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CIRCULAR

25th June, 2020

Dear members,

Kindly attend Online meeting via Google meet of Grievance Redressal $\,$ Committee on 26^{th} June $\,$ 2020 at 12.00 pm.

Agenda: Hindi online classes not conducted during lockdown

Principal
Maharani Lakshmi Ammanni College
for Women, Autonomous
Science Post, Bangalore - 560 012.

Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	26-06-2020
Members	Principal Dr. Sushama Bavle
Present	Vice Principal Dr. Shashikala A IQAC Co-ordinator Prof. Sharmistha Dutta Dr. Althaf Pasha and Hindi students
Grievance Reported	Hindi online classes not conducted during lockdown
Venue / Mode	Online via google meet
Time	12.00 pm

Discussions:

Background: The college has shifted to an online mode of teaching learning following the lockdown announced by the government due to the Covid-19 pandemic. While the students and teachers are still adjusting to the new mode of teaching-learning, there have been complaints from the Undergraduate students that the hindi classes have not happened in the online mode at all. This has led to a lot of syllabi pending completion.

Grievance Reported By: Undergraduate students of all streams

Grievance Reported On: Reported to the principal and the class teachers during online classes

Redressal Mechanism: The committee members tried reaching out to Mr. Althaf Pasha- Head of the Department- Hindi. According to Mr. Pasha, due to the sudden implementation of lockdown, he is forced to remain in his hometown with no access to online teaching tools. The committee after holding several phone conversations, requested Sir to share the study material.



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Action Taken: The study material was collected and shared to the students by the Principal and IQAC Co-Ordinator. Mr. Pasha was asked to resume classes at the earliest.



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CIRCULAR

7th July, 2020

Dear members,

Kindly attend Online meeting via Google meet of Grievance Redressal Committee on 8th July 2020 at 11.00 a.m.

Agenda: Damaged Washrooms

Maharani Lakshmi Ammanni College for Women, Autonomous Science Post, Bangalore - 560 012.

Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	08-07-2020
Members	Dr. Sushama Bavle Principal and Coordinator
Present	Prof. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Vice-Principal
	Mrs. Amsaveni, Member, Dept of Library
	Mrs. Mercy Vinod, Member, Dept of Psychology
Grievance	Damaged Washrooms
Reported	
Venue / Mode	Online mode
Time	11.00 am

Discussions:

Background: The washrooms of first and second floor are in severe need of repairs. Students have met with the class teachers and informed the same. It is reported that some of the flush tanks are damaged and leaking. The taps need repairs and sanitary napkin vending machines are not in a working condition.

Grievance reported by: Students of BSc and B.com

Grievance reported on: Reported by students to the class teachers.

Redressal Mechanism: Principal and committee members inspected the washroom for damages and agreed that it is in need of repairs. The plumbing of the washrooms needed repairs. Infrastructure maintenance team was called for a meeting to address the same.



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Action Taken: Infrastructure maintenance committee was informed to ensure the flush tanks, taps and sanitary napkin vending machines were repaired and in a working condition again.



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CIRCULAR

22th July, 2020

Dear members,

Kindly attend Online meeting via Google meet of Grievance Redressal Committee on 23th July 2020 at 11.00 a.m.

Agenda: Requesting for Offline classes by final year students

Principal
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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	23-07-2020
Members	Dr. Sushama Bavle Principal and Coordinator
Present	Prof. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Vice-Principal
	Mrs. Amsaveni, Member, Dept of Library
	Mrs. Mercy Vinod, Member, Dept of Psychology
Grievance	Requesting for offline exams
Reported	
Venue / Mode	Online via Google meet
Time	11.00 am

Discussions:

Background: The final examination of the II, IV and VI semesters of the current academic year (2019-20) has been delayed. The II & IV semester exams have been cancelled as per the instructions from the Government. The exams for VI semester students are to be held in the Online mode due to the Covid-19 pandemic. The students have however requested for offline exams to be conducted.

