



RAJAGIRI VISWAJYOTHI
COLLEGE OF ARTS AND APPLIED SCIENCES
VENGOOR, PERUMBAVOOR KERALA- 683546

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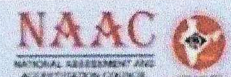
CRITERION 5

STUDENT SUPPORT AND PROGRESSION

5.1 Student Support

2019-2024

Submitted to





RAJAGIRI VISWAJYOTHI

COLLEGE OF ARTS AND APPLIED SCIENCES

VENGOOR , PERUMBAVOOR KERALA- 683546

Student Grievance Redressal Cell

Meeting Minutes: 2019-20

Minutes of the meeting of Student Grievance Redressal Cell held at 3:15 pm on
28th June 2019 at the auditorium

Agenda

- Formal establishment of the cell's framework.
- Outline roles and responsibilities of mentors and class teachers.

Members Present

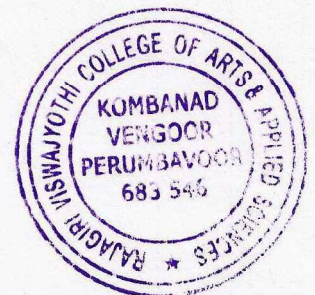
1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Ms. Anju Antony
4. Ms. Seena M Peter
5. Ms. Devika Shyam

Discussions

The new members were welcomed into the reconstituted cell and the group went straight into discussion. The need for a structured and responsive system was asserted. The roles and responsibilities of mentors and class teachers were reiterated. There was also the emphasis on the importance of addressing student grievances promptly. The meeting ended at 4:15 pm.

Action Plans

- Create and implement a formal framework for the cell.
- Distribute responsibilities among mentors and class teachers.



- Set up a system for promptly addressing and resolving student grievances.

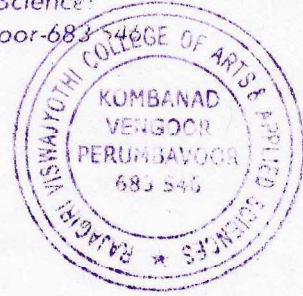
Actions Taken

- The cell was reconstituted as required, for a period of two years.
- Members were provided with the extended details of the cell.
- Appreciation from the students were received as feedback.

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BINITIA P S

[Handwritten Signature]
PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Science,
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 3:00 pm on
11th July 2019 at the auditorium**

Agenda

- Review of the formal framework implementation.
- Evaluation of the distributed responsibilities among mentors and class teachers.
- Assessment of the effectiveness of the system for addressing student grievances.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Anju Antony

4. Ms. Seena M Peter

5. Ms. Devika Shyam

Joy
Binitha

Anju

Seena

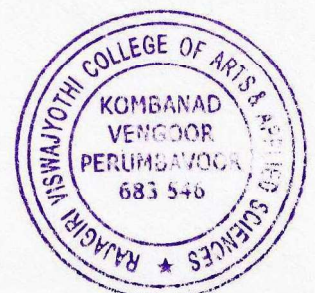
Devika

Discussions

The meeting commenced with a review of the previous action plans. Members discussed the successful implementation of the formal framework for the cell, which could also be expanded further. The responsibilities of mentors and class teachers were evaluated, with feedback being collected on their effectiveness. The group highlighted the positive impact of the newly established system for addressing student grievances and discussed the possibility of further improvements. The meeting ended at 3:40 pm.

Action Plans

- Establish more detailed framework and roles for the Student Grievance Redressal Cell.
- Ensure that mentors and class teachers were aware of their responsibilities in addressing grievances.




Actions Taken

- A formal framework for the cell was successfully implemented.
- Responsibilities were effectively distributed among mentors and class teachers.
- Positive feedback was received from students, indicating the effectiveness of the grievance system.

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PRINCIPAL
Rajagiri Viswajyothi College
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546








**Minutes of the meeting of Student Grievance Redressal Cell held at 3:30 pm on
30th July 2019 at the auditorium**

Agenda

- Emphasize vigilance among mentors and class teachers.
- Create a supportive environment for students.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

The members discussed the importance of a proactive approach to identify and address student issues. They also highlighted the need for a supportive and approachable environment for the students. It was agreed upon that only such a movement can help in proper identification. The meeting ended at 4:30 pm.

Action Plans

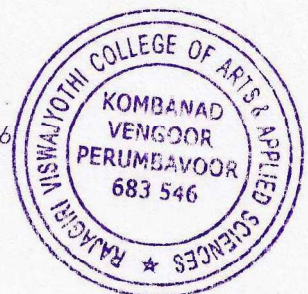
- Train mentors and class teachers to be more vigilant.
- Foster an environment where students feel comfortable voicing concerns.

Actions Taken

- Continued monitoring the effectiveness of the formal framework.
- Collected ongoing feedback from mentors, class teachers, and students regarding the grievance system.
- Planned for a mid-year data collection by class teachers of each batch to assess and refine the process.


