



MAR THOMA COLLEGE FOR WOMEN PERUMBAAVOOR

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases



CRITERION-5

STUDENT SUPPORT AND PROGRESSION

2017-2022

**MINUTES OF STUDENTS' GRIEVANCE
REDRESSAL CELL**

2021-22.

Minutes of Meeting held on 09 June 2021

Date : 09.06.2021

Time : 5 pm

Agenda: To discuss the Action Plan of the cell for the academic year

Members Present

Dr. Sujo Mary Varghese, Principal

Dr. Rajani Jacob, Convenor

Ms. Chanthanya Elsa Achankunju

Ms. Serene Anna Sam

The first meeting of the Student Grievance Redressal Cell was held on 09 June 2021 via Google Meet.

Dr. Rajani Jacob welcomed the members to the meeting. Principal, Dr. Sujo Mary Varghese presided over the meeting.

The following matters were discussed in the meeting:-

- * The Cell discussed the importance of redressing student complaints in a timely and impartial manner.
- * Since the mode of teaching is now online, the class teachers shall maintain constant communication with the students to identify their problems or concerns at the earliest.
- * The ~~Council~~ cell members shall meet at regular intervals to discuss and resolve student grievances without delay.

The meeting concluded at 5.30 pm.

Rajani Jacob
Dr. Rajani Jacob



Sujo Mary Varghese

Minutes of Meeting held on 10 August 2021

Date: 10/08/2021

Time: 4:30 pm

Agenda: To evaluate the working of the cell and address grievances received from students.

Members Present

1. Dr. Sujo Mary Vaighes, Principal
2. Dr. Rajani Jacob, Convenor
3. Ms. Chanthanya Elsa Achankunji
4. Ms. Serene Anna Sam

Sydney

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A meeting of the Student Grievance Redressal cell was held on 10 August 2021 at 4:30 pm via Google Meet. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting:

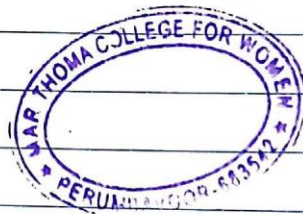
1. The mode of teaching and learning is online at present. Continuous online classes from morning to noon is hectic for the students. Students have requested for sufficient breaks in between classes so that they can charge their devices during that time. Teachers shall be directed to give at least 15 minutes break in between each class. The number of live classes shall be limited to a maximum of 3 hours a day.
2. Teachers shall regularly monitor the attendance and performance of students in online classes and ensure that students attend the classes regularly.

3. Students who are unable to attend live sessions due to genuine reasons shall be provided the link of the recorded live class so that they do not miss the portions of the particular ~~session~~ class.

4. The marks for attendance shall be calculated on the basis of a separate assignment or seminar conducted for the same purpose, as directed by the University.

Dr. Rajani Jacob delivered the vote of thanks and the meeting concluded at 5.30 pm.

Rajani Jacob
Dr. Rajani Jacob



Sujatha

Minutes of Meeting held on 18 October 2021

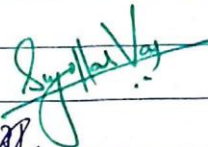
Date : 18.10.2021


Time : 2 pm

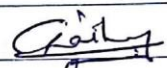
Venue : Principals Office

Agenda: To address the grievances received from students

Members Present

1. Dr. Sujo Mary Vaughese, Principal 

2. Dr. Rajani Jacob, Convenor 

3. Ms. Charthanya Elsa Achankunju 

4. Ms. Seene Anna Sam 

A meeting of the Student Grievance Redressal Cell was held on 18.10.2021 at 2 pm. Dr. Rajani Jacob welcomed the members to the meeting. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting in the presence of the Principal and the teachers:

1. The Committee reviewed the measures taken to address the grievances discussed during the previous meeting and it was found to be satisfactory.
2. Students have reported that the toilets and common room area are unclean, especially after the intervals. It was decided that the cleaning staff shall be directed to ensure the cleanliness of these areas regularly and the students shall also be directed to use the toilets responsibly and properly.
3. Lack of sufficient buckets and mugs in the toilets have been reported. Maintenance staff shall be directed to purchase new buckets and mugs, if required.

