Minutes of the Meeting - 19.02.2021

The 2nd Meeting of the Grievance Redressal Committee for the academic year 2020-2021 was held on 19.02.2021, Friday at 2.30 pm, conducted online due to the COVID-19 pandemic. The meeting was presided over by Rev. Fr. Ajeesh Puthussery.

Agenda:

1. Review of grievances received during the academic year.
2. Discussion on actions taken.
3. Other matters

Members Present:

Sl. No.	Name	Designation	Signature
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	

Matters arising from the Previous Minutes:

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







Discussions in the Meeting:

Review of grievances received during the academic year:

- Fr. Ajeesh Puthussery: Presented the list of grievances received, highlighting the main issues such as assessments for COVID-19 affected students.
- Mr. Jose Francis: Emphasized the importance of addressing these grievances promptly to maintain student satisfaction and trust.

Discussion on actions taken:

Request for Attending Assessment Test for Students Absent due to COVID-19:

- Ms. Aswathy K M: Informed that the exam cell sanctioned the request for assessment tests for students absent due to COVID-19, resolved within 2 weeks.
- Fr. Ajeesh Puthussery: Suggested establishing a clear policy for handling similar situations in the future.
- **Decision:** Agreed to draft a formal policy for assessment accommodations for students affected by unforeseen circumstances, including health issues.


Mr. Jose Francis




Fr. Ajeesh Puthussery

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