BINITHA P S


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546








**Minutes of the meeting of Student Grievance Redressal Cell held at 3:00 pm on
26th August 2019 at the auditorium**

Agenda

- Emphasize vigilance among mentors and class teachers.
- Create a supportive environment for students.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

The members discussed the importance of a proactive approach to identify and address student issues. They also highlighted the need for a supportive and approachable environment for the students. It was agreed upon that only such a movement can help in proper identification. The meeting ended at 4:00 pm.

Action Plans

- Install new complaint boxes.
- Promote its use among students and address initial hesitations.

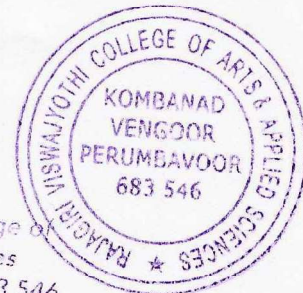
Actions Taken

- Implemented training for mentors and class teachers on proactive measures.
- Promoted a supportive environment to ensure student well-being.


Binitha P S


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Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 2:30 pm on
30th September 2019 at the auditorium**

Agenda

- Address students' desire for more cultural events and inter-collegiate competitions.
- Discuss on how such participation could help them to improve their skills and abilities.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

The members discussed students' feedback on the need for increasing cultural events and ensuring a much better participation in inter-collegiate competitions. The importance of these activities for holistic development was identified. It was noted that a complaint regarding the restrictions for students to participate in intercollegiate fest was received on 16th September 2019. On the same date, an increase in the number of cultural events was also received. The members came to the decision that there could be some plan for a better participation. The meeting ended at 3:30 pm.

Action Plans

- Initiate discussions with the administration to explore ways to expand opportunities.
- Plan for additional cultural events and more participation in competitions.

Actions Taken

- A complaint box installed and it was actively used by students.
- Addressed initial student hesitations and promoted its use.


Binitha p s


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546








**Minutes of the meeting of Student Grievance Redressal Cell held at 4:00 pm on
28th October 2019 at the auditorium**

Agenda

- Address students' requests for more variety in the hostel mess menu.
- Appreciate the work done so far by the cell.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

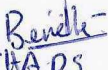
A complaint about hostel menu was received on 22nd October 2019. The cell discussed the need for adding more variety to the hostel mess menu. Students' nutritional and taste preferences was given more importance as the institution has students with different interests in food. The meeting ended at 5:00 pm.

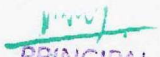
Action Plans

- Review and implement changes to the hostel mess menu.
- Ensure new items meet students' preferences.

Actions Taken

- Administration approved additional cultural events for the year on 19th September.
- The college agreed for increased inter-collegiate participation, and an assurance was provided on 20th September.
- Successfully implemented the expanded opportunities.


BINITHA P S


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 3:30 pm on
2nd March 2020 at the auditorium**

Agenda

- Review the year's achievements and the effectiveness of the Student Grievance Redressal Cell.
- Have a look at how well the grievances have been resolved.

Members Present

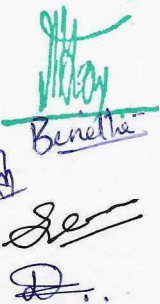
1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Anju Antony

4. Ms. Seena M Peter

5. Ms. Devika Shyam


Binitha

Discussions

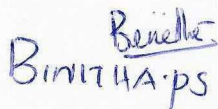
The convenor summarized the key grievances addressed, including cultural events, inter-collegiate participation, and hostel mess menu improvements. Principal evaluated the cell's effectiveness and responsiveness and appreciated the performance during the year. The meeting ended at 4:30 pm.


Action Plans

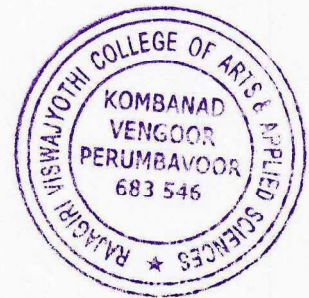
- Continue monitoring and addressing student grievances.
- Maintain and enhance the supportive environment created.

Actions Taken

- Updated the hostel mess menu with additional variety based on student feedback, resolved on 28th October 2019.
- A total of three grievances were received and they were accurately resolved in time.


Binitha P S


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-693 546





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COLLEGE OF ARTS AND APPLIED SCIENCES
VENGOOR, PERUMBAVOOR KERALA- 683546

Student Grievance Redressal Cell

Meeting Minutes: 2020-21

**Minutes of the meeting of Student Grievance Redressal Cell held at 8:00 pm on
16th June 2020 via online mode**

Agenda

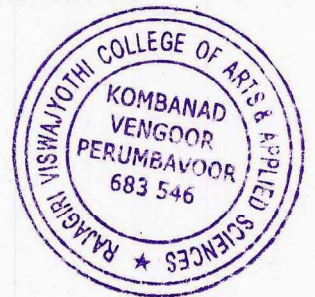
- Discuss the need for vigilance among teachers during the shift to online classes.
- Identify potential sources of student grievances related to online education.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Ms. Anju Antony
4. Ms. Seena M Peter
5. Ms. Devika Shyam

Discussions

Teachers were advised to remain attentive to potential issues arising from online mode of teaching, which is a new method for not just students, but also for teachers and parents. There could be unexpected problems arising from the newly found situation. Key challenges identified included technological barriers, digital literacy and quality of online interactions. The meeting ended at 9:00 pm.