The meeting concluded at 3 pm

Rajani Jacob
Dr. Rajani Jacob





Minutes of Meeting held on 01 December 2021

Date : 01/12/2021

Time : 3.30 pm

Venue : Principal's Office

Agenda : To evaluate the working of the cell and address the grievances received from students

Members Present

Dr. Sujo Mary Varghese, Principal

Dr. Rajani Jacob, Convenor

Ms. Chauthanya Elsa Achankunju

Ms. Serene Anna Sam

A meeting of the Student Grievance Redressal Cell was held on 01 December 2021 at 3.30 pm.

The meeting began with a silent prayer. Dr. Rajani Jacob welcomed the members to the meeting. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting in the presence of the Principal and the teachers:-

1. The Committee reviewed the measures taken to address the grievances discussed during the previous meeting and it was found to be satisfactory.
2. Three students from the Department of Vocational Studies, residing in Vypin, expressed their desire to avail the college bus facility. Due to financial constraints, they have requested for a concession in the bus fees.

The Cell discussed the matter in detail and decided to allow concession in bus fees to the above needy students.

3. In order to help the students resolve their issues regarding their Aadhar cards and also to help them open Post Office Savings Account, an Aadhar Mela was held on 30 November 2021. This event benefitted many students from the college as well as few outside participants.
4. The hostel students have raised a grievance that the quality of food in the hostel mess is poor. The Cell discussed the matter and decided that the same matter shall be discussed with the Hostel Committee and necessary arrangements for revision of menu shall be made.

The meeting concluded at 4 pm.

Rajani Jacob
Dr. Rajani Jacob



Rajani Jacob

2020-21

Minutes of Meeting held on 15 June 2020.

Date : 15.06.2020

Time : 4 pm

Agenda: To discuss the action plan of the cell for the academic year 2020-21

Members PresentDr. Iygi George, Principal ~~Iygi George~~Dr. Rajani Jacob, Convenor ~~RJ~~Ms. Chauthanya Elsa Achanjunji, Staff Representative ~~Chauthanya~~Ms. Serene Anna Sam, Staff Representative ~~Se~~

A meeting of the Student Grievance Redressal Cell was held on 15.06.2020 at 4 pm via Google Meet. The meeting began with a welcome address by Dr. Rajani Jacob, Convenor of the Cell. Principal, Dr. Iygi George presided over the meeting.

The following discussions were made in the meeting in the presence of the Principal and the teachers:

1. Covid-19 has impacted both the teaching and learning process. The mode of teaching, which is now online, is quite new to both teachers and students. The Principal directed the teachers to maintain constant communication with the students to identify and report their problems.
2. The College shall purchase a G-suite plan for easy facilitation of classes through Google Meet and Google Classroom.
3. Some students have reported that they are unable to join live classes due to network issues. It was

decided that the teachers shall make use of the recording option in Google Meet to record live classes and later share the same link to those students who were unable to attend the live sessions.

The meeting concluded at 5 pm.

Rajani Jacob
Dr. Rajani Jacob



George


Minutes of Meeting held on 15 July 2020


Date : 15.07.2020


Time : 3.30 pm


Agenda: To discuss the functioning of the cell and address student grievances received

Members Present

Dr. Egi George, Principal 

Dr. Rajani Jacob, Convenor 

Ms. Chauthanya Elsa Achankunji, Staff Representative 

Ms. Serene Anna Sam, Staff Representative 

The second meeting of the Student Grievance Redressal cell was held on 15.07.2020 at 3.30 pm via Google Meet. The meeting began with a silent prayer. The Principal, Dr. Egi George presided over the meeting. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting :-

1. Due to the Covid-19 induced pandemic situation and the subsequent shift in teaching and learning methods, the mode of teaching has completely shifted to online mode. The students are getting familiarised with the new methods, and therefore it is necessary that they are closely monitored so as to ensure that the learning process is enjoyable and easy for them. The college has decided to implement a common Learning Management System (LMS) for the smooth facilitation of online classes.
2. It was observed that few students of the college are unable to attend the online

classes because they do not have mobile phones or laptops at home. The Cell discussed this matter in detail.

