



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

2023 - 2024

Submitted to





Grievance Redressal Committee



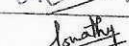


Minutes of the Meeting - 04.08.2023

The first Meeting of the Grievance Redressal Committee for the academic year 2023-2024 was held on 04.08.2023, Friday at 2.30 pm in Lecture Hall 105. The meeting was presided over by Dr. Laly Mathew.

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	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	

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:

Dr. Laly Mathew: Summarized the grievances received, focusing on issues related to lift usage and break times.

- Dr. Ajosh George: Stressed the importance of addressing these grievances promptly to maintain a conducive learning environment.

Discussion on actions taken:

Complaint about Crowd in Students' Lift after Break Time:


- Dr. Ajosh George: Reported that one student lift was made exclusively for 4th and 5th-floor students by locking access from the first floor to the 3rd floor, resolving the issue within 7 days.
- Ms. Aswathy K M: Mentioned the positive feedback received from students regarding the reduced crowding.
- **Decision:** Agreed to monitor the lift usage and make further adjustments if necessary.

Request for Extending Break Time:

- Ms. Amala Linus: Informed that the break time was extended from 10:20 am to 10:50 am (10 minutes extended), resolving the issue within 10 days.
- Adhila P A: Highlighted the increased satisfaction among students due to the extended break.
- **Decision:** Agreed to review the impact of the extended break time at the end of the semester.


Dr. Ajosh George




Dr. Laly Mathew

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







Grievance Redressal Committee

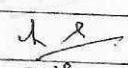



Minutes of the Meeting - 08.01.2024

The 2nd Meeting of the Grievance Redressal Committee for the academic year 2023-2024 was held on 08.01.2024, Monday at 2.30 pm in Lecture Hall 105. The meeting was presided over by Dr. Laly Mathew.

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	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	

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:







- Dr. Laly Mathew: Summarized the grievances received, focusing on issues related to canteen crowd management and food availability.
- Dr. Ajosh George: Stressed the importance of addressing these grievances promptly to maintain a conducive learning environment.

Discussion on actions taken:

Complaint about Managing Crowd and Food Availability in Canteen during Break:

- Aswathy K M: Reported that extra 2 canteen distribution spaces were arranged in the canteen to manage the crowd, resolving the issue within 2 weeks.
- Dr. Laly Mathew: Emphasized the need for continuous monitoring to ensure the effectiveness of the new arrangement.
- **Decision:** Agreed to conduct regular checks and gather feedback from students regarding canteen crowd management.


Dr. Ajosh George




Dr. Laly Mathew

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







Grievance Redressal Committee

Minutes of the Meeting - 08.03.2024




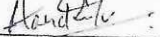
The 3rd Meeting of the Grievance Redressal Committee for the academic year 2023-2024 was held on 08.03.2024, Wednesday at 2.30 pm in Lecture Hall 105.

The meeting was presided over by Dr. Laly Mathew.

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	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	

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:







1. Dr. Laly Mathew: Summarized the grievances received, focusing on issues related to lift usage and break times.
2. Dr. Ajosh George: Stressed the importance of addressing these grievances promptly to maintain a conducive learning environment.

Discussion on actions taken:

Request for Additional Break during April:

- Ms. Amala Linus: Informed that an additional break of 10 minutes after the 4th hour was sanctioned during April, resolving the issue within 10 days.
- Adhila P A: Noted the positive reception from students who appreciated the additional break.
- **Decision:** Agreed to evaluate the feasibility of implementing similar breaks during other peak academic periods.

Dr. Ajosh George



Dr. Laly Mathew

PRINCIPAL
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