



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

Action Taken Report

2023 - 2024

Submitted to





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RAJAGIRI COLLEGE OF MANAGEMENT &
APPLIED SCIENCES
(Affiliated to Mahatma Gandhi University, Kottayam)

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Summary of Action Taken by Grievance Redressal Committee During 2023-2024

Sl. No	Grievance Details	Action Taken	Time Taken
1	Complaint about Crowd in Students' Lift after Break Time	One student lift made exclusively for 4 th and 5 th floor students by locking first floor to the 3 rd floor	Resolved within 7 days
2	Request for Extending Break Time	Break time extended from 10:20 am to 10:50 am (10 minutes extended)	Resolved within 10 days
3	Complaint about Managing Crowd and Food Availability in Canteen during Break	Extra 2 canteen distribution spaces arranged in canteen to manage crowd	Resolved within a week
4	Request for Additional Break during April	An additional break of 10 minutes after the 4 th hour sanctioned during April	Resolved within 10 days



Dr. Laly Mathew

PRINCIPAL

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