



RAJAGIRI VISWAJYOTHI
COLLEGE OF ARTS & APPLIED SCIENCES

Vengoor, Perumbavoor, Kerala - 683546

DVV Clarifications

CRITERION V - STUDENT SUPPORT AND PROGRESSION

5.1. Student Support

5.1.4: The Institution has the Mechanism for Redressal of Student Grievances

Including Sexual Harassment and Ragging Cases.

Summary Report of Grievances Redressed by Student Grievance Redressal Cell

2019-2024



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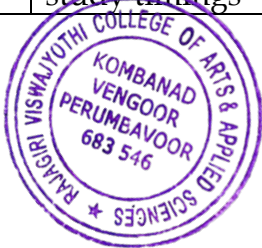


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Summary Report of Grievances Redressed by SGRC during 2023-24

Sl. No	Grievances / Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time Taken for Redressal
1	Need for better quality and variety of food in the hostel mess	05/06/23	Consultations were organized, leading to a revamp of the hostel mess menu to include more options	08/06/23	3 days
2	The shortage of cupboards in hostel rooms with the influx of new students from abroad preferring to stay on campus	05/06/23	The administration arranged for additional cupboards to be provided in the hostel rooms	12/06/23	7 days
3	A need for more books in the library, particularly English novels and Malayalam short stories	21/08/23	The library increased its overall collection, adding new books	23/08/23	2 days
4	Demand for better mental well-being support on campus	03/10/23	The Department of Psychology was assigned the responsibility for mental well-being	05/10/23	2 days
5	Dissatisfaction regarding the girls' hostel, particularly concerning food and study timings	04/10/23	The issues at the girls' hostel were resolved through proper intervention	06/10/23	2 days



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Summary Report of Grievances Redressed by SGRC during 2022-23

Sl. No	Grievances / Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time Taken for Redressal
1	The canteen menu required an upgrade	13/06/22	Student suggestions were shared and a resolution with upgrade was achieved	17/06/22	3 days
2	Concerns about restrictive hostel entry timings were brought up	13/06/22	A meeting with hostel authorities was held, and discussions reached a feasible solution	17/06/22	4 days




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Sl. No	Grievances / Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time Taken for Redressal
1	There were transportation issues on the route from Perumbavoor to Vengoor and Thungaly	24/08/21	Students were properly informed about the options of transportation and the available routes	27/08/21	3 days



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Summary Report of Grievances Redressed by SGRC during 2020-21

Sl. No	Grievances / Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time Taken for Redressal
1	Students not being properly aware About online class schedules	07/07/20	Teachers were prepared to engage with parents proactively to resolve concerns early	08/07/20	1 day
2	Some students struggled with attending classes due to inadequate resources	03/09/20	Resources were provided to students lacking reliable internet or devices, ensuring they could attend classes	06/09/20	3 days



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Summary Report of Grievances Redressed by SGRC during 2019-20

Sl. No	Grievances / Issues	Date of Lodging the Grievance	Action Taken	Date of Redressal	Time Taken for Redressal
1	Number of cultural events in the college is too low	16/09/19	Administration approved additional cultural events	19/09/19	3 days
2	Limitations for students to participate in intercollegiate fests	16/09/19	The college agreed for increased inter-collegiate participation	20/09/19	4 days
3	Hostel mess menu feels outdated	22/10/19	Updated the hostel mess menu with variety based on student feedback	28/10/19	6 days




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