- 3 The Heads of Departments shall be directed to identify students from their respective departments who are financially backward and who do not have mobile phones at home. The College shall make necessary arrangements to hand over mobile phones to such students so as to ensure that they are not excluded from online classes.

Dr. Rajani Jacob delivered the vote of thanks and the meeting concluded at 4.30 pm.

Rajani Jacob
Dr. Rajani Jacob



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Minutes of Meeting held on 17 August 2020

Date : 17.08.2020

Time : 3.30 pm

Agenda : To address the grievances received from students

Members Present

Dr. Lygi George, Principal ~~Lygi George~~

Dr. Rajani Jacob, Convenor ~~RJ~~

Ms. Chaithanya Elsa Achankunju, Staff Representative ~~Chaithanya~~

Ms. Seene. Anna Sam, Staff Representative ~~Seene~~

A meeting of the Student Grievance Redressal Cell was held on 17 August 2020 at 3.30 pm via Google Meet. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting:-

1. The Covid induced pandemic situation and the shift to online classes, has affected the students both physically and mentally. The Cell, after review of the online classes carried out by the teachers and based on the feedback from students, decided that students shall be given a 15 minute break between each live class conducted during the day. The number of live classes shall be limited to a maximum of three per day.
2. The marks for attendance shall be calculated on the basis of a separate assignment or seminar conducted for the same purpose.
3. Class teachers shall monitor the students and give necessary guidance and support to them regularly.

The meeting concluded at 4.15 pm.

~~Rajani Jacob~~
Do. Rajani Jacob



Minutes of Meeting held on 04 November 2020

Date : 04.11.2020

Time : 3.30 pm

Venue : Principals office

Agenda : To evaluate the functioning of the cell and address the grievances received from students

Members Present

1. Dr. Gigi George, Principal *GG George*
2. Dr. Rajani Jacob, convenor *RJ*
3. Ms. Chaithanya Elsa Achankunju, Staff Representative *Chait*
4. Ms. Seene Anna Sam, Staff Representative *Se*

A meeting of the Student Grievance Redressal Cell was held on 04.11.2020 at 3.30 pm. The meeting began with a silent prayer. Dr. Rajani Jacob welcomed the members to the meeting. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting:

1. Few students residing in Ennakulam have submitted a request for a common bus service from Ennakulam to the college. The Cell decided to discuss this matter with the management and staff and take adequate steps. The progress of the same, shall be discussed in the next meeting.
 2. Students who could not attend the online internal exams conducted by the departments have raised an appeal for retests. The Heads of Departments concerned shall look into the matter and conduct retests for students with genuine requests.
- The meeting concluded at 4.30 pm.

Rajani Jacob
Dr. Rajani Jacob

GG George



Minutes of Meeting held on 10 December 2020



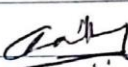

Date: 10/12/2020

Time: 3.30 pm

Venue: Principal's office

Agenda: To address the grievances received from students

Members Present

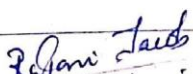
1. Dr. Lygi George, Principal 
2. Dr. Rajani Jacob, Convenor 
3. Ms. Chauthanya Elsa Achankurji, Staff Representative 
4. Ms. Serene Anna Sam, Staff Representative 

A meeting of the Student Grievance Redressal Cell was held on 10 December 2020 at 3.30 pm. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting:-

1. As decided in the last meeting, the College has arranged a private van for the students from Kaloor to Perumbavoor. The students can make use of this facility for safely commuting to the college.
2. The students have raised a concern that the private buses are not halting at the Onnamile Bus stop which makes it difficult for them to reach the college or their homes on time. It was decided that the matter shall be discussed with the private bus authorities concerned.

The meeting concluded at 4 pm.


