

Meeting Minutes : Grievance Cell 2022-23

27th October 2022

28th October 2022

30th October 2022

31st October 2022

1st November 2022

2nd November 2022

Introduction
members
year anniversary
positive academic achievement
Grievance Cell Awareness programme 2022

Meeting Minutes : Grievance cell

Sree Sankasa Vidyaapeetham College 2022-23

Meeting : 1

Date: 9/6/2022

Location: Principal's chamber

Time: 1.30 p.m.

Attendees

1. Dr. Sheena Kaimal (Principal Incharge) Chairperson ✓ SKN
2. Dr. Praveen K.R. PKR
3. Sri. Viswan M.G. VMG
4. Smt. Poojima M.P. MP
5. Smt. Sashya N.S. SN
6. Sri. Anup Jain M.J. AMJ
7. Sri. Sajith Soman A. SSA
8. Dr. Chandrika V.N. CVN

Agenda

1. Introduction of Grievance Cell and Objectives for the Academic year.
2. Launch of Grievance Cell Awareness programme
3. Coordination of Promotional Materials and Interactive Sessions.

Minutes

The meeting commenced with a welcome and introduction of all attendees. The Grievance cell members discussed the objectives for the academic year, emphasizing the importance of fostering a positive academic environment. The launch of the Grievance Cell Awareness programme was

unanimously approved, with members volunteering to coordinate promotional materials and conduct interactive sessions.

Detailed Plans for the awareness programme were discussed, including the creation of informative materials and scheduling of interactive sessions. The meeting concluded with a commitment from all members to actively participate in the initiative and ensure its success.

minutes prepared by, Dr. Chandrika V.N. CD

Approved by, Dr. Sheena Kaimal N. SKN

Action Taken Report - First Meeting of Academic Year 2022

Date:

Action Items:

Co-ordinate the Grievance Cell Awareness programme for the Academic Year 2022

Develop promotional materials to inform students and faculty about the Grievance Cell's role and function.

Conduct interactive sessions to clarify the Grievance Cell's role and address any queries.

Ensure timely execution of the awareness programme.

Status

- * The Grievance Cell Awareness programme has initiated with designated members taking responsibility for coordination.
- * Promotional materials including posters and informational brochures, are under development to address queries and provide clarifications.
- * The Awareness programme is on track for timely execution, with all members committed to ensuring its success.

Next Steps:

Monitor the progress of the awareness programme and address any challenges that may arise. Provide regular updates on the status of action items during subsequent Grievance Cell meetings.

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Meeting Minutes - Second meeting
Grievance Cell Review and Future Plan
meeting 2

Time : 10.30 A.M.

Date : 14/09/23
Location : Principal's Chamber

Attendees

1. Dr. Sheena Kaimal - N (principal incharge) SKN
Chair person
2. Dr. Praveen K.R. PKR
3. Dr. Viswan M.G.
4. Smt. Poojnima M.P. VP
5. Smt. Sandhya SD
6. Sri. Anup Jain AJ
7. Sri. Sajith Soman SS
8. Dr. Chandrika V.N., Convenor CVN

Agenda

1. Comprehensive Review of Grievance Cell Activities in Academic year 2022.
2. Recognition of Successes and Addressing Challenges.
3. Formulation of Strategies for continuous improvement.
4. Discussion of Future Plans, including Campus cleaning, waste management and Water purifier Repairing.

minutes:

The meeting commenced with a review of Grievance Cell activities for the academic year 2022.

Successes, including the timely resolution of grievances and positive feedback, were acknowledged.

Challenges, such as communication barriers, were discussed and strategies for continuous improvement were formulated.

Future Plans, including initiatives related to campus cleaning, waste management, and water purifier repairs, were presented and unanimously approved.

A commitment to enhancing communication channels and implementing feedback mechanism was reaffirmed.