Action Plans

- Train teachers to address the newly found challenges of online teaching which would be completely different from the offline mode till last year.
- Monitor student engagement while find and addressing grievances related to online learning.

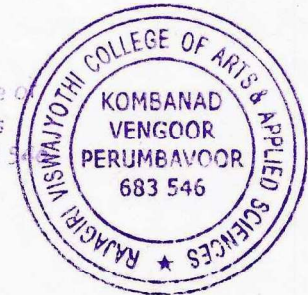
Actions Taken

- Successfully addressed and resolved major grievances from last year before the corona virus pandemic came into picture.
- Demonstrated the cell's effectiveness in improving student satisfaction and well-being.

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PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546

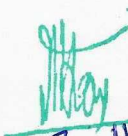





**Minutes of the meeting of Student Grievance Redressal Cell held at 7:00 pm on
6th July 2020 via online mode**

Agenda

- Review the effectiveness of teacher training for online education.
- Evaluate the impact of monitoring student engagement and grievance redressal in the online learning environment.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

The meeting began with a review of the recent teacher training sessions aimed at addressing challenges in online teaching. Members discussed the improvements observed in the quality of online interactions and how teachers have adapted to the new mode of education. The focus then shifted to the monitoring of student engagement, where the members emphasized the importance of continued vigilance and quick response to any grievances that arise in the online environment. Feedback from students was considered to ensure the system remains responsive and effective. The meeting ended at 7:45 pm.

Action Plans

- Continue providing support and additional training to teachers as they adapt to online teaching methods.
- Strengthen the monitoring system to quickly identify and resolve any emerging student grievances.



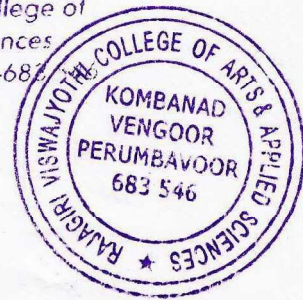
Actions Taken

- Teachers were successfully trained to handle the challenges of online teaching, resulting in improved online interactions.
- Major student grievances related to online learning were monitored and addressed promptly, enhancing overall student satisfaction.

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PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-682


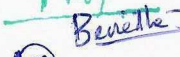





**Minutes of the meeting of Student Grievance Redressal Cell held at 7:30 pm on
24th July 2020 via online mode**

Agenda

- Discuss the increased involvement of parents in the learning process due to online classes.
- Plan for addressing feedback or potential complaints from parents.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

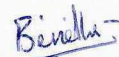
Recognized that parents' increased visibility into classroom activities could lead to more suggestions and complaints. A complaint was received on 7th July 2020 from parents of a few students that they have not been aware about online class schedules. This issue was discussed and members insisted on strict monitoring to this matter. Members emphasized the need for receptiveness to feedback from both students and parents. The meeting ended at 8:30 pm.

Action Plans

- Establish a communication channel for parents to share their feedback.
- Prepare a strategy to address parental concerns before they escalate into formal complaints.

Actions Taken

- Teachers were briefed on the importance of vigilance in online classes.
- Regular monitoring of student participation and interaction was implemented to address any issues promptly.


BINITHA P S


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 7:00 pm on
25th September 2020 via online mode**

Agenda

- Address a formal grievance related to online class timings and resource availability.
- Discuss how to support students facing challenges with attending online classes.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Anju Antony

4. Ms. Seena M Peter

5. Ms. Devika Shyam

[Handwritten signatures in green and blue ink next to the names of Dr. Joy P Joseph, Ms. Binitha P S, Ms. Anju Antony, Ms. Seena M Peter, and Ms. Devika Shyam.]

Discussions

The committee identified complaint raised by students on 3rd September 2020, that some students struggled with attending classes due to inadequate resources (e.g., availability of internet, lack of speed for internet, not having the right electronic devices). Class teachers took immediate steps to identify affected students and offer support. The meeting ended at 8:00 pm.

Action Plans

- Collaborate with students and families to identify and resolve resource-related issues.
- Ensure all students have enough access to the necessary tools required for online learning.