Grievance reported by: Final year students

Grievance reported on: During online classes

Redressal Mechanism: The committee discussed the issues of the students and agreed that the Offline exams cannot happen with the present pandemic situation and decided to go ahead with the online mode of examination for final year students.



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Action Taken: Following the Govt. Order, intermediate exams were cancelled. Since it would be a great risk to the health and well-being of all the stake holders, the final year exam would be conducted in the online mode. Students were informed about the same.



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CIRCULAR

3rd Aug, 2020

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 4th Aug, 2020 at 11.00 a.m. in Principal chamber.

Agenda: cleanliness to be maintained in washrooms

Principal
Maharani Lakshmi Ammanni College
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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	04-08-2020
Members	Dr. Sushama Bavle Principal and Coordinator
Present	Prof. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Vice-Principal
	Mrs. Mercy Vinod, Member, Dept of Psychology
Grievance Reported	Cleanliness to be maintained in washrooms
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Students compliant about the cleanliness in the washrooms during the class hours, they informed that the washrooms would stink and were not cleaned regularly by the maintaining staff.

Grievance reported by: Students

Grievance reported on: Reported to the class teachers by students

Redressal Mechanism: A team was sent to inspect the washrooms and was found that the washrooms were not maintained properly. A meeting was called with the maintenance team.

Action Taken: The maintenance team was strictly instructed to regularly clean the washrooms and to maintain hygienic conditions



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CIRCULAR

7th Oct, 2020

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 8th Oct, 2020 at 11.00 a.m. in Principal chamber.

Agenda: Severe damages rendering the washrooms unusable.

Maharani Lakshmi Ammanni College for Women, Autonomous Science Post, Bangalore - 560 012.

Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	08-10-2020
Members	Dr.Sushama Bavle Principal and Co-ordinator
Present	Dr. Shashikala A. Vice-Principal
	Dr. Nagalaxmi B N, Member, Dept of Chemistry
	Dr.Nanda Kulkarni , Member, Dept of Mathematics
	Mr. Laxman M D, Member, Dept of Physics
	Mr. Channappa , Member, Office staff
	Ms Nakshathra , Member, Office staff
Grievance	Severe damages rendering the washrooms unusable.
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: The Ground floor washroom has been damaged severely over the years, the students complained about broken tiles, commodes, and stinking of washrooms due to poor plumbing making all the washrooms unusable.

Grievance reported by: Several students

Grievance reported on: Reported to mentors and class teachers.

Redressal Mechanism: The committee inspected the ground floor washrooms and found the same. They proposed for a full renovation of the ground floor washroom

Action Taken: Renovation of the ground floor washroom has been proposed.



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CIRCULAR

13th Oct, 2020

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 14th Oct, 2020 at 11.00 a.m. in Principal chamber.

Agenda:

- 1. Partial treatment of students by Sociology teacher
- 2. Problems with the Sociology department

Principal
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Principal



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Minutes of Meeting of Grievance Redressal Cell

Date	14-10-2020
Members	Dr.Sushama Bavle, Principal and Co-ordinator
Present	Dr. Shashikala A. Vice-principal
	Dr. Nagalaxmi B N, Member, Dept of Chemistry
	Dr.Nanda Kulkarni , Member, Dept of Mathematics
	Mr. Laxman M D, Member, Dept of Physics
	Mr. Channappa, Member, Office staff
	Ms Nakshathra , Member, Office staff
Grievance	1. Partial treatment of students by Sociology teacher
Reported	2. Problems with the Sociology department
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background:

- 1. A BA student reported partial treatment of sociology teacher, Mrs. Saraswati, towards a set of students. The student also reported that she was penalized for being late due to her health condition, to an educational trip to Jalahalli Village. But, one of the students was allowed to accompany her boyfriend to the same trip. The student felt this treatment was partial and unfair.
- 2. Final year B.A students reported a few problems of the sociology department. They found that the sociology teacher is partial towards a few students, speaks informally with the students and is not punctual or organized. According to the complaint the teacher teaches poorly, does not communicate well and does not provide proper study material. She also forces students to involve in activities they are not interested in and threatens allotting low marks to the students.