The meeting concluded with a positive outlook for the Grievance Cell's role in the upcoming academic years.

minutes prepared by

Dr. Chandrika V. N. CLW

Approved by

Dr. Sheena Kainal V. SKN

Action Taken Report - Second meeting:

Grievance Cell Review and Future Plan

Action Items:

- * Implement strategies for continuous improvement in grievance resolution.
- * Address communication barriers to enhance the efficiency of Grievance cell operations.
- * Initiate campus cleaning and waste management initiatives.
- * Implement a routine maintenance schedule for water purifiers and address identified issues promptly.

Status:

Strategies for continuous improvement have been discussed and are being implemented with members actively addressing communication barriers.

Campus cleaning and waste management initiatives are underway with a designated team responsible for implementing and monitoring the progress.

A comprehensive plan for routine maintenance of water purifiers has been established, and identified issues are being promptly addressed.

Next Steps :

Monitor the implementation of Campus Cleaning waste management, and water purifier maintenance initiatives.

Continue to address communication barriers and assess the effectiveness of implemented strategies.

Provide regular updates on the progress of action items during subsequent grievance cell meetings.

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Meeting Minutes : Grievance Cell

2021-22

Meeting Minutes: Grievance cell - Sree Sankara Vidyaapeetham College

2021-22

Meeting 1

Date: 14/06/23

Location: Principal's Chamber

Attendees

1. Dr. Padma P (principal) chairperson
2. Dr. Praveen K R
3. Sri. Viswan M.G
4. Smt. Poornima - M.P T/P
5. Sri. K.V Neelakandan
6. Sri. Anup Jain - M-J
7. Dr. Chandrika V.N, convener

Agenda

Overview of Grievance Cell Activities

Planning of Interactive Sessions

Discussion on Grievance cell awareness programme

Feedback from students and faculty.

minutes

Overview of Grievance cell Activities:

The meeting began with a comprehensive overview of the Grievance cell's activities during the 2021-22 Academic year, highlighting successful initiatives and achievements.

Discussion on Planning of Interactive Sessions

Strategies were outlined for planning interactive sessions to clarify the Grievance cell's role, fostering greater understanding among the college community.

Discussion on Grievance Cell Awareness Programme

The effectiveness of the Grievance cell Awareness programme was discussed, with positive feedback noted regarding increased awareness among students and faculty.

Feedback from students and faculty

Attendance shared feedback received from students and faculty, indicating a positive response to the Grievance cell's initiative and a heightened understanding of its role.

Action Items:

Orientation and awareness classes for first year undergraduate and post graduate students were conducted within the week following the completion of their admission.

meeting prepared by. Dr. Chandrika v.n ^{clw}

meeting approved by. Dr. A Padma ^{psp}



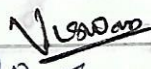

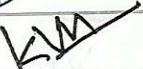

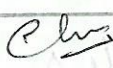
Meeting: 2

Date: 11/10/23

Location: Principal's chamber

Time 10:30 AM

Attendees:

1. Dr. Padma P (Principal) Chairperson 
2. Dr. Praveen K. R. 
3. Sri. Viswan M. O. 
4. Smt. Poojima M. P. 
5. Sri. K. V. Neelakandhan 
6. Sri. Anup Jain 
7. Dr. Chandrika V. N., convenor. 

Agenda

1. Review of Received Grievances.
2. Discussion on immediate Action steps.
3. Review of Grievance cell Activities
4. Recognition of Successes and Challenges
5. Future plans and Developments.
6. Feedback mechanism and communication channels.

minutesReview of Received Grievances

Grievances received by the Grievance cell were reviewed, including concerns related to water purifier, cleaning, campus cleaning post COVID-19 and Infrastructural developments.

Discussion on Immediate Action Steps:

Participants discussed and decided on immediate action steps to address the identified grievances, including the initiation of a thorough cleaning protocol

and planning for Infrastructural enhancements within Seven days.

Review of Grievance Cell Activities

A comprehensive review of Grievance Cell Activities took place highlighting successes such as the timely resolution of Grievances and positive feedback from students.

Recognition of Successes and Challenges

Attendees recognized the successes achieved during the academic year and identified challenges laying the foundation for strategies for continuous improvement.