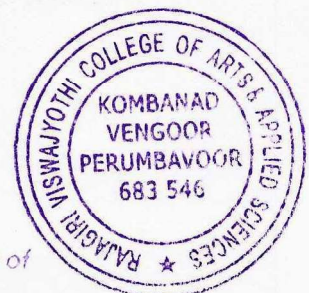
Actions Taken

- A communication channel was set up to facilitate parent feedback.
- Provided support and additional training to teachers as they adapt to online teaching methods.
- Teachers were prepared to engage with parents proactively to resolve concerns early and solved the pending issue on 8th July 2020

[Handwritten signature in blue ink: Binitha P S]
BINITHA P S

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PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 6:45 pm on 1st
March 2021 via online mode**

Agenda

- Review the actions taken during the 2020-21 academic year.
- Summarize the effectiveness of the Student Grievance Redressal Cell in addressing issues during the pandemic.

Members Present

1. Dr. Joy P Joseph 
2. Ms. Binitha P S 
3. Ms. Anju Antony 
4. Ms. Seena M Peter 
5. Ms. Devika Shyam 

Discussions

The cell's proactive measures during online classes were reviewed. The members acknowledged the successful management of parental feedback and resource-related grievances. The appreciation for the work done by committee members followed. The meeting ended at 7:45 pm.


Action Plans

- Continue vigilance in online and hybrid learning environments.
- Maintain open communication channels with students and parents.

Actions Taken

- Resources were provided to students lacking reliable internet or devices, ensuring they could attend classes on 6th September 2020.
- The grievance was resolved quickly, demonstrating the institution's commitment to equitable education.
- A total of two grievances were identified in the year, and both were resolved very quickly and within time.


BINITHA P S


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vangoor, Perumbavoor-683 546





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Student Grievance Redressal Cell

Meeting Minutes: 2021-22

Minutes of the meeting of Student Grievance Redressal Cell held at 3:30 pm on
22nd June 2021 at the auditorium

Agenda

- Transition back to offline learning.
- Addressing student grievances during the transition.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Ms. Sreekala M M
4. Mr. Solymon V L
5. Ms. Farzin S

Discussions

The meeting started with a discussion on the challenges faced by students during the transition back to offline learning. The reconstitution of the cell for two years was welcomed. The principal expressed surprise at the low number of grievances reported by students despite the challenges. The Convenor acknowledged the efforts of teaching and non-teaching staff in ensuring a smooth transition. The meeting ended at 4:30 pm.

Action Plan

- Continue monitoring student well-being during the transition period.



- Encourage students to report any issues they may face.

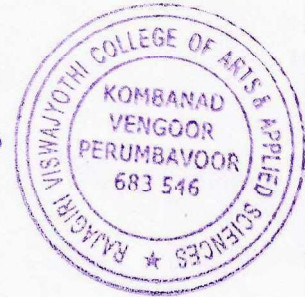
Actions Taken

- The cell was reconstituted for two years as required.
- Planning for the next year was accomplished during the vacation.
- Proper communication was maintained with parents throughout the year.

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BINITHAPS

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PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 3:45 pm on
30th July 2021 at the auditorium**

Agenda

- Review of student feedback on the transition to offline learning.
- Identifying potential areas of concern.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Ms. Sreekala M M
4. Mr. Solymon V L
5. Ms. Farzin S

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Discussions

The Convenor reported positive feedback from students and parents regarding the transition back to offline learning. It was noted that even after asking students to be free to come up with their issues, no significant grievances were reported, which would be considered as a positive outcome. The meeting ended at 4:45 pm.

Action Plan

- Maintain open communication channels with students to ensure any concerns are promptly addressed.
- Provide regular updates to students and parents on any changes in the learning process.

Actions Taken

- Students were regularly checked on, and regular contact was part of the actions of the cell.
- The well-being of students was given more attention as more support was provided to them.

Binitha P S

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PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 3:00 pm on 1st
September 2021 at the conference hall**

Agenda

- Addressing transportation-related grievances.
- Clarification of travel routes for students.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Ms. Sreekala M M
4. Mr. Solymon V L
5. Ms. Farzin S

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Discussions

The meeting focused on discussion regarding a formal grievance received on 24th August 2021 related to transportation issues on the route from Perumbavoor to Vengoor and Thungaly. The route does not have enough public transport, which had become a problem for the students, unless the college bus was available. The cell provided detailed information about transportation options, resolving the confusion. The meeting ended at 4:00 pm.

Action Plan

- Ensure students are informed about transportation routes and options.
- Set up a dedicated helpline for transportation-related queries.

Actions Taken

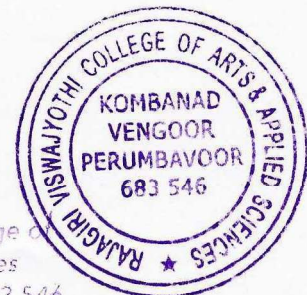
- Open communication channels were maintained with students to ensure any concerns are promptly addressed.
- Regular updates to students and parents were provided.

