



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

2021 - 2022

Submitted to





Grievance redressal Committee

Minutes of the Meeting - 08.09.2021

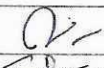
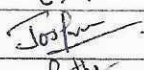



The first Meeting of the Grievance Redressal Committee for the academic year 2021-2022 was held on 08.09.2021, Wednesday at 2.30 pm in Lecture Hall 103.

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. 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	Diya Akbar	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: Summarized the grievances received, including issues related to the resumption of online classes and maintenance of water coolers.
- Jose Francis: Highlighted the importance of addressing these grievances to ensure the well-being and satisfaction of students.

Discussion on actions taken:

Request for Resuming Online Classes after Lockdown:

- Jose Francis : Reported that a hybrid mode of classes was sanctioned and implemented within 7 days.
- Aswathy K M: Mentioned the positive feedback from students and faculty regarding the flexibility of hybrid classes.
- **Decision:** Agreed to continue monitoring the effectiveness of the hybrid mode and make adjustments as needed.

Maintenance of Water Coolers on the Floors:

- Ms. Aswathy K M: Reported that water coolers were cleaned and maintained on all floors, resolved within 2 weeks.
- Fr. Ajeesh Puthussery: Emphasized the need for regular maintenance schedules to prevent recurring issues.
- **Decision:** Agreed to implement a monthly maintenance schedule for all water coolers and assign a specific team to oversee this task.


Mr. Jose Francis




Fr. Ajeesh Puthussery

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Rajagiri Valley, P. O., Kakkanad - 682 039







Grievance redressal Committee


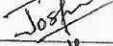



Minutes of the Meeting - 28.01.2022

The second Meeting of the Grievance Redressal Committee for the academic year 2021-2022 was held on 28.01.2022, Friday at 2.30 pm in Lecture Hall 103. 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. 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	Diya Akbar	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: Summarized the grievances received, including issues related to retests for COVID-19 affected students.
- Jose Francis: Highlighted the importance of addressing these grievances to ensure the well-being and satisfaction of students.

Discussion on actions taken:

Request for Retest for Students Affected by COVID-19:

- Ms. Amala Linus: Informed that the exam cell sanctioned the request for retests, resolved within 2 days.
- Diya Akbar: Noted the relief and appreciation expressed by affected students.
- **Decision:** Agreed to formalize a policy for retests in cases of health-related absences to streamline future processes.

Planning for Future Improvements:

- Jose Francis: Suggested the introduction of a feedback mechanism to continuously gather student input on hybrid classes and other ongoing issues.
- Ms. Amala Linus: Recommended organizing workshops to educate students on the grievance redressal process and the resources available to them.
- Diya Akbar: Proposed increasing the visibility of the Grievance Redressal Committee through campus-wide announcements and information sessions.



Legal



- **Decision:** Agreed to develop a feedback mechanism, schedule educational workshops, and enhance the visibility of the Grievance Redressal Committee through various communication channels.



Mr Jose Francis



Fr. Ajeesh Puthussery



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