Future plans and Developments

Discussion centered around future plans including infrastructural developments and further 'refining' grievance resolution process. The need for ongoing awareness programmes was emphasized.

Feedback Mechanisms and communication Channels

Strategies were discussed for establishing effective feedback mechanism and enhancing communication channels to maintain transparency and improve the Grievance Cell's responsiveness.

meeting prepared by: Dr Chandrika.V.N

Meeting Approved by: Dr. Padma - P.

Action Taken Report

Review of Received Grievance

Grievances presented to the Grievance Cell underwent a meticulous review, encompassing a range of concerns raised by the Student body. The following key areas were scrutinized:

Water Purifier Cleaning

Immediate action was initiated by conducting thorough inspections and implementing maintenance protocols for all water purifiers across the campus. Any identified issues were promptly rectified, ensuring continuous and efficient functioning. A routine maintenance schedule was established to uphold the improved standards.

Campus Cleaning Post-COVID-19

A comprehensive assessment of post-COVID-19 campus sanitation was conducted. A dedicated cleaning and maintenance team was deployed to address concerns and maintain the campus at the highest standards of cleanliness. This initiative aimed to create a safe and hygienic environment for the student community.

Infrastructural Developments:

Initiatives were undertaken to enhance infrastructural facilities, addressing concerns related to seating arrangements, lighting,

ventilation, and other aspects contributing to a conducive learning space. Continuous monitoring and periodic assessments were planned to ensure sustained improvement in the overall classroom infrastructure.

The Grievance cell remains committed to addressing grievances promptly and comprehensively with a focus on sustained improvements and creating an optimal learning environment for all students. Regular reviews and adaptability to emerging concerns will continue to guide our actions in fostering a supportive and responsive institution.

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Meeting Minutes : Grievance Cell

2020 - 21

Meeting-1

Date : 15/06/2020

Location : Principal's Chamber.

Attendees

1. Dr. Padma P, Principal (Chairperson) *PP*
2. Dr. Praveen K.R. *PKR*
3. Sri. Viswan MG *Viswan*
4. Smt. Pooxima MP *MP*
5. Sri. K.V. Neelakandan (Supdt) *KV*
6. Sri. Anup Jain MJ *AJ*
7. Dr. Chandrika V.N (Co-convenor) *CVN*

Agenda

- Overview of Grievance Cell Activities
- Discussion on Grievance Cell Awareness Program
- Feedback from students and faculty.
- Coordination of Promotional Materials.
- Planning of interactive sessions.

Minutes :

Overview of Grievance Cell Activities :

The meeting began with a comprehensive overview of the Grievance Cell's activities during the academic year 2021-22, highlighting successful initiatives and achievements.

Discussion on Grievance Cell Awareness Programs.
The effectiveness of the Grievance cell

Awareness program was discussed with positive feedback noted regarding increased awareness among students and faculty.

Feedback from students and faculty:
Attendees shared feedback received from students and faculty, indicating a positive response to the Grievance Cell's initiatives and a heightened understanding of its role.

Coordination of Promotional Materials:

Plans were discussed for coordinating the creation of promotional materials to further enhance awareness about the Grievance cell and its functions.

Planning of Interactive Sessions:

Strategies were outlined for planning interactive sessions to clarify the Grievance Cell's role, fostering greater understanding among the college community.

Action Items:

Orientations and awareness classes for 1st year under graduate and post graduate students were conducted within the week following the completion of their admission.

Meeting 2

Date: 7/10/2020

Location: Principal's Chamber

Time: 10.30 AM

Attendees:

1. Dr. Padma P., Principal (Chairperson) *PP*
2. Dr. Praveen K.R. *PKR*
3. Sri. Viswan MGR *Viswan*
4. Smt. Poojnima MP *MP*
5. Sri. K.V. Neelankandan, Supdt. *KVM*
6. Sri. Anup Jain MJ *3 MJ*
7. Dr. Chandrika V.N. (Convenor) *Chn*

Agenda:

1. Review of Received Grievances
2. Discussion on Immediate Action Steps
3. Review of Grievance Cell Activities
4. Recognition of Successes and Challenges
5. Future Plans and Developments.
6. Feedback Mechanism and communication Channels.

