

Minutes of the meeting of Grievance Redressal Cell Committee held during the year 2018-2019

1. Minutes of the meeting held on 14/08/2018

Venue: Discussion Room

Time : 2 pm-3 pm

Members Present:

1. Ms Lumy Joseph
2. Ms Claris Annie John
3. Fr Robin Pendanathu

Lumy
Claris
Robin

Agenda:

Prepare an action plan for the year 2018-2019

The first meeting of the Grievance Redressal Cell (GRC) for the year 2018-2019 was conducted on 14th August 2018 from 2 pm to 3 pm in the discussion room. A brief description regarding the functioning of GRC has done during the initial part of the meeting. Following are the discussions made during the meeting.

Topics discussed

Sl No	Topics	Actions by
1	Possibility of conducting an open house program for class representatives/needed students on the first Thursday of every month in the AV room	GRC members and Maran College Student Council (MCSC)
2	Develop an online GRC mechanism to submit the grievances of students. It should contain a write up about Grievance Redressal Cell in the college web site and provide a link to register their complaints online.	Mr Titus J Sam (In charge of college website)

2. Minutes of the meeting held on 03/12/2018

Venue: Computer Lab

Time : 1.30 pm-2.00 pm

Members Present:

1. Ms Lumy Joseph
2. Ms Claris Annie John



Agenda:

1. Follow up of the meeting held on 14th August 2018

A meeting of the Grievance Redressal Cell was conducted on 3rd December 2018 from 1.30 pm-2.00 pm in the Computer Lab. Following are the decisions made during the meeting made during the meeting.

Decisions and actions

Sl No	Topics	Actions by
1	Conduct an open house program for class representatives/needed students on the first Thursday of every month in the AV room	GRC members
2	Inform students about the online GRC mechanism available in the college web site	GRC members and class representatives

3. Minutes of the meeting held on 17/12/2018

Venue: BCA department

Time : 3.00 pm-4.00 pm

Members Present:

1. Ms Lumy Joseph 

2. Ms Claris Annie John 

Agenda:

1. Inform students about the online GRC mechanism implemented during the academic year 2018-'19

A meeting of the Grievance Redressal Cell was arranged for class representatives and women cell representatives on 17th December 2018 at the BCA department. During the meeting students were informed about the facility of online mechanism to raise their grievances. Students were given a few suggestions for how to express their dissatisfactions during this meeting. They suggested that class representatives collect written documents related to their grievances, which they will entrust to any GRC member. On the 18th of December 2018, students submitted a few grievances as a follow-up to this meeting.

4. Minutes of the meeting held on 19/12/2018

Venue: College Auditorium

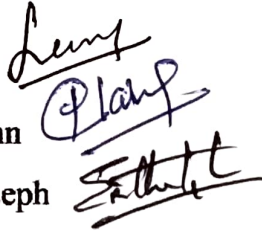
Time : 2.00 pm-4.00 pm

Members Present:

1. Ms Lumy Joseph

2. Ms Claris Annie John

3. Mr Eric Thomas Joseph



Agenda:

1. Conduct an open forum for all class representatives

On the 19th of December 2018, the Grievance Redressal Cell held a meeting for all class representatives in the college auditorium. As an initial step, the objective of this meeting was to conduct an open forum for all class representatives. This meeting provided them with an opportunity to express their concerns both orally and in writing. We were also able to inform students about the availability of online mechanisms for filing complaints this time.

We asked them to express their ideas and feelings, for the smooth functioning and improvement of the college activities. This meeting helped them to provide a platform for expressing their concerns orally as well as in a written way. This time also, we could able to inform students about the facility of online mechanisms to raise their grievances. Students were given a few suggestions and complaints in writing as a result of the activity.

Decisions and actions

The grievances of each class have been reported to the principal by the committee. Almost all issues were resolved in a week, and the more time-consuming tasks, such as lift construction, were completed later.

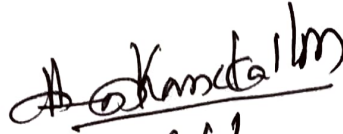
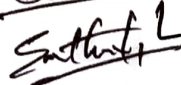

5. Minutes of the meeting held on 8 /02/2019

Venue: Conference hall

Time : 2PM-3 PM

Members Present

1. Fr.Shaiju K.S.
2. Mr.Eric Thomas Joseph
3. Ms.Claries Annie John

Agenda

To discuss the grievances raised by II BCom students

A meeting of grievance committee along with the teachers of best class evaluation committee was conducted on 8th February 2019 to discuss the grievances of II BCom students regarding the best class evaluation. Students requested that they could not attend the interview of best class evaluation on the allotted time. Following are the decisions made during the meeting.

Decisions and actions

The written grievance was submitted to the best class evaluation committee and they conducted a meeting with students' representatives. Students were agreed with the decision made by the committee and issues were resolved.

Report of the Grievances received through College Website during the year 2018-2019

Following are some of the grievances received from the students through the online mechanism

Grievance type	Details	date
Academic issues	Examination related	24/09/2018
	Examination related	3/10/2018
	Examination related	12/12/2018
General issues	Hostel related	20/07/2018
	Infrastructural facilities	19/12/2018

Decisions and actions


Concerns regarding examination-related issues, the GRC coordinator informed the matters to the office of the Controller of Examinations and resolved all grievances of the students. Other issues are informed to the concerned authorities.

Report of the Grievance Redressal Cell Committee held during the year 2020-2021

1. Report of the Grievance received on 11-11-2020

Grievance List

One of the BCOM-A students in the 2018-2021 batch seemed to have difficulty submitting the payment receipt for the examination fee through the MCKA software. It was raised through the Online Grievance mechanism available in the MCKA software. The in-charge of GRC reported it to the account section of the college, which resolved the issue within two days. The document includes a copy of the report, as shown below

	MARIAN COLLEGE KUTTIKANAM <small>ALTERNATIVE</small> <small>MAKING COMPLETE</small>
ICC/Grievance List	
1)	Name : DELLA MARIA JOSE Class : BCOM-A 2018-2021 -S6 Admn.No : 5216
Subject : Unable to Pay Exam Fee	
Description : I tried to pay my Exam Fee today But site is saying to pay semester fee 5000 which I already paid on 17/07/2020 to South Indian Bank account vide Tx.No UA0289444456 Please advise.	
Posted On: 2020-11-11	
Replies :	
1 Dear Della, I will inform this matter to the college office and get back to you	
Replied By : Lummy Joseph Replied on 2020-11-13	