Dr. Rajani Jacob





Minutes of Meeting held on 18 March 2021

Date : 18/03/2021

Time : 2 pm

Venue : Principal's Office

Agenda: Addressing the grievance related to missing mobile

Members Present

1. Dr. Gigi George, Principal *Gigi George*
2. Dr. Rajani Jacob, Convenor *Rajani Jacob*
3. Ms. Chaitanya Elsa Achankurju, Staff Representative *Chaitanya*
4. Ms. Seene Anna Sam, Staff Representative *Seene Anna Sam*

A meeting of the student Grievance Redressal Cell was held on 18 March 2021 at 2 pm. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following matter was discussed in the presence of the Principal and the teachers:-

- * A former student, Ms. Meena Thomas (2016-19 batch, Dept. of Commerce, Computer Application) who had come to the college to appear for the supplementary examinations held on 18 March 2021 has reported that her mobile phone is missing. This was noticed after she had come out of the examination hall.

The Cell members discussed the matter. It was decided to check the CCTV footages of the corridors near the examination hall to see whether any malpractice was involved.

The meeting concluded at 2.30 pm.

Rajani Jacob
Dr. Rajani Jacob



Gigi George

Minutes of Meeting held on 19 March 2021

Date : 19.03.2021

Time : 12.30 pm

Venue : Principal's Office

Members Present

1. Dr. Evgi George, Principal *EG*
2. Dr. Rajani Jacob, Convenor *RJ*
3. Ms. Chanthanya Elsa Achankunji, Staff Representative *CS*
4. Ms. Seene Anna Sam, Staff Representative *AS*

A meeting of the Student Grievance Redressal Cell was held on 19th March 2021 at 12.30 pm. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following matter was discussed in the presence of the Principal and the teachers:-

- * As discussed in the previous meeting, a former student, Ms. Meena Thomas had reported an incident of a missing mobile phone. The Cell had decided to check the CCTV footages ~~near~~ of the corridors near the examination hall. It was noticed that a student was found going through Ms. Meena's bag, which was kept outside the examination hall. This ~~former~~ student was identified with the help of other faculty members and the mobile phone was recovered from her. The mobile phone shall be handed over to Ms. Meena in the following week.

The Principal congratulated the members for the quick and efficient redressal of the above incident.

The meeting concluded at 1.30 pm.

Rajani Jacob
Dr. Rajani Jacob

EG



2019-20

Minutes of Meeting held on 12 June 2019

Date of meeting : 12.06.2019
 Time : 3.30 pm
 Venue : Principals Office
 Agenda : To discuss the action plan of the cell for the academic year 2019-20.

Members Present

1. Dr. Grgi George, Principal ~~George~~
2. Dr. Rajani Jacob, Convenor ~~Jacob~~
3. Ms. Chauthanya Elsa Achankurji, Staff Representative ~~Chauthanya~~
4. Ms. Seene Anna Sam, Staff Representative ~~Seene~~

The first meeting of the Student Grievance Redressal Cell for the academic year 2019-20 was held on 12 June 2019. Principal, Dr. Grgi George presided over the meeting. Dr. Rajani Jacob welcomed the members to the meeting.

- The following matters were discussed during the meeting:-
- * The Principal, Dr. Grgi George stressed on the importance of redressing student grievances in a timely and fair manner.
 - * The meetings of the Student Grievance Redressal cell shall be convened at regular intervals so as to ensure effective redressal of grievances.
 - * Students shall be encouraged to openly share their concerns to their respective class teachers or faculty mentors.
 - * Association meetings and Department meetings shall also be convened regularly which will give the students a platform to express their opinions and views freely.

- * The department level grievances shall be attended by the class teachers and Heads of Departments concerned.
- * Complaint / suggestion boxes shall also be checked periodically to identify and resolve grievances without delay.

The meeting concluded at 4:15 pm.

Rajani Jacob
Dr. Rajani Jacob



Lyte

Minutes of Meeting held on 06 August 2019

Date of meeting : 06/08/2019
 Time : 2 pm
 Venue : Principal's office
 Agenda : To address the grievances received from students

Members Present

1. Dr. Gigi George, Principal ~~GP~~
2. Dr. Rajani Jacob, Convenor ~~GP~~
3. Ms. Chauthanya Elsa Achankunju, Staff Representative ~~GP~~
4. Ms. Serene Anna Sam, Staff Representative ~~GP~~

A meeting of the Student Grievance Redressal Cell was held on 06.08.2019 at 2 pm. Principal, Dr. Gigi George presided over the meeting. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following grievances were received from students and they were discussed in detail by the cell:-

