



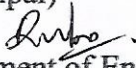
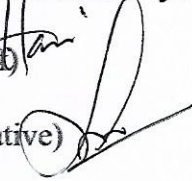
Minutes of the Grievance Redressal cell for the Academic Year-2020-2021

I Meeting

Notice

Due to the widespread situation of the covid epidemic all over the world, the educational institutions were not open and the learning facilities were provided to the students through online platforms. In order to understand whether the students of MSM College have faced any kind of complaints or difficulties related to online learning, an online meeting of Grievance Redressal Committee at on 5/6/2020 at 10:30 was held under the leadership of Dr.K Geethakumari, who is also the Chairperson.

Members Present

- 1.Dr. K. Geethakumari (Chairperson) 
(Principal)
2. Dr. A .Muhammed Thaha 
(Vice-Principal)
3. Dr.Rubeena .S 
(H.O.D ,Department of English)
- 4.Dr.Beena M.K 
(H.O.D ,Department of Malayalam).
5. Mr.C.K Hariraj 
(Non teaching staff)
- 6.Devu Mohanan 
(student representative)

Agenda

- 1.To discuss complaints raised by students .
- 2.Any other matters.




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Decisions taken

The meeting decided to instruct the class tutors of UG/PG sections to make necessary arrangements to find out the students who are facing difficulties in connection with online learning and to receive their complaints.

2. The meeting discussed the matter regarding students living in rural areas do not get timely access to internet while the classes through Google Meet are conducted properly. Students who use their parents' phones for studying are not able to attend classes on time due to lack of availability of phones during the day. Online learning facility is not available for students in areas without internet facilities. The meeting decided to arrange to investigate if there is any difficulty in the scheduled time schedule during online learning.

Actions Taken Report

1. Complaints of students who don't have facility for online study, measures were taken under the leadership of NSS and NCC study departments, smart phones have been provided to deserving students.
2. In order to provide convenience to the children of parents who go to work during the day time, the online study time of the children involved classes has been arranged after 7 PM.
3. Started taking coded classes through Telegram application for those students who are not able to access classes through Google Meet.
4. Children in areas where internet facilities are not available are provided learning facilities in the nearby area.



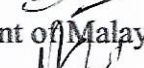

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II Meeting

Notice

An online meeting was organized under the leadership of the Principal on 5/7/2020 at 11AM to collect the complaints raised regarding online learning and take appropriate remedial measures.

Members Present

1. Dr. K. Geethakumari (Chairperson) 
(Principal)
3. Dr. Rubeena .S 
(H.O.D, Department of English)
4. Dr. Beena M.K 
(H.O.D, Department of Malayalam)
5. Mr. C.K Hariraj 
(Non teaching staff)
6. Devu Mohanan 
(student representative)

Agenda

1. To discuss complaints raised by students .
2. Any other matters.

Decisions taken

The meeting decided to discuss to change the schedule of online classes to make online learning available to all students. The meeting decided to provide necessary assistance to students in areas where internet access is not available .To understand the situation of students whose classes are not available through Google Meet and prepare a system to record and send classes through Telegram application.

Actions Taken Report

1. Changed the schedule of online classes to make online learning available to all students.
2. Provided necessary assistance to students in areas where internet access is not available.
3. Recorded classes and notes were send through Telegram so that they can avail the classes at any time.



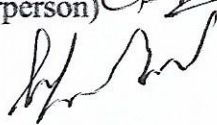
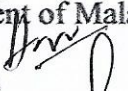

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III Meeting

Notice

An online meeting of the Grievance Redressal Committee was organized on 12/10/2020 at 10.30 am under the leadership of the Principal. Discussions were held to see if there are any students who are facing mental and health challenges due to the spread of Covid and to find and provide necessary help to the underprivileged children affected by Covid.

Members Present

1. Dr. K. Geethakumari (Chairperson) 
(Principal)
2. Dr. A. Muhammed Thaha 
(Vice-Principal)
4. Dr. Beena M.K. 
(H.O.D, Department of Malayalam)
5. Mr. C.K. Hariraj 
(Non teaching staff)
6. Devu Mohanan 
(student representative)

Agenda

1. To discuss complaints raised by students .
2. Any other matters.

Decisions taken

Discussions were held to see if there are any students who are facing mental and health challenges due to the spread of Covid and to find and provide necessary help to the underprivileged children affected by Covid. The meeting recommended to conduct webinars and cultural programs for students to improve mental health.

Actions Taken Report

Identified students who faced mental and health issues and arranged counselling classes for them. All departments conducted cultural Programs for students. Many departments organized a lot of webinars in association with IQAC, M.S.M, College, Kayamkulam to improve intellectual development of students.

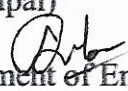
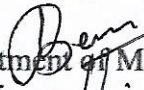



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IV Meeting Notice

A meeting was organized on 6-01-2021 at 2.30 pm in the conference hall of the college under the leadership of the principal. With the completion of covid vaccination for those above 18 years of age, in the situation where the educational institutions are open, the necessary steps were taken to find out the problems of the students who came to the college for the regular class and to receive the complaints from the students under the leadership of the class tutors. Arrangements have been made to inquire whether the students have written and submitted their complaints in the complaint box of the college.

Members Present

1. Dr. K. Geethakumari (Chairperson) 
(Principal)
2. Dr. A. Muhammed Thaha 
(Vice-Principal)
3. Dr. Rubeena .S 
(H.O.D, Department of English)
4. Dr. Beena M.K 
(H.O.D, Department of Malayalam)
5. Mr. C.K Hariraj 
(Non teaching staff)
6. Devu Mohanan 
(student representative)

Decisions taken.

1. The meeting decided to resolve the malfunction of drinking water purifier installed in A block of the college.
2. The meeting decided to shift the college library functioning on the 3rd floor of A block to the ground floor for the benefit of majority of students and teachers.
3. The meeting decided to repair the taps in the girls' toilet.
4. The meeting also discussed that the educational institutions were not open during the covid epidemic. After a long period of time when the college is open and functioning, clean the premises by removing creepers and waste plants from the premises of the classrooms.

Actions Taken Report

1. The drinking water purifier rectified and installed in A block of the college.
2. The college library functioning on the 3rd floor of A block shifted to the ground floor for the benefit of majority of students and teachers.
3. Repaired the taps in the girls' toilet.
4. The Campus were properly cleaned and make arrangements for cleaning.




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V Meeting

Notice

A meeting of the Grievance Redressal Committee was organized on 18-01-2021, at 11:30 AM under the leadership of the Vice Principal. The said meeting was organized to look into the grievances received from the grievance box of the college and written by the PG students in possession of the class tutors and for redressal.

Members Present

1. Dr. A .Muhammed Thaha
(Vice-Principal)
2. Dr.Rubeena .S
(H.O.D ,Department of English)
- 3.Dr.Beena M.K
(H.O.D ,Department of Malayalam)
4. Mr.C.K Hariraj
(Non teaching staff)
- 5.Devu Mohanan
(student representative)

Decisions taken

The meeting decided to discuss the complaint related with mental,physical problems related with covid pandemic situation.

The meeting discussed to repair damage to drinking water purifier tank in A block

The meeting also discussed the maintenance of staffs in girls toilet as per sanctioned amount from PTA fund of the college.

Actions Taken Report

- 1.Repaired drinking water purifier tank in A block
- 2.More staffs were appointed to clean girls toilet to avoid infection and remove waste.
- 3.All departments conducted cultural Programs for students to improve mental health of students.Many departments organized a lot of webinars in association with IQAC ,M.S.M ,College,Kayamkulm to improve intellectual development of students.




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