Minutes

Review of Received Grievances:

Grievances received by the Grievance Cell were reviewed including concerns related to water purifiers, Cleaning Campus, Cleaning Post COVID-19 and Infrastructural

developments.

Discussion on Immediate Action Steps :

Participants discussed and decided on immediate action steps to address the identified grievances including the initiation of a thorough cleaning protocol assessment of post COVID-19 campus sanitation and planning for infrastructural enhancements' within Seven days.

Review of Grievance Cell Activities :

A comprehensive review of Grievance Cell activities took place, highlighting successes such as the timely resolution of grievances and positive feedback from students.

Recognition of Successes and Challenges

Attendees recognized the successes achieved during the academic year and identified challenges, laying the foundation for strategies for continuous improvement.

Future Plans and Developments

Discussion centered around future plans, including infrastructural developments and further refining grievance resolution processes. The need for ongoing awareness programme was emphasized.

Feedback Mechanism and Communication Channels

Strategies were discussed for establishing effective feedback mechanism and enhancing communication channels to maintain transparency and improve the grievance cell responsiveness.

minutes prepared by, Dr: Chandrika V.N

minutes Approved by: Dr. Padma. P.

Grievances : Action Taken Report

The primary concern voiced by students pertains to difficulties with their internet connectivity during online classes. In response to these challenges, the Grievance cell convened virtually and determined a course of action. Recognizing the constraints posed by the ongoing pandemic, the cell advised students facing network issues to utilize resources such as public libraries or collaborate with neighboring peer groups during class time, as an immediate resolution was not feasible.

In an effort to further alleviate the situation, the duration of online classes was reduced to accommodate the challenges faced by students dealing with internet connectivity issues.

Subsequently additional grievances were raised by students who lacked smart phones to participate in online classes. Addressing this concern, the Grievance cell sought assistance from the Alumni and staff, successfully managing to distribute a few smartphones to students in need. This initiative aims to bridge the digital divide and ensure that all students have the necessary tools to engage effectively in online learning.

The Grievance cell remains dedicated to addressing challenges promptly, leveraging available resources and collaborating with various stakeholders to provide practical solutions to students' concerns during these unprecedented times. Regular monitoring and adaptability to emerging issues will continue to be priorities in the ongoing efforts to support students in their academic pursuits.

Meeting Minutes: Grievance Cell -

Bree Sankasa Vidyaapeetom College

2019-20

Meeting Minutes: Grievance Cell - Sree Sankara Vidyapeetom College 2019-20

Meeting 1

Date: 18.06.2019

Location: Principal's Chamber

Attendees:

1. Dr. Padma P, principal (chairperson) *PP*
2. Sri. Praveen K.R. *PKR*
3. Prof. Viswan M.G. *Viswan*
4. Prof. Poornima M.V. *PMV*
5. Sri. K.V Neelakandhan *KVN*
6. Prof Chandrika V.N (convenor)

Agenda:

- Overview of grievance cell
- Discussion on Grievance Cell Awareness program
- Feedback from students and faculty.
- Coordination of Promotional Materials.
- Planning of Interactive Sessions.

Minutes:

Overview of Grievance Cell Activities:

The meeting began with a comprehensive overview of the Grievance Cell's activities during the academic year 2021-22, highlighting successful initiatives and achievements.

Discussion on Grievance Cell Awareness Program:

The effectiveness of the Grievance Cell Awareness program was discussed with positive feedback noted regarding increased awareness among

students and faculty.

Feedback from Students and Faculty:

Attendees shared feedback received from students and faculty, indicating a positive response to the Guidance Cell's initiatives and a heightened understanding of its role.

Coordination of Promotional Materials:

Plans were discussed for coordinating the creation of promotional materials to further enhance awareness about the Guidance Cell's and its functions.

