



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

2023 - 2024

Submitted to





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RAJAGIRI COLLEGE OF MANAGEMENT &
APPLIED SCIENCES

(Affiliated to Mahatma Gandhi University, Kottayam)

Rajagiri Valley P.O., Kakkanad
Cochin - 682 039, Kerala
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Grievance Redressal Committee Report for the Academic Year

2023-2024

Committee Members

Sl. No.	Name	Designation
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

Report

Throughout the academic year 2023-2024, our institution remained committed to addressing the concerns and requests of the college community promptly and effectively. Several issues were raised regarding break times and crowd management in students lift, demonstrating our responsiveness to student needs. In response to a request for an additional break during the month of April, an extra break of 10 minutes was sanctioned after the 4th hour, providing students with necessary relief during their academic day. This action was resolved within a swift timeframe of ten days, highlighting our institution's efficiency in meeting student requests.

Additionally, concerns regarding crowd management in the students' lift and the availability of food during breaks were addressed promptly. Following complaints



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about overcrowding in the students' lift after break times, specific measures were implemented to alleviate the issue, including dedicating one lift exclusively for students from the 4th and 5th floors. Similarly, in response to complaints about managing crowds in the canteen and food availability during breaks, practical solutions were implemented, such as arranging extra canteen distribution spaces to accommodate the crowd effectively. These actions were resolved within a timeframe of just seven days, demonstrating our commitment to enhancing the overall campus experience for our students.



Dr. Laly Mathew

PRINCIPAL

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