Grievance Reported By: B.A students

Grievance Reported On: 12-10-2020

Redressal Mechanism: Since the problems reported by the students in both letters were too serious, the principal and the senior faculty, met with some of the B.A students again to confirm the authenticity of the complaint made. The committee members then discussed the problem at hand and held a meeting with sociology teacher

Action Taken: The teacher was informed about the conduct of a teacher and warned for her actions and was informed that if this situation repeats severe action will be taken against her. The students were explained the importance of taking part in activities of the department and the institution.



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CIRCULAR

26th Nov, 2020

Dear members,

A meeting of Grievance Redressal Committee have been scheduled on 27th Nov, 2020 at 11.00 a.m. in Principal chamber.

Agenda: Gents' washroom used by Public

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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	27-11-2020
Members	Dr. Shashikala A. Principal and Chairperson
Present	Dr. Nagalaxmi B N, Coordinator, Dept of Chemistry Dr. Nanda Kulkarni , Member, Dept of Mathematics Ms Nakshathra , Member, Office staff
Grievance Reported	Gents' washrooms used by Public.
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Gents' washroom is situated near the front gate of the college and general public usually walk-in to use the washroom which endangers the safety of students in the college.

Grievance reported by: Dr. Annadhanesh (Dept. of Kannada) and Dr. Abhinandan N (Dept. of Commerce)

Grievance reported on: HoD's meeting, 26-11-2020



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Action Taken: Extra security measures were taken on securing the safety on campus.



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CIRCULAR

1st Dec, 2020

Dear members,

A meeting of Grievance Redressal Committee have been scheduled on 2nd Dec, 2020 at 11.00 a.m. in Principal chamber.

Agenda: Drinking water filters not in good condition

Principal

Maharani Lakshmi Ammanni College for Women, Autonomous

Science Post, Bangalore - 560 012.

Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	02-12-2020
Members	Dr. Shashikala A. Principal and Chairperson
Present	Dr. Nagalaxmi B N, Coordinator, Dept of Chemistry
	Mr. Channappa, Member, Office staff
	Ms Nakshathra , Member, Office staff
Grievance Reported	Drinking water filters not in good condition
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Drinking water filters are installed on all floors of the campus, several students complained about the lack of cleanliness of the water filters and that the water had a foul taste and smell.

Grievance reported by: Students

Grievance reported on: 31-12-2020



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Redressal Mechanism: Committees went for an inspection and proposed that good quality water filters are to be installed and to be maintained regularly.

Action Taken: A proposal was made for installation of good quality water filters in the campus.

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CIRCULAR

26th Jan, 2021

Dear members,

Online meeting via Google Meet of Grievance Redressal Committee has been scheduled on 28th Jan, 2021 at 11.00 a.m.

Agenda: Requesting for Online examination

Principal

Maharani Lakshmi Ammanni College
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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	28-01-2021
Members	Dr. Shashikala A. Principal and Chairperson
Present	Dr. Nagalaxmi B N, Coordinator, Dept of Chemistry
	Dr.Nanda Kulkarni, Member, Dept of Mathematics
	Mr. Laxman M D, Member, Dept of Physics
	Mr. Channappa, Member, Office staff
	Ms Nakshathra, Member, Office staff
Grievance	Requesting for Online examination
Reported	
Venue / Mode	online via google meet
Time	11.00 am

Discussions:

Background:

Due to the covid-19 pandemic, the final examination of the II, IV and VI semesters of the current academic year (2019-20) has been delayed. As per the instructions from the Government, the II & IV semester exams have been canceled and the exams for VI semester students are to be held in the offline mode only. The students have however requested for offline exams to be conducted.