- * The Students from II B Sc Physics have raised a concern that one of the ceiling fans in the classroom is not working. It was decided that the maintenance staff shall be directed to repair or replace the ~~damaged~~ fan at the earliest.
- * Lack of sufficient lights, buckets and mugs in the student toilets. It was decided that additional lights shall be installed and new mugs and buckets be purchased for use in the toilets.
- * The students commuting by private buses have

raised a concern that the private buses are not halting at the Onnamile busstop which makes it difficult for the students to reach their homes or college on time. The cell discussed the matter and it was decided that this issue shall be raised to the private bus authorities concerned and make arrangements for the same.

The meeting concluded at 3pm with a vote of thanks delivered by Dr. Rajani Jacob.

Rajani Jacob
Dr. Rajani Jacob



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Minutes of Meeting held on 20 August 2019

Date : 20.08.2019

Time : 2.30 pm

Venue : Principals Office

Agenda : To address the grievances received from students and evaluate the working of the cell

Members Present

1. Dr. Egi George, Principal ~~Dr. Egi George~~
2. Dr. Rajani Jacob, Convenor ~~Dr. Rajani Jacob~~
3. Ms. Chanthanya Elia Aihankunpi, Staff Representative ~~Ms. Chanthanya Elia Aihankunpi~~
4. Ms. Serene Anna Sam, Staff Representative ~~Ms. Serene Anna Sam~~

A meeting of the Student Grievance Redressal Cell was held on 20 August 2019 at 2.30 pm. The meeting began with a silent prayer. The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting :-

1. The Committee reviewed the measures taken to address the grievances discussed during the previous meeting and it was found to be satisfactory.
2. Students have requested for a water cooler in the first floor so that there will be lesser crowding near the existing one in the ground floor. The matter shall be discussed with the management and a new water cooler shall be installed.
3. The sanitary napkin vending machine was not working properly. The maintenance staff shall be informed to check it immediately and

rectify the damage.

3. Students have raised a concern that the common room and toilets are unclean, especially after intervals. It was decided that the cleaning staff shall be asked to check the cleanliness of these areas regularly. The students shall also be made aware of the need to use these areas responsibly.

The meeting concluded at 3 pm.

Rejani Jacob
Dr. Rejani Jacob



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Minutes of Meeting held on 19 January 2020.



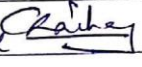
Date : 19/01/2020

Time : 3:30 pm

Venue : Principal's Office

Agenda: 1) To review the functioning of the Cell and to address student grievances received.
2) To identify areas of improvement

Members Present

1. Dr. Lygi George, Principal 
2. Dr. Rajani Jacob, Convenor 
3. Ms. Chaitanya Elsa Achankunji, Staff Representative 

A meeting of the Student Grievance Redressal cell was held on 19 January 2020. The meeting began with a silent prayer. Principal, Dr. Lygi George, presided over the meeting. The minutes of the previous meeting were read out and approved:-

The following matters were discussed during the meeting:-

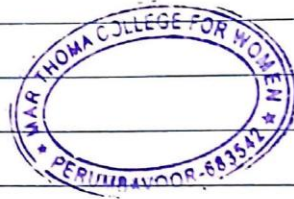
- The Cell reviewed the measures taken to address the grievances discussed during the previous meeting and it was found to be satisfactory.
- The students from B. Voc (Fashion Technology) have requested for additional stitching machines for their class. The matter shall be discussed with the management and arrangements shall be made for the purchase of a few new stitching machines. The existing machines, which are not functional at present shall be repaired at the earliest. The same has been communicated to the maintenance staff.

* The water cooler in the ground floor is non functional. The matter shall be discussed with the maintenance staff and arrangements for repair and service of the water coolers shall be made.

* The Principal congratulated the members of the cell for being vigilant and addressing the grievances received in a fair and objective manner.

Dr. Rajani Jacob, convenor of the cell delivered the vote of thanks and the meeting concluded at 4.45 pm.

