

Minutes of the meeting held on 07.12.23.

The meeting was held in the conference room at 1 pm. The grievance boxes were opened prior to meeting and the complaints were compiled for discussion.

### Agenda

1. To discuss the grievances from the students
2. Action taken report for grievances
3. Modes of collecting grievance and implementing the corrections

### Discussion.





The grievances collected from the boxes were sorted in 14 different heads and was taken for discussion. The grievances were mainly related to g pay faculty, change in uniform pattern, canteen and hostel, college timing and exam timetable, sick room and counselling, Wifi facility and water coolers, naphkin vending machine and toilets and utilization of space.

### Decisions.

1. Necessary action will be taken by concerned departments.
2. New uniform patterns will be studied
3. Canteen staff was changed for better service.
4. Concerned authorities will be informed to rectify the problems.

Meeting ended by 2 pm.

### Members present

- |                           |   |                    |   |
|---------------------------|---|--------------------|---|
| 1) Prof. Dr. Milton Franz |  | 3) Dr. Brajendra   |  |
| 2) Dr. Sr. Stella         |  | 4) Dr. Linda Isaac |   |

Minutes of meeting held on 08.02.24.

The meeting was held in the principal's chamber on 08<sup>th</sup> of February 2024, at 2:30 pm. This was the second meeting of the cell.

### Agenda

- 1) To discuss the follow up with regard to previous meeting
- 2) To discuss about any changes to be implemented during next academic year.

### Discussion

The grievance portal in the website need updation for timely access of the grievances registered. The action taken by the institution on discussion during last meeting were discussed and analysed.

### Decisions

- \* Decided to update grievance portal and mode of collection of grievances.
- \* Student representatives and college union representatives can be utilized to collect grievances.
- \* Decided to inform the concerned authorities to rectify the problems identified.

### Members Present

- 1) Prof. Dr. Hilro Franz
- 2) Dr. So Stella
- 3) Dr. Anu Anto
- 4) Dr. Linda Louis

*[Handwritten signatures in blue ink]*