



**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**

**2022 - 2023**

Submitted to





### Grievance Redressal Committee






#### Minutes of the Meeting - 15.06.2022

The first Meeting of the Grievance Redressal Committee for the academic year 2022-2023 was held on 15.06.2022, Wednesday at 2.30 pm in Lecture Hall 104. The meeting was presided over by Fr. Ajeesh Puthussery.

#### Agenda:

- Review of grievances received during the previous academic year.
- Planning for the new academic year.
- Discussing the grievance redressal process.

#### Members Present:

Sl. No.	Name	Designation	Signature
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	

#### Discussions in the Meeting:

##### Review of grievances received during the previous academic year:

- Fr. Ajeesh Puthussery: Emphasized the importance of timely and effective responses to issues raised by students and staff.







- Dr. Ajosh George: Highlighted recurring issues and the need for continuous monitoring and improvement.

**Planning for the new academic year:**

- Discussed the need for a streamlined grievance redressal process.
- Agreed to monitor and review grievances regularly.

**Decision:**

- Agreed to hold quarterly meetings to review and address grievances.
- Decided to implement a more structured approach for handling grievances.

  
Dr. Ajosh George

  
Fr. Ajeesh Puthussery



**PRINCIPAL**  
Rajagiri College of Management & Applied Sciences  
Rajagiri Valley, P. O., Kakkanad - 682 039









### Grievance Redressal Committee

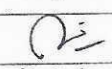



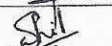
#### Minutes of the Meeting - 07.10.2022

The second Meeting of the Grievance Redressal Committee for the academic year 2022-2023 was held on 07.10.2022, Friday at 2.30 pm in Lecture Hall 104. The meeting was presided over by Fr. Ajeesh Puthussery.

#### Agenda:

- Review of grievances received during the academic year.
- Discussion on actions taken.
- Such other matters.

#### Members Present:

Sl. No.	Name	Designation	Signature
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	


#### 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, emphasizing the importance of timely and effective responses to issues raised by students and staff.
- Dr. Ajosh George: Highlighted recurring issues and the need for continuous monitoring and improvement.


**Discussion on actions taken:**

**Complaint against the Quality of Food in the College Canteen:**


- Dr. Ajosh George: Reported that the canteen contract was provided to another provider, and this action would be fully implemented within a month.
- Ms. Aswathy K M: Mentioned to monitor the existing contractor till the new provider takes charge.
- Decision: Agreed to regularly review the performance of the existing canteen provider and gather continuous feedback from students.

**Maintenance and Repair of the Water Cooler:**

- Ms. Amala Linus: Informed that the water cooler was repaired and a schedule for frequent maintenance was established, resolving the issue within 2 weeks.
- Sahil Ayub: Appreciated the prompt action and suggested ensuring all water coolers on campus are included in the maintenance schedule.
- Decision: Agreed to implement a bi-monthly maintenance schedule for all water coolers on campus.

  
Dr. Ajosh George



  
Fr. Ajeesh Puthussery

**PRINCIPAL**

Rajagiri College of Management & Applied Sciences  
Rajagiri Valley, P. O., Kakkanad - 682 039









### Grievance Redressal Committee

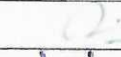


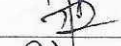

#### Minutes of the Meeting - 23.02.2023

The third Meeting of the Grievance Redressal Committee for the academic year 2022-2023 was held on 23.02.2023, Thursday at 2.30 pm in Lecture Hall 104. The meeting was presided over by Fr. Ajeesh Puthussery.

#### Agenda:

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

#### Members Present:

Sl. No.	Name	Designation	Signature
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	

#### 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, emphasizing the importance of timely and effective responses to issues raised by students and staff.
- Dr. Ajosh George: Highlighted recurring issues and the need for continuous monitoring and improvement.

**Discussion on actions taken:**

**Request for Online Classes during Brahmapuram Plant Fire Smoke:**

- Ms. Aswathy K M: Reported that online classes were sanctioned and implemented within 1 day to ensure the safety and well-being of students during the Brahmapuram Plant fire smoke incident.
- Fr. Ajeesh Puthussery: Emphasized the importance of having contingency plans for similar situations in the future.
- Decision: Agreed to develop a comprehensive emergency response plan that includes provisions for online classes during environmental hazards or other emergencies.

  
Dr. Ajosh George

  
Fr. Ajeesh Puthussery



**PRINCIPAL**  
Rajagiri College of Management & Applied Sciences  
Rajagiri Valley, P. O., Kakkannad - 682 039