Binitha P S
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Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 2:30 pm on
28th October 2021 at the conference hall**

Agenda

- Evaluation of grievance resolution strategies.
- Discussing potential improvements to the grievance redressal process.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Sreekala M M

4. Mr. Solymon V L

5. Ms. Farzin S

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Discussions

The principal reiterated the importance of timely grievance resolution, which should be considered as the main motive of the cell. The convenor emphasized continuous efforts to minimize disruptions in the learning process, even though the scares from corona virus never really left the community. The meeting ended at 3:30 pm.

Action Plan:

- Review and update grievance redressal procedures.
- Train staff on best practices for handling student concerns.

Actions Taken:

- Students were properly informed about the options of transportation and the available routes on 27th August 2021.
- A special dedicated helpline was set up in the place for doubts related to transportation around Vengoor on the same day.

Binitha P S
Binitha P S

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PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 11:30 am on
1st February 2022 at the common staffroom**

Agenda

- A review of the academic year's grievances.
- Planning for the next academic year.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Sreekala M M

4. Mr. Solymon V L

5. Ms. Farzin S

[Handwritten signatures in green and blue ink corresponding to the list of members present.]

Discussions

The Cell reviewed the year's grievances and noted the successful resolution of the transportation issue. Discussions were held on how to prevent similar issues in the future. The meeting ended at 12:30 pm.

Action Plan

- Develop a proactive approach to identifying potential grievances.
- Implement preventive measures for common student concerns.

Actions Taken

- A training session was held particularly for the teachers.
- Further help was provided to the students regarding transportation with details available in the office and had the one registered grievance resolved.

Binitha P S

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PRINCIPAL

Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



**Minutes of the meeting of Student Grievance Redressal Cell held at 11:00 am on
3rd March 2022 at the common staffroom**

Agenda

- Closing the academic year with a summary of grievances and resolutions.
- Setting goals for the next academic year.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Sreekala M M

4. Mr. Solymon V L

5. Ms. Farzin S

[Handwritten signatures in blue ink: Joy P Joseph, Binitha P S, Sreekala M M, Solymon V L, Farzin S]

Discussions

The cell summarized the year's activities, highlighting the smooth transition back to offline learning and the effective resolution of the transportation grievance, which became the only grievance of the year. It was said that with offline pedagogy coming back to the front, the committee found it easy to work. Goals were set for continued student support in the upcoming year, to understand the grievances better. The meeting ended at 12:00 pm.

Action Plan

- Prepare for any potential challenges in the next academic year.
- Strengthen the grievance redressal process based on this year's experiences.

Actions Taken

- A record of the grievances of the year was created for reference.
- Preventive measures for common student concerns were implemented.
- A more active approach was followed for identifying potential grievances with one registered grievance resolved.

Binitha P S
BINITHA P S

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PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546





RAJAGIRI VISWAJYOTHI
COLLEGE OF ARTS AND APPLIED SCIENCES
VENGOOR , PERUMBAVOOR KERALA- 683546

Student Grievance Redressal Cell


Meeting Minutes: 2022-23


**Minutes of the meeting of Student Grievance Redressal Cell held at 3:15 pm on
20th June 2022 at the auditorium**


Agenda


- Introduction to the new academic year and objectives of the Student Grievance Redressal Cell.
- Discussing initial feedback from students on the available campus facilities and services.


Members Present

1. Dr. Joy P Joseph 

2. Ms. Binitha P S 


3. Ms. Sreekala M M 

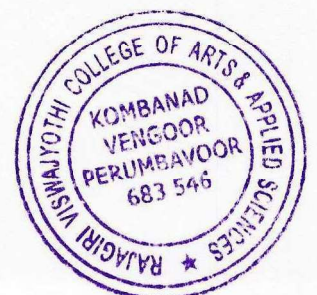
4. Mr. Solymon V L 

5. Ms. Farzin S 

Discussions

The meeting began with a review of the objectives for the 2022-23 academic year, focusing on enhancing student experiences. Further discussion was focused on initial complaint received on 13th June 2022, with particular attention to the college canteen menu, followed by another grievance on the same day regarding hostel entry timings. Concerns about restrictive hostel entry timings were brought up, and the need for a balanced solution was emphasized well. The students at the hostel


BINITHA PS



were not that happy with what has been happening with both food and discipline.
The meeting ended at 4:15 pm.

Action Plan

- Gather detailed feedback from students on the canteen menu.
- Schedule a meeting with hostel authorities to discuss the timing.

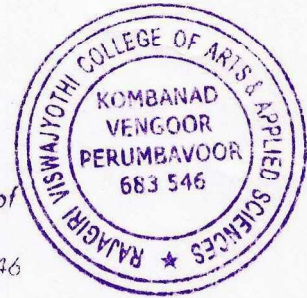
Actions Taken

- Strengthened the grievance redressal process based on last year's experiences.
- Continued to encourage students to speak loud on their grievances.

