



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 Report

2019 - 2020

Submitted to





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APPLIED SCIENCES

(Affiliated to Mahatma Gandhi University, Kottayam)

Rajagiri Valley P.O., Kakkanad
Cochin - 682 039, Kerala
E office@rajagiricollege.edu.in
www.rajagiricollege.edu.in

Grievance Redressal Committee Report for Academic Year 2019-2020

Committee Members

Sl. No.	Name	Designation
1	Fr A J Saviance	Principal
2	Mr. Jose Francis	Coordinator
3	Ms. Aswathy K M	Faculty Member
4	Ms. Amala Linus	College Union Advisor
5	Akshaya Suresh	Student Representative

Report

The Grievance Redressal Committee (GRC) conducted a series of meetings throughout the academic year 2019-20 to address various concerns raised by stakeholders. A total of three meetings were held, wherein issues were thoroughly discussed and appropriate actions were devised to ensure the welfare of the college community.





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During the academic year, the GRC effectively resolved several grievances pertaining to campus facilities and services. Timely service and maintenance of water coolers were ensured, with reported issues promptly addressed within a week's time. Additionally, the management responded to the request for an additional lift for students, allocating one more lift within 2 months, thereby enhancing accessibility on campus. Furthermore, concerns regarding the inaudibility of the announcement system in classrooms were swiftly addressed, with speakers serviced and functionality restored within 10 days. These actions reflect the commitment of the GRC to promptly address grievances and enhance the overall experience of stakeholders within the college community.



Fr. A J Saviance CMI

PRINCIPAL
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