Planning of interactive sessions:

Strategies were outlined for planning interactive sessions to clarify the Guidance Cell's role fostering greater understanding among the college community.

Action Items:

Orientalion and awareness classes for first-year undergraduate and post graduate students were conducted within the weeks following the completion of their admission.

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Meeting 2.

Date: 13/08/2019

Location: Principal's Chamber

Time: 10:30 AM

Attendees:

Dr. Padma P (Principal) - Chairperson. *PP*

Sri. Praveen K.R. *PKR*

Prof. Viswan M.G. *Viswan*

Prof. Poornima M.P. *MP*

Sri. K.V. Neelakandan (supdt) *KV*

Prof. Chandrika V.N. (convenor) *CV*

Agenda:

- Review of received Grievances
- Discussion on immediate action steps
- Review of Grievance cell activities.
- Recognition of Successes and Challenges.
- Future plans and developments.
- Feedback mechanisms and communication channels.

Minutes:

Review of received grievances:
Grievances received by the Grievance cell were reviewed, including concerns related to infrastructural developments in the campus.

Discussion on Immediate Action Steps:
Participants discussed and decided on immediate action steps to address the identified grievances.

Review of grievance cell activities:

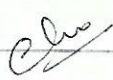
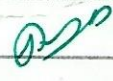
A comprehensive review of Grievance Cell activities took place, highlighting successes such as the timely resolution of grievances and positive feedback from students.

Future plans and Developments:

Discussion centred around future plans, including infrastructural developments and further refining grievance resolution processes. The need for ongoing awareness program was emphasized.

Feedback Mechanisms and communication channels:

Strategies were discussed for establishing effective feedback mechanisms and enhancing communication channels to maintain transparency and improve the Grievance Cell's responsiveness.

Meeting Minutes Prepared by: 
 : Prof. Chandrika V.N.
 Approved by: Dr. Padma P. 

Grievances - Action Taken Report

The Grievance Cell successfully achieved the timely resolution of grievances, specifically addressing concerns related to infrastructural facilities, which encompassed enhancements to water purifiers and improvements in classroom infrastructure.

Water Purifier Enhancement:

Immediate actions were taken with the initiation of thorough inspections and maintenance protocols for all water purifiers situated across the campus. Issues identified were swiftly rectified, and a routine maintenance schedule was established to guarantee the ongoing and efficient functioning of water purifiers. This initiative aimed at providing a consistent and high-quality water supply to the student community.

Classroom Infrastructural Development:

Dedicated initiatives were implemented to enhance classroom infrastructural facilities. This included comprehensive repairs and upgrades to seating arrangements, lighting, ventilation, and other elements contributing to a conducive learning space. The focus was on creating an environment that promotes effective learning and student comfort.

To ensure the sustained enhancement of these facilities, continuous monitoring and periodic assessments were planned. These measures are

designed to uphold the improved standards of assessments were planned. These measures are designed to uphold the improved standards of both water purifier services and overall classroom infrastructure. The Grievance Cell remains committed to ongoing efforts, adapting to emerging needs and feedback, in order to maintain an optimal and supportive environment for all students.

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Meeting Minutes : Grievance Cell - Sree Sankara Vidyapeetham college (2018-19)

Meeting 1

Date: 25.06.2018

Location: Principal's chamber

Attendance

1. Dr. P. Padma, Principal (chairperson) *PP*
2. Dr. P.N. Harisharma *H*
3. Sri. Praveen K.R. *PKR*
4. Sri. K.V. Neelakandhar *KV*
5. Smt. Thanuja Devi P.K. (convenor) *Thanuja*

Agenda

1. Overview of Grievance Cell Activities
2. Discussion on Grievance Cell Awareness Programme
3. Feedback from Students and Faculty
4. Co-ordination of Promotional Materials
5. Planning of Interactive Sessions.

Minutes:

Overview of Grievance Cell Activities:

The meeting began with a comprehensive overview of the Grievance Cell's activities during the 2018-2019 academic year, highlighting successful initiatives and achievements.