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Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



Minutes of the meeting of Student Grievance Redressal Cell held at 3:30 pm on
22nd July 2022 at the common staffroom

Agenda

- Review of student feedback on the canteen menu.
- Discuss the grievances related to hostel entry timings.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Sreekala M M

4. Mr. Solymon V L

5. Ms. Farzin S

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Discussions

Feedback on the canteen menu was discussed, with students expressing a desire for more variety and options catering to different dietary preferences. The solution to hostel entry timing problem was well-appreciated by all members. The meeting ended at 4:30 pm.

Action Plan

- Work with the canteen management to add student suggestions to the menu.
- See if the discussions with hostel authorities regarding entry timings.

Actions Taken

- Student suggestions were shared with the canteen management, and a resolution was achieved between the concerned parties on 17th June 2022.
- A meeting with hostel authorities was held, and discussions on adjusting entry timings reached a feasible solution on 17th June 2022.

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Arts & Applied Sciences
Vengoor Perumbavoor-683 546



Minutes of the meeting of Student Grievance Redressal Cell held at 3:30 pm on
26th September 2022 at the common staffroom.

Agenda

- Discussing about the results of the change in canteen menu.
- Talking on proposed adjustments to hostel entry timings.

Members Present

1. Dr. Joy P Joseph

2. Ms. Binitha P S

3. Ms. Sreekala M M

4. Mr. Solymon V L

5. Ms. Farzin S

[Handwritten signatures in green ink: Dr. Joy P Joseph, Ms. Binitha P S, Ms. Sreekala M M, Mr. Solymon V L, Ms. Farzin S]

Discussions

It was appreciated that the canteen menu was updated based on student feedback, with the addition of items favoured by NRIs and other students. The hostel entry timing no longer remains a grievance due to the intervention by the cell. The meeting ended at 4:30 pm.

Action Plan

- Announce the updated canteen menu to the student body.
- Get student feedback from hostel.

Actions Taken

- The updated menu was put for a final discussion.
- The new hostel entry timings were once again asserted to the students.

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Binitha P S

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PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vangoor, Perumbavoor-683 546



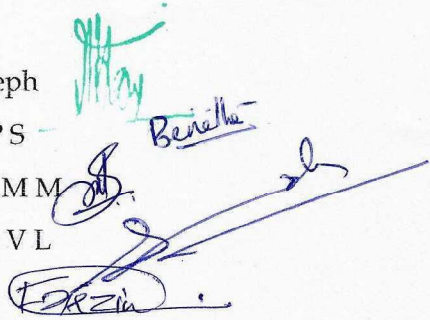
**Minutes of the meeting of Student Grievance Redressal Cell held at 4:00 pm on
28th February 2023 at the common staffroom**

Agenda

- Summary of the academic year's grievance resolutions.
- Providing appreciation for the work done during the academic year.
- Setting goals for the next academic year.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Ms. Sreekala M M
4. Mr. Solymon V L
5. Ms. Farzin S



Discussions

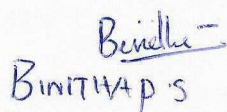
The cell summarized the year's activities, highlighting the successful resolution of four major grievances. It was again asserted that the work done for the academic year was really good. The members were appreciated for improving their performances every year. Goals for the next academic year were discussed, focusing on proactive student support. The meeting ended at 5:00 pm.


Action Plan

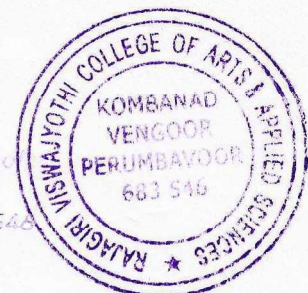
- Prepare a comprehensive report on the grievances addressed and the outcomes achieved.
- Set goals for further improving the student experience in the upcoming academic year.

Actions Taken

- Feedback on the menu of canteen was taken from the students.
- The hostel entry timings were checked once again to see if it remains feasible.
- Two student grievances were found and resolved in time.




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VENGOOR , PERUMBAVOOR KERALA- 683546

Student Grievance Redressal Cell

Meeting Minutes: 2023-24

Minutes of the meeting of Student Grievance Redressal Cell held at 3:00 pm on 7th June 2023 at the auditorium.

Agenda

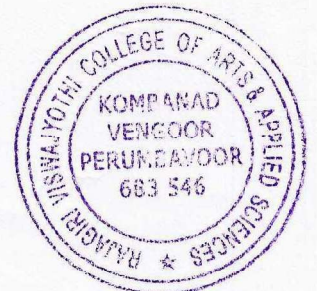
- Discussion on student feedback regarding hostel mess quality.
- Addressing the shortage of cupboards in hostel rooms.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Mr. Solymon V L
4. Ms. Rengini D
5. Ms. Dhanya S
6. Ms. Parvathy Santhosh

Discussions

The meeting began with talk on the new cell reconstitution, and followed with a discussion on the complaint received on 5th June 2023 on concerns raised by students about the quality and variety of food in the hostel mess. The shortage of cupboards in hostel rooms was also highlighted, particularly with the influx of new students from abroad preferring to stay on campus. The meeting ended at 4:00 pm.

