



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

2022 - 2023

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 2022-2023

Committee Members

Sl. No.	Name	Designation
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

Report

During the academic year 2022-2023, our institution swiftly addressed various concerns raised by the college community, ensuring a conducive learning environment and optimal facilities for students and staff. One notable issue was the complaint regarding the quality of food in the college canteen. In response, decisive action was taken to address the issue by providing the canteen contract to another provider. This proactive step not only resolved the immediate concern but also contributed to enhancing the overall satisfaction of students with the food services provided. The resolution of this complaint was achieved within a month's time, demonstrating our commitment to continuous improvement and responsiveness to feedback.





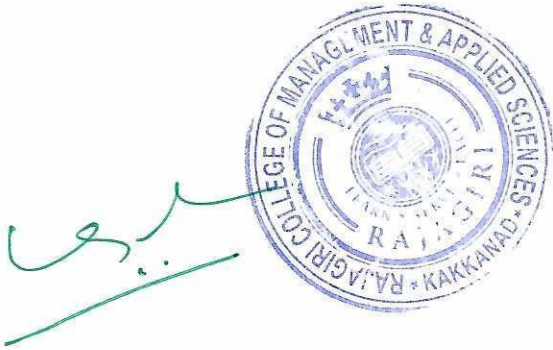
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Furthermore, maintenance and repair of essential facilities such as the water cooler were prioritized to ensure the comfort and convenience of students and staff. Upon receiving complaints about malfunctioning water coolers, immediate action was taken to repair them, followed by frequent maintenance to prevent future issues. These timely repairs and maintenance efforts were resolved within two weeks, reflecting our institution's efficiency and dedication to promptly addressing infrastructure concerns. Such proactive measures contribute to creating a positive learning environment conducive to academic success and well-being for all members of the college community.



Fr. Ajeesh Puthussery CMI

PRINCIPAL

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