



RAMAIAH
College of Arts, Science &
Commerce

M S Ramaiah College of Arts, Science and Commerce
Re-accredited 'A' by NAAC, Permanently Affiliated to Bengaluru Central University,
Approved by Government of Karnataka, Approved by AICTE, New Delhi,
Recognized by UGC under 2F & 12B of UGC act 1956

GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2017-18

Date: 16/06/2018

Time: 3.30-3.45 pm

Agenda: To discuss the issue relating to the issue of reference books to the PG Students of Science Streams which the students were borrowing over and over again. This has caused inconvenience to the other students who want to borrow them but do not have access to them.

Redressal: The Librarians Mr. Bantoor and Ms.Chitrakala were directed to ensure that access for borrowing rare and important reference books were limited to one or two weeks at the most and everyone had access to them for their studies and projects.

Names of the members:

4. Dr. A Nagarathna Principal and Chairperson
5. Prof BS Jayarama
6. Dr.AnuradhaRamanna

Signatures of the members:

1. 
2. 
3. 



Principal
M.S. Ramaiah College of Arts, Science & Commerce
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MINUTES OF MEETING – 2018-19

Date: 20/07/2018

Time: 1.45-2.00pm

Agenda:


To look into the issue of missing books from the racks of the library and them getting misplaced by the students based on the complaints from the staff and students.

Redressal: The Library staff was directed to organize the racks in proper order and relocate the missing books in the library and rearrange them in their respective subject racks.

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2018-19

Date: 16 /08 /2018

Time: 3.30 pm- 4.30pm


Agenda: To discuss and enquire about the loss of money in Bio technology lab as per the complaint lodged by Ms.AryaJha and her classmates

Redressal: The CCTV footage was watched and examined thoroughly and the committee found no clues about the theft. The issue was discussed and the student was advised not to place any valuable things in the bags and never leave them uncared. The problem was redressed once again and found no such incidences being observed.

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2018-19

Date: 10/09/2018

Time: 3.30-4.00pm




Agenda: To discuss the haphazard manner in which parking is done in the parking lots in the basement which makes it difficult to park the vehicles inside and also to take them out of the parking lot.

Redressal: The parking lot Attendants were called to the meeting and directed to monitor the manner in which the students were parking and direct them to park their vehicles in an orderly manner.

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2018-19

Date: 12/10/2018

Time: 3.30-3.45pm

Agenda:

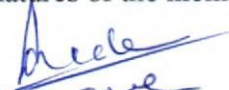

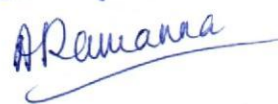
To look into complaints by staff regarding the lack of cleanliness in the washrooms and the corridors

Redressal: The support staff were called and instructed to take the matter of cleanliness more seriously and do the needful. The student council members were also advised to give proper instructions to their fellow friends and classmates to help in proper maintenance of hygiene so that the supporting staff can also make it effective.

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MINUTES OF MEETING – 2018-19

Date: 26/11/2018

Time: 1.30-1.45 pm




Agenda: To discuss the psychological problems faced by the students due to examination anxiety and stress. One student from B.SC Stream was facing acute anxiety issues.

Redressal: It was decided to ask Mrs. Shailaja M. Assistant Professor of Psychology, Department Humanities, to look into the matter and give appropriate counselling to the concerned student so that she could get over her fears and anxieties.

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MINUTES OF MEETING – 2018-19

Date: 14/12/2018

Time: 3.30-3.50pm

Agenda: PG students had complained that one of the faculty was not teaching up to the mark and was only giving notes without proper explanation. As a result the students were unable to understand the subject properly.

Redressal: The concerned staff member was called and told to improve his teaching in a more effective manner.

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MINUTES OF MEETING – 2018-2019

Date: 22/01/2019

Time: 1.45-2.00pm

Agenda: The Meeting was called to discuss the non functioning of the water jets in the Staff washroom in level 1 next to the humanities Department

Redressal: The plumbing personnel was summoned by Mr. Mahesh and the water jets was replaced by them immediately

Names of the members:

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2018-2019

Date: 12/02/2019

Time: 3.30-3.45pm

Agenda:

1. The students had an issue regarding the availability of simple snacks such as biscuits and juices, since the morning break time was very less about 10 mins and they could not reach out to canteen.

Redressal:

The committee discussed with the principal and there was a good decision taken regarding this to install a vending machine which provides an easy access of snacks like biscuits and health drinks.

Names of the members:

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GRIEVANCE REDRESSAL CELL

MINUTES OF MEETING – 2018-19

Date: 25/03/2019

Time: 3.30-3.50pm

Agenda: The Meeting was called to discuss the issue of some students complaining that they were feeling homesick and that there were no one to talk about their problems they are facing in the hostels. They felt that there is a lack of homely atmosphere in the college.

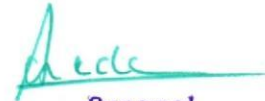
Redressal: The Students and the Faculty plus the proctors were called and the matter was discussed. It was resolved that faculty should be more accessible to the students and give them a patient hearing.

Names of the members:

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15. Dr. Anuradha Ramanna

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MINUTES OF MEETING – 2018-19

Date: 10/04/2019

Time: 1.00-1.30pm

Agenda: The meeting was called to discuss the issue relating to shortage of record books in the Xerox Centre due to which the students were facing difficulty.

Redressal: Mr. Anthony, Xerox incharge was asked what the problem was and was informed by him that he had placed an order and the record books would be available in the Xerox Centre shortly. This was also communicated to the students,

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MINUTES OF MEETING – 2018-19

Date: 16/05/2019

Time: 3.30-3.45pm

Agenda: The Meeting was called to discuss the issue of high-handedness by some support staff towards the students and staff regarding the tasks allotted to them.

Redressal: The Support staff was called in the presence of Mr. Mahesh and told not to continue with such behaviour and were told to maintain cordiality and assist the Faculty and Students whenever asked for.

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MINUTES OF MEETING – 2018-19

Date: 08/06/2019

Time: 3.30-3.45 pm

Agenda:

1. Few students had difficulty in receiving daily attendance status on a regular basis to their parents due to shifting the software from Gurukul to campus technology.
2. The students of 4thSem had some problems in results announced by the BU.




Redressal:

1. The students were re-oriented towards the new software introduced and advised them to provide proper phone numbers and email id. Then the technology
2. The students with such discrepancies were listed and counselled regarding the results and also discussed with Mr.Babu at the office. Further correspondence with the university was done by drafting letters to resolve the issue.

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