



M.S. Ramaiah College of Arts, Science and Commerce

(Re-accredited "A" by NAAC, permanently affiliated to Bangalore University, Approved by AICTE)

GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2016-17

Date: 11 /07 /2016

Agenda: Students of BA complained about the need of suggestion box since the students were not comfortable about registering any issues to the institution directly. The issue was brought forward by the student council



Redressal: It was decided to install suggestion boxes in strategic locations for the Students and Staff to register their complaints without fear and in security.

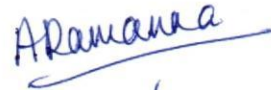

Time: 2 pm- 3pm

Names of the members:


1. Dr. A Nagarathna Principal and Chairperson
2. BS Jayarama
3. Dr. Anuradha Ramanna
4. Mr Hanumantha Reddy
5. Mr V S Kulkarni

Signatures of the members:

1. 
2. 

3. 
4. 

5. 


Principal



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MINUTES OF MEETING – 2016-17

Date: 22/08/2016

Time: 1.45-2.00 pm

Agenda: 1. The issue of parking the vehicles by many students in the campus was complained through the student council members.

2. The students from the science and commerce needed more facility of LCD projectors according to the suggestion box.

Redressal:

1. The vehicle parking was not to be resolved immediately since the construction works were in progress and the students were told to use the area behind the engineering block and that of the gate no 10.
2. The issue was taken up more important and the authorities made an immediate arrangement of increasing the number of LCD projectors to facilitate the students for better learning process

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2016-17

Date: 10/09/2016

Time: 1.20-1.30 pm

Agenda: To discuss the problems of noise in the corridors made by the students when the classes are in progress,

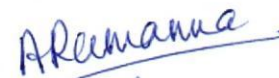
Redressal: The HoDs and Staff were directed not to leave the classes early which would cause disturbances to the other faculty who were still engaging the classes.

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2016-17

Date: 17/10/2016

Time- 3.00-3.15pm

Agenda: To discuss the use of abusive language by on faculty to the students in the class.

Redressal: The faculty was called and told not to use such language and maintain a cordial relationship with the students and deal with them sensitively

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MINUTES OF MEETING – 2016-17

Date: 18/11/2016

Time: 3.30-4.15 pm



Agenda: The meeting was called to discuss an anonymous letter found in the Suggestion Box regarding the use of harsh language by a particular staff member against the students in the classroom.

Redressal: The faculty and the head of the dept were called and directed not to repeat the same and to maintain a cordial relationship with the students.

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MINUTES OF MEETING – 2016-17

Date: 15/12/2016

Time: 2.20-3.15 pm



Agenda: The PG Students complained about the lack of variety and the quality of the food served in the canteen, especially when the UG Classes were on a vacation.

Redressal: The Canteen Incharge was called and directed to add more variety in the items served and also improve the food quality in the canteen so as to not inconvenience the students.

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2016-17

Date: 19/01/2017

Time: 1.45-2.00 pm

Agenda: The meeting was called to discuss the issue of washroom hygiene and cleanliness in all the floors.

Redressal: As the new Semester had begun for the UG Students it was decided to direct the staff to keep things neat and clean and also clean the washrooms with solutions from time to time. Mahesh agreed to keep the cleaning staff under more stricter supervision.

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MINUTES OF MEETING – 2016-17

Date: 02/02/2017

Time: 2 pm- 3pm

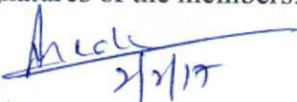

Agenda: To resolve about the indifferent behaviour of the B.Com students during the Kannada classes – a complaint raised by the Language HOD- Mr.Yogesh Joshi

Redressal: The indisciplined students in the class were identified and brought them to the redressal cell. The committee included the principal and the members who discussed the issue and finally had an outcome towards the issue. They were strictly warned to maintain the discipline and the decorum in the language classes.

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MINUTES OF MEETING – 2016-17

Date: 24 /03 /2017

Time: 3.30 pm- 4.30pm

Agenda: Anonymous letter was found in the suggestion box with an issue about the rude behaviour of a teaching faculty towards the students.

Redressal: The meeting was resumed with the members and the teaching faculty. The committee scrutinized the issue of complaint and the teacher was advised to maintain a cordial relationship with the students and always address the situation with care and not to hurt any student during such incidences.

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MINUTES OF MEETING – 2016-17

Date: 10/04/2017

Time: 1.45-2.00 pm



Agenda: To discuss the problem of excessive usage of mobile phones by some students during the lecture in B.Com Classrooms

Redressal: The students were called in the presence of their Proctor and warned about the indiscipline and cautioned that their phones would be confiscated and parents called for explanation

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MINUTES OF MEETING

Date: 03/05/2017

Time: 3.30-3.45pm

Agenda:

1. The meeting was called upon to discuss the non functioning of faucets in the ladies washrooms. There was a complaint raised at the Womens' cell and brought to the redressal of Grievance cell.

Redressal:

1. The Maintenance Staff were called and directed to look into the issue immediately and make a suitable rectification for such an inconvenience to the students. The students were informed about the action taken and not to the worry about the condition.

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MINUTES OF MEETING – 2016-17

Date:23/06/2017

Time: 11.20-11.30 AM

Agenda:



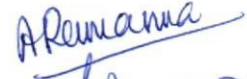


The student council raised an issue about the auditorium at the new college premises since the old auditorium was not very apt for functioning.

Redressal: The issue was redressed to the principal and the students council were counselled about the present situation where the new campus would propose for a well-equipped acoustics auditorium

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