Rajani Jacob
Dr. Rajani Jacob






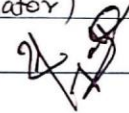
Rajani Jacob

MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL MEETINGS 2018-2019

Minutes of meeting held on 22.06.2018

Date of meeting : 22.06.2018
 Time : 3:30 PM
 Venue : Principal's office
 Agenda : To discuss the action plan of
 the cell for the academic year
 2018-19

Members Present

1. Dr. Lisy Cherian, Principal 
2. Dr. Rajani Jacob, Convenor 
3. Dr. Anupama P, (IQAC Co-ordinator)  (C)
4. Ms. Sangeetha Rachel Koruth 

The first meeting of the student grievance redressal cell for the academic year 2018-19 was held on 22.06.2018. Principal Dr. Lisy Cherian presided over the meeting. The meeting began with a silent prayer.

The following points were discussed during the meeting:

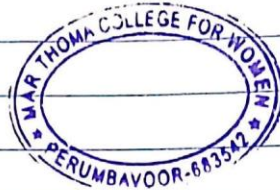
- *The cell discussed the importance of redressing student grievances effectively and efficiently in a transparent manner without delay.
- *The principal directed the Heads of Department to conduct class wise meetings in the begining of the academic year itself and also encourage students to bring their concerns and grievances forward to the teachers or the Grievance Redressal Cell.

* Mentoring of Students shall be done regularly
so as to encourage them to open up more freely
to their Mentors or teachers

meeting concluded at 4:00 pm

Rajani Jacob

Dr. Rajani Jacob



W. S. S. S. S.

Minutes of meeting held on 30 October 2018

Date : 30/10/2018

Time : 4:00 pm

Venue : Principal's office

Agenda : To review the functioning of the cell and address the student grievances received.

Members present

1. Dr. Lissy Cherian, Principal

2. Dr. Rajani Jacob, convenor

3. Dr. Anupama P, (QAC, co-ordinator)

4. Ms. Sangeetha Rachel Koruth

A meeting of the Student Grievances Redressal Cell was held on 30.10.2018

The meeting began with a silent prayer. Principal Dr. Lissy Cherian presided over the meeting. The convenor welcomed the members to the meeting.

The minutes of the previous meeting were read out and approved.

The following matters were discussed during the meeting.

* The students have raised a complaint that the washrooms are ^{not} cleaned properly. It was decided that, the cleaning staff shall be informed about the matter and students shall also be asked to maintain cleanliness.

* The water coolers shall be cleaned and serviced at regular intervals so as to ensure safe drinking water to the students at all times.

- * Student shall also be encouraged to make use of the suggestion or complaint box to express their grievances without hesitation.
- * The Cell shall meet at regular intervals to discuss and resolve the student grievances with out delay.

The meeting concluded at 4:30 p.m.

Rajani Jacob

Dr. Rajani Jacob



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Minutes of meeting held on 13 December 2018

Date : 13.12.2018

Time : 3 pm

Venue : Principal's office

Agenda : To review the functioning of the cell and address the student Grievances received

Members present

1. Dr. Lisy Cherian, Principal

2. Dr. Rajani Jacob, convenor

3. Dr. Anupama P, (IQAC Co-ordinator)

4. Ms. Sangeetha Rachel Koruth

A meeting of the Student Grievances Redressal Cell was held on 13.12.2018 at 3 pm.

The meeting began with a silent prayer. Principal Dr. Lisy Cherian presided over the meeting.

The following matters were discussed during the meeting.

* The locks of three student washrooms were damaged and therefore cannot be used by the students. It was decided that the maintenance staff shall be directed to replace the damaged locks at the earliest.

* Few students have requested for concession in uniform rates. The matter was discussed with the Uniform Committee and Heads of Departments and it was decided that, students with genuine needs shall be given concessions or exceptions based on request from parents. Such requests shall

be forwarded to the respective Heads of Departments

* The Principal congratulated the cell members for the quick and timely redressal of the grievances received during the year.

The meeting concluded at 4 pm

Rajani Jacob
Dr. Rajani Jacob



Rajani Jacob

1 STUDENT GRIEVANCE REDRESSAL CELL 2017-18

Minutes of Meeting held on 14 June 2017


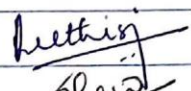


Date: 14.06.2017

Time: 3.30 pm

Venue: Principal's Office,

Agenda: a) To discuss the action plan of the Cell for the academic year.

