



M.S.M COLLEGE, KAYAMKULAM

Minutes of the Grievance Redressal Cell for the Academic year 2021-2022

I Meeting

NOTICE

An online meeting Grievance Redressal cell is scheduled on 3/6/2021 at 11 AM convened by the Principal to collect the complaints raised regarding online learning and take appropriate remedial measures

Members Present

1. Dr. Rekha Nair R (Political Science) (Convenor)
2. Sajitha B (English) (Co-Convenor)
3. Jayalekshmi B (English) (Member)
4. Dr. Farook.S (Arabic) (Member)
5. Ashida (Commerce) (Member)
6. Abdul Kalam Azad. (Commerce) (Member)
7. Dr Bindu V.S (Zoology) (Member)
8. Ajmal A (student representative) (English Literature)

Sajitha B
Jayalekshmi B
Farook.S
Ashida
Abdul Kalam
Bindu V.S
Ajmal A

Agenda

1. To discuss the complaints received from the students.
2. Any other matters



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Decisions Taken

In order to reduce episodes of governance among students, the SGRC recommended certain guidelines for the teachers, non-teaching staff and the students to follow on the campus. These recommendations may be issued as a circular by the Principal.

The meeting also decided to identify the problems faced by students during covid pandemic situation. The meeting decided to solve the issue regarding financial constraints of students in activating mobile phones.

Actions Taken Report

1. Circulars drafted and issued.
2. The measures were taken to improve the online learning of students. Measures taken to reduce hours of Live classes.
3. Teachers were instructed to utilize more recorded classes for course dissemination and live classes for doubt clearance.
4. Members of the faculty were requested to mobilize financial assistance to provide online facilities to students. (gadgets and access)




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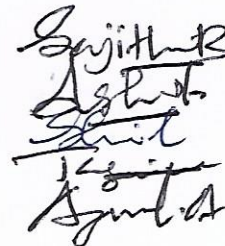
II Meeting

NOTICE

A meeting of the Grievance Redressal cell was held on 10/9/2021 at 11 AM convened by the Principal to collect the complaints raised by students and take appropriate remedial measures.

Members Present

1. Dr. Rekha Nair R (Political Science) (Convenor)
2. Sajitha B (English) (Co-Convenor)
3. Ashida (Commerce) (Member)
4. Dr Shanil (Arabic) (Member)
5. Jasmine (Non-teaching staff) (Member)
6. Ajmal A (student representative)(English Literature)


Principal

Agenda

1. To discuss the complaints received from the students.
2. Any other matters

Decisions Taken

1. The students have demanded that waste bins should be installed in A,B, and C blocks of the college and decided to take measures regarding the issue.
2. The meeting also discussed the improvement of internet system and to take measures to improve it.

Actions Taken Report

1. Waste bins Installed in A,B,C blocks of the college.
2. Taken steps to improve internet system



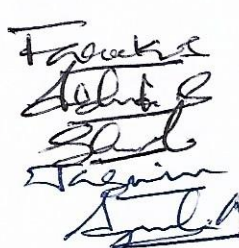

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III Meeting

Notice

A meeting of the grievance redressal cell was held on 3/11/2021 at 11 AM convened by the Principal to consider various issues raised before the Grievance Redressal committee.

Members Present

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|---|----------|
| 1. Dr. Rekha Nair R (Political Science) (Convenor) | |
| 2. Dr. Farook.S (Arabic) | (Member) |
| 3. Ashida (Commerce) | (Member) |
| 4. Dr. Shanil (Arabic) | (Member) |
| 5. Jasmine (Non-teaching staff) | (Member) |
| 6. Ajmal A (student representative)(English Literature) | |
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Agenda

1. To discuss the complaints received from the students.
2. Any other matters.

Decisions Taken

The meeting also discussed the complaint of students regarding improving toilet facilities for physically handicapped students.

Actions Taken Report

Toilets were newly constructed for girls and also for physically challenged students.



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IV Meeting

NOTICE

A meeting of the grievance redressal cell was held on 5/1/2022 at 11 AM convened by the Vice-Principal to collect the complaints raised by students and take appropriate remedial measures.

Members Present

1. Dr. Rekha Nair R (Political Science) (Convenor)
2. Sajitha B (English) (Co-Convenor)
3. Jayalekshmi B (English) (Member)
4. Abdul Kalam Azad. (Commerce) (Member)
5. Dr Bindu V.S (Zoology) (Member)
6. Dr Shanil (Arabic) (Member)
7. Ajmal A (student representative) (English Literature)

Sajitha B
Jayalekshmi B
Abdul Kalam Azad
Bindu V.S
Shanil
Ajmal A

Principal

Agenda

1. To discuss the various complaints related with students.
2. Any other matters of considerable importance.

Decisions Taken

2. The students complained the gathering of other students in the vicinity of classes especially Biotechnology class was affecting their studies and the meeting discussed the matter and decided to report to the authority.
3. The students demanded to improve the canteen facilities. and the meeting discussed the matter and decided to report to the authority.

Actions Taken Report

1. The canteen facilities improved.
2. Measures were taken to avoid gathering of students in the vicinity of classrooms and the matter was referred to the disciplinary committee for prompt monitoring of the premises. The issue was resolved by the disciplinary committee



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V Meeting

Notice

A meeting grievance redressal cell was held on 11/3/2022 Principal to consider various issues raised before the Grievance Redressal committee and to take remedial measures to resolve them.

Members Present

1. Dr. Rekha Nair R (Political Science) (Convenor)
2. Jayalekshmi B (English) (Member)
3. Dr. Farook.S (Arabic) (Member)
4. Ashida (Commerce) (Member)
5. Abdul Kalam Azad. (Commerce) (Member)
6. Ajmal A (student representative) (English Literature)

Jayalekshmi B
Dr. Farook.S
Ashida
Abdul Kalam Azad
Ajmal.A

Agenda

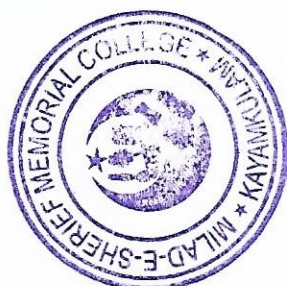
1. To discuss the complaints received from the students.
2. Any other matters

Decisions Taken

1. The students demanded that blackboard in the classes to be repaired and the meeting discussed the concern regarding the issue.
2. The students demanded that fans should be provided in the classrooms to save them from intense heat. and the meeting discussed the matter and decided to take appropriate measures.

Actions Taken Report

1. Repair, maintenance and replacement of blackboards undertaken in a timebound manner.
2. More ceiling fans installed in all classrooms.



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