

LOURDES MATHA COLLEGE OF SCIENCE  
TECHNOLOGY

Lourdes Hills, Kuttichal P.O,

Thiruvananthapuram, Kerala – 695 574

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## STUDENTS GRIEVANCE AND APPEAL COMMITTEE

### MINUTES OF MEETING

Students Grievance and Appeal Committee conducted a meeting with the members and student representatives of various departments at EEE Hod's chamber on 1/10/2019. The meeting commenced at 3:00 pm.

#### Agenda

1. Review of previous minutes
2. Grievances from all departments
3. Any other matters

The following are the points discussed in the meeting.

- MCA students complained that the workbook issued to them is very expensive. The matter shall be discussed with the principal.
- S5 Mechanical students complained that two tube lights and one fan of their class room are not working. Grievance committee recommended to form a committee to monitor and to conduct routine maintenance of electrical installation at the beginning and end of each semester.
- All student representatives complained that the new series exam system is inconvenient for them. They requested to change the system to old one so that they can concentrate on one subject per day. This matter has to be forwarded to college council for further deliberation.
- It has been informed by the mechanical students that the dining hall of mechanical is not opened to them from this semester. The committee decided to discuss the matter with HOD of mechanical engineering dept.

- Following are the complaints received from MBA students
  - a. It has been informed that announcement and bell system causes confusion among the students as their timings are entirely different from B.Tech. The matter has to be discussed with the college council.
  - b. Also they requested to provide them with a proper first aid box and complained that most of the medicines which they took from mechanical workshop were outdated, the above matter has to be forwarded to college council for further deliberation.
  - c. B.Tech students who are using MBA classrooms during series exams and Lab are creating lot of disturbance during their class hours. Matter has to be brought to the notice of college council.



Chairperson

Copy to:

Principal

All members

Jay S (Dr)  
14/10/19  
(Dr. Jayasudha J-S)



PRINCIPAL  
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## ACTION TAKEN REPORT

Discussion on the Grievance Cell Meeting conducted on 1-10-2019	
Poi	Action Taken
1 MCA students complained that the workbook issued to them are very expensive	The work book exercises are part of excellent coaching to students to perform well in University exams. Considering the advantages, all members felt that the practice of work book is very essential and therefore council decided to continue the practice of workbook in future also. The cost was also assessed and found to be reasonable.
2 SS Mechanical students complained that two tube lights and one fan of their class room are not working.	Council suggested to give written requirements by respective HoDs to Principal regarding any complaint in the electrical installation maintenance.
3 All student representatives complained that the new series exam system is inconvenient for them. They requested to change the system to old practice (one exam per day) so that they can concentrate on one subject per day.	<b>Conduct of the series-1 (FN and AN) was as per KTU guideline.</b> However, considering students' requests from all departments, Council decided to change mode of conduct of series exam to old practice (one exam per day and regular classes after that). Each exam will be for 2 hours duration for 50 marks.
4 It has been informed by the mechanical students that the dining hall of mechanical is not opened to them from this semester.	Discussed the matter with the HoD of mechanical engineering and decided that it can be made open only during lunch interval by the concerned cleaning staff. This has to be monitored by Mechanical department HoD to ensure that it is not misused.
5a It has been informed that announcement and bell system	The problem has been rectified in all classrooms of MBA department while

5.b

5



	causes confusion among the students of MBA Dept. as their timings are different from others.	retaining the announcement system in the MBA faculty room.
5.b	All HoDs requested to provide them with a proper first aid box and complained that most of the medicines which they took from mechanical workshop were outdated	It is decided that first aid box must be kept exclusively for mechanical workshop and electrical machines lab. For all other departments it has been decided to have at least one first aid box in each block. It is the sole responsibility of HoD of each department to verify the expiry date of each items in the first aid box and ensure the availability in their zone.
5.c	B.Tech students who are using Exam halls in MBA block during series exams and Lab are creating lot of disturbance during their class hours	All HoDs are requested to advise their students to have good conduct and maintain utmost discipline in general and while attending classes in other blocks in particular.

*M. Srinivasulu*

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