Members Present-

1. Dr. Lusy Cherian, Principal 
2. Ms. Preethi Sara Joseph, Convenor 
3. Ms. Sherin T. Abraham, Staff Representative 
4. Ms. Chanthanya Elsa Achankunji, Staff Representative 

The first meeting of the Student Grievance Redressal Cell was held on 14.06.2017 at 3.30 pm. The meeting started with a silent prayer and a welcome address by Ms. Preethi Sara. Principal, Dr. Lusy Cherian presided over the meeting.

The following points were discussed during the meeting:-

- * The Principal suggested that class wise and department wise meetings shall be conducted regularly and feedback from students shall be taken after each such meeting.
- * The Cell discussed the importance of redressing student grievances in a transparent and efficient manner without delay.
- * Students shall be encouraged to make use of the suggestion/complaint box kept outside the college office to raise their concerns or suggestions.
- * Regular parent-teacher meetings shall be conducted so that the concerns and feedback

- of parents can also be addressed.
- * Suggestion boxes shall be checked by the Cell members at regular intervals so that student grievances are addressed without delay.

The meeting concluded at 4.30 pm.

Meeting



Regent

Minutes of Meeting held on 24 November 2017


Date : 24.11.2017


Time : 4 pm

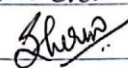
Venue : Principal's office


Agenda : To address the grievances received from students

Members Present

Dr. Lusy Cherian, Principal 

Ms. Preethi Sara Joseph, Convener 

Ms. Sherin T. Abraham 

Ms. Chaitanya Elsa Achankunju 

A meeting of the Student Grievance Redressal Cell was held on 24 November 2017 at 4pm. The meeting began with a silent prayer. Principal, Dr. Lusy Cherian presided over the meeting. The minutes of the previous meeting were read out and approved.

The following points were discussed during the meeting :-

- * Students have raised a concern that the announcements made through the public announcement systems were inaudible and that they often miss the important announcements due to this. The meeting discussed about the issue and it was decided that additional speakers shall be installed in the corridors.
- * Students have made a request to extend the College library timings so that they can utilise the facilities in the library for a longer period. The Cell decided to discuss the matter with the Library Advisory Committee and take necessary action.
- * There was a request to keep more dustbins and waste bins for waste disposal. It was decided that

more wastebins shall be purchased and placed in corridors of each floor.

The meeting concluded at 4.30 pm.

Meeting



[Handwritten signature]

Minutes of Meeting held on 22 March 2018

Date of meeting : 22.03.2018

Time : 12.30 pm

Venue : Principal's office

Agenda : To evaluate the functioning of the cell and address the grievances raised by the students

Members Present

Dr. Liny Cherian, Principal ~~Cherian~~

Ms. Preethi Sara Joseph, Convener ~~Preethi~~

Ms. Chauthanya Elsa Achankunji ~~Chauthanya~~

Ms. Sherin T. Abraham ~~Sherin~~

Preethi

Chauthanya

A meeting of the ~~Anti~~ Student Grievance Redressal Cell was held on 22 March 2018 at 12.30 pm. The meeting began with a silent prayer. Principal, Dr. Liny Cherian presided over the meeting. The minutes of the previous meeting were read out and approved.

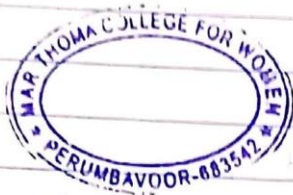
The following matters were discussed during the meeting:-

- * The Cell reviewed the measures taken to address the grievances discussed during the previous meeting and it was found to be satisfactory.
- * A request was received from students to replace the damaged lights and buckets in the student washrooms. It was decided that new buckets shall be purchased and also replace the damaged lights.
- * The students in the college hostel have expressed a concern regarding the food provided in the mess. It was decided that the matter shall be discussed with the hostel warden and appropriate action be taken at the earliest.

* Complaint/suggestion boxes shall be checked periodically by the cell members to ensure that student grievances are addressed without delay.

The meeting concluded at 1:15 pm.

Ruthin



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