Discussion on Grievance Cell awareness Programme:

The effectiveness of the Grievance Cell awareness Programme was discussed, with positive

Feedback from Students and Faculty :

Attendees shared feedback received from students and faculty, indicating a positive response to the Grievance Cell's initiatives and a heightened understanding of its role.

Co-ordination of Promotional Materials :

Plans were discussed for co-ordinating the creation of promotional materials to further enhance awareness about the Grievance Cell and its function.

Planning of Interactive Sessions :

Strategies were outlined for planning interactive sessions to clarify the Grievance Cell role, fostering greater understanding among the college community.

Action Items:

Orientation and awareness classes for first-year undergraduate and postgraduate students were conducted within the week following the completion of their admission.

meeting prepared by : Smt. Phanooja Devi P

meeting approved by :

Dr. P. Padma

Meeting 2

Date : 13.12.18, 10.30 A.M

Location : Principal's Chamber

Attendees :

1. Dr. P Padma, Principal (Chairperson) *PP*
2. Dr. P.N. Harishaema *HN*
3. Sri. Praveen K.R.
4. Sri. K.V. Neelakandhan *KV*
5. Smt. Thanooja Devi PK (convenor) *TD*

Agenda

1. Review of Received Grievances
2. Discussion on Immediate Action Steps.
3. Review of Grievance Cell Activities
4. Recognition of Successes and Challenges
5. Future Plans and Developments
6. Feedback Mechanisms and communication channels

minutes:

Review of Received Grievances:

Grievances received by the Grievance cell were reviewed, including concerns related to infrastructural developments in the campus.

Discussion on Immediate Action Steps:

Participants discussed and decided on immediate action steps to address the identified grievances.

Review of Grievance Cell Activities:

A comprehensive review of Grievance cell activities took place highlighting successes such as the timely resolution of grievances and positive feedback from students.

Future Plans and Development:

Discussion centered around future plans, including infrastructural developments and further refining grievance resolution processes. The need for ongoing awareness programmes was emphasized.

Feedback Mechanisms and Communication Channels:

Strategies were discussed for establishing effective feedback mechanism and enhancing communication channels to maintain transparency and improve the Grievance cell's responsiveness.

meeting minutes prepared by: Smt. Thanooja Devi P.K.

Approved by: Dr. P. Padma

Infrastructural Facilities Grievance - Action Taken Report

The Students have raised significant concerns regarding the infrastructural facilities particularly focusing on the deficiencies in the water purifier and classroom amenities. In response to these valid concerns, the Grievance cell conducted a comprehensive review and promptly implemented measures to address the issue raised.

Water Purifier Enhancement :

The Grievance cell initiated an immediate inspection and maintenance protocol for all water purifiers situated across the campus. Any identified issues were swiftly rectified, and a routine maintenance schedule was established to ensure the continuous and efficient functioning of water purifiers. This proactive approach aims to provide clean and safe drinking water to all students, contributing to their overall well-being.

Classroom Infrastructure Improvement :

Acknowledging the vital role of conducive learning environments, the Grievance cell has taken activities to enhance classroom infrastructural facilities. This involves not only addressing immediate concerns but also

ventilation and other factors influencing a conducive and comfortable learning space have been prioritized. The goal is to create an academic environment that supports effective learning and students well being.

Challenges and Improvements:

While addressing these infrastructural concerns, the Grievance Cell encountered challenges that underscore the importance of sustained efforts. These challenges include the need to ensure that the implemented improvements are sustained over time. The Grievance Cell is committed to overcoming these challenges through continuous vigilance and collaboration with students, faculty and administrative bodies.

The aim of these initiatives is to provide students with a well-equipped and supportive academic environment conducive to effective learning. The Grievance Cell will continue its commitment to addressing grievances promptly, fostering a culture of improvement, and ensuring the sustained enhancement of both water purifier services and overall classroom infrastructure.

Regular feedback mechanism and open communication channels will be maintained to address any emerging concerns and ensure the ongoing success of these improvements.