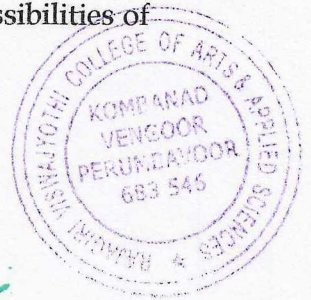


Action Plan

- Organize consultations with students and kitchen staff to revamp the hostel mess menu.
- Assess the need for additional cupboards in hostel rooms and plan for their installation.

Actions Taken

- The grievances of previous year were checked in case there could be some other problem related to them.
- Report and outcomes of previous year were set along with the possibilities of this year.
- A reconstitution was done as required, for a period of two years.




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Arts & Applied Sciences
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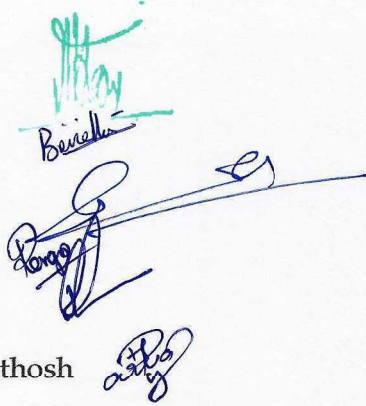
Minutes of the meeting of Student Grievance Redressal Cell held at 3:30 pm on 1st September 2023 at the auditorium.

Agenda

- Review of the revamped hostel mess menu.
- Discussion on increasing library resources based on student suggestions.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Mr. Solymon V L
4. Ms. Rengini D
5. Ms. Dhanya S
6. Ms. Parvathy Santhosh



Discussions

The revamped hostel mess menu was reviewed, with positive feedback from students regarding the improved variety and quality of food. More cupboards were added to the rooms in the hostel. A formal discussion was conducted on complaint received on 21st August 2023 from students regarding the need for more books in the library, particularly English novels and Malayalam short stories. The meeting ended at 4:30 pm.

Action Plan

- Monitor student satisfaction with the new hostel mess menu and make further adjustments if needed.
- Coordinate with the library staff to acquire new books based on student recommendations.

Actions Taken

- Consultations were organized, leading to a revamp of the hostel mess menu to include more nutritious and diverse options on 8th June 2023.
- The administration arranged for additional cupboards to be provided in the hostel rooms on 12th June 2023.


Binitha P S



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Rajagiri Viswajyothi College of
Arts & Applied Science,
Vengoor, Perumbavoor-683 546

Minutes of the meeting of Student Grievance Redressal Cell held at 3:45 pm on
27th October 2023 at the conference hall

Agenda:

- Enhancing mental well-being support for students.
- Resolving confusions related to the girls' hostel.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Mr. Solymon V L
4. Ms. Rengini D
5. Ms. Dhanya S
6. Ms. Parvathy Santhosh

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Discussions

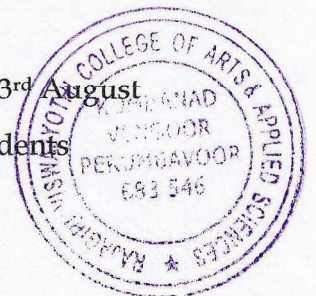
The meeting focused on the growing demand for better mental well-being support on campus which came out as a grievance by 3rd October 2023. Based on grievance received on 4th October 2023, confusions regarding the girls' hostel, particularly concerning food and study timings, were also addressed. The meeting ended at 4:45 pm.

Action Plan

- Assign the Department of Psychology the responsibility to oversee and enhance student mental health services.
- Arrange meetings with girls' hostel authorities to resolve the issues raised by students.

Actions Taken

- The revamped menu was well-received, and no further changes were required at this stage.
- The library increased its overall collection, adding new books by 23rd August as it was suggested by students, leading to a higher number of students visiting the library.



Binitha P S

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PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546

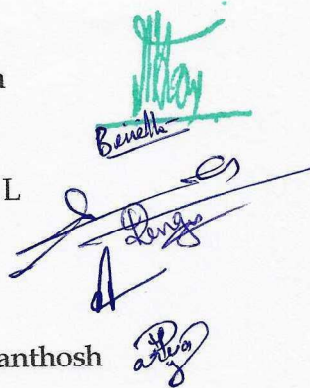
Minutes of the meeting of Student Grievance Redressal Cell held at 4:15 pm on
15th January 2024 at the conference hall

Agenda

- Review of mental well-being initiatives on campus, as the same has been given more attention.
- Final assessment of grievances addressed during the academic year to make sure that there is anything left behind.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Mr. Solymon V L
4. Ms. Rengini D
5. Ms. Dhanya S
6. Ms. Parvathy Santhosh



Discussions

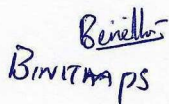
The meeting reviewed the initiatives taken to support student mental health, with feedback indicating positive outcomes. Members ensured that clear instructions were given on student's concerns regarding food and study timing at hostel. A final assessment of the grievances addressed during the year was conducted, noting the successful resolution of key issues. It was noted that these issues were solved due to the right amount of enthusiasm and alertness. The meeting ended at 5:15 pm.

Action Plan

- Continue to monitor and enhance mental well-being initiatives on campus, especially in regards to selected students.
- Document the outcomes of the grievances addressed and prepare a report for the college administration.

Actions Taken

- The Department of Psychology was assigned the responsibility for mental health services in the college, and initiatives were put in place to support student well-being by 5th October 2023.
- The issues at the girls' hostel were resolved through proper intervention, with satisfactory outcomes for all involved by 6th October 2023.




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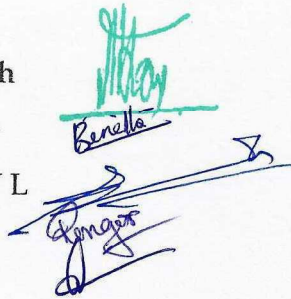
Minutes of the meeting of Student Grievance Redressal Cell held at 4:30 pm on
29th February 2024 at the conference hall

Agenda

- Talk about the mental well-being initiatives on campus.
- A quick check through the grievances so far.

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Mr. Solymon V L
4. Ms. Rengini D
5. Ms. Dhanya S



Discussions

During the meeting, the committee members discussed the various mental well-being initiatives on campus, focusing on the counselling services and stress management plans available to students. The members also reviewed the grievances received so far, ensuring that each concern had been appropriately addressed. Any possibility of recurring issues was identified for further action, reinforcing the commitment to maintaining a supportive and responsive environment for all students. The meeting ended at 5:30 pm.

Action Plan

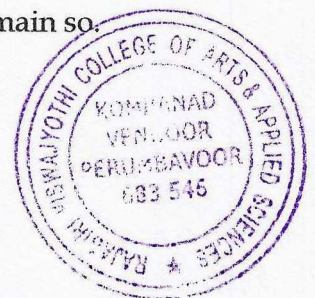
- Keep checking for the possibilities for grievances.
- Try keeping a record as the final report is being prepared.

Actions Taken

- The committee kept close contact with all people of interest.
- The talk with students ensured that the grievances resolved remain so.

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Binitha P S


PRINCIPAL
Rajagiri Viswavidyalaya College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



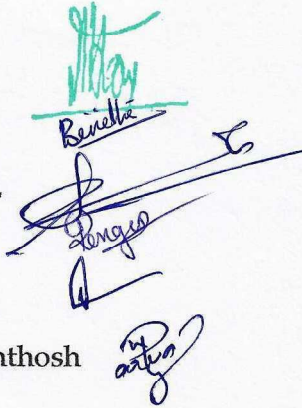
Minutes of the meeting of Student Grievance Redressal Cell held at 4:00 pm on 7th
March 2024 at the common staffroom.

Agenda

- Summary of the year's activities and setting goals for the next academic year.
- Appreciating the efforts of the Student Grievance Redressal Cell members

Members Present

1. Dr. Joy P Joseph
2. Ms. Binitha P S
3. Mr. Solymon V L
4. Ms. Rengini D
5. Ms. Dhanya S
6. Ms. Parvathy Santhosh



Discussions

The meeting summarized the year's activities, highlighting the successful resolution of five key grievances which was done in a timely manner effectively. Both the chairman and the convenor appreciated the efforts of the Cell members and the management in addressing student concerns. The hard work done by the members were noted and appreciated, and the Principal Dr. Joy P Joseph asserted the need to show the same vigilance next year too. The meeting ended at 5:00 pm.

Action Plan

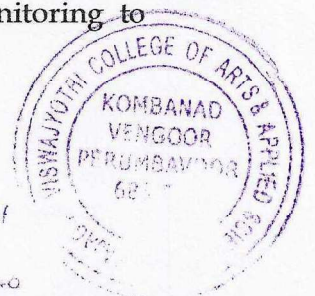
- Prepare goals for the next academic year, focusing on proactive student support and grievance prevention.
- Encourage continued collaboration between students, faculty and administration to maintain a positive campus environment which has always been the goal of RVCAS.

Actions Taken

- Mental well-being initiatives were sustained, with ongoing monitoring to ensure effectiveness.


Binitha P S


PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sci
Vengoor, Perumbavoor-686 140



- A comprehensive report on the grievances addressed and the outcomes was prepared.
- A total of five grievances were registered and all of them were resolved due to the proper intervention of cell members.

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PRINCIPAL
Rajagiri Viswajyothi College of
Arts & Applied Sciences
Vengoor, Perumbavoor-683 546



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PRINCIPAL
Rajagiri Viswajyothi College of
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