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Grievance reported by: Final Year Students

Grievance reported on: During online classes

Redressal Mechanism: Since we had to follow the Govt. Regulations regarding the Final Examination, the committee adhered to the same. The teachers were asked to be available offline in the college for the students to clear doubts.

Action Taken: Following the Govt. Orders examination for VI semester to be carried out in the Offline mode and II & IV semester examination were cancelled. The teachers were available offline for the students. The students were informed about the same



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CIRCULAR

7th May, 2021

Dear members,

Online meeting of Grievance Redressal Committee have been scheduled on 8th May, 2021 at 11.00 a.m..

Agenda: Request for revision classes

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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	08-05-2021
Members	Dr. Shashikala A. Principal and Chairperson
Present	Dr. Nagalaxmi B N, Coordinator, Dept of Chemistry Dr.Nanda Kulkarni , Member, Dept of Mathematics
	Mr. Laxman M D, Member, Dept of Physics
	Mr. Channappa, Member, Office staff
	Ms Nakshathra , Member, Office staff
Grievance Reported	Request for revision classes
Venue / Mode	Online via Google meet
Time	3.00 pm

Discussions:

Background: The college has shifted to an online mode of teaching learning following the lockdown announced by the government due to the Covid-19 pandemic. The final year exams are scheduled to be conducted in the offline mode. The students and parents have requested for revision classes to be conducted before their final offline examination.

Grievance Reported By: Final year UG students

Grievance Reported On: During Even semester PTM



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Redressal Mechanism: Committee members met with the Heads of the department and discussed the issue. It was decided to have 15 days revision classes for all final year students before the examination.

Action Taken: The time table committee was asked to make a timetable for 15-day revision classes for all the streams.



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CIRCULAR

11th Jul, 2021

Dear members,

A meeting of Grievance Redressal Committee have been scheduled on 11th Jul, 2021 at 11.00 a.m. in Principal chamber.

Agenda: Syllabus completion pending for foundation course- Contemporary India

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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	12- 07-2021
Members	Dr. Shashikala A. Principal and Chairperson
Present	Dr. Nagalaxmi B N, Coordinator, Dept of Chemistry
	Dr.Nanda Kulkarni , Member, Dept of Mathematics
	Mr. Channappa, Member, Office staff
	Ms Nakshathra, Member, Office staff
Grievance	Syllabus completion pending for foundation course- Contemporary
Reported	India
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Foundation course- Contemporary India (CI) is handled by the department of History. There has been a shortage of faculty in the history department and a part time faculty Mr. Mahesh is handling the classes. Students have reported that the syllabus is not complete.

Grievance Reported By: Second year students of B.Com and BCA

Grievance Reported On: Reported during online classes to the class teacher

Redressal Mechanism: The committee discussed the issue and met with Mr. Mahesh. Since, he is a part time faculty, the number of classes taken were less and the syllabus is pending completion. He was advised to take the classes on alternate hours and complete the syllabus. The committee also proposed appointment of new faculty.

Action Taken: Department faculty was advised to complete the portion at the earliest and action was taken towards appointment of new faculty.



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CIRCULAR

30th July, 2019

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 31st July 2019 at 11.00 am in Principal chamber.

Agenda: Changes in B.A timetable.

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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	31-07-2019
Members	Dr. Sushma Bavle Principal and Coordinator
Present	Ms. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Dept of Zoology
	Ms. Amsaveni, Member, Dept of Library
	Ms. Mercy Vinod, Member, Dept of Psychology
Grievance	B.A classes started late. Request to bring in changes in timetable.
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: B.A classes start from 11 am on all days of the week to accommodate the classes from different streams across the timetable. The students of B.A found it inconvenient to start classes by 11 am and requested to bring in some changes in the timetable such that their classes could start at an earlier hour (8:30 am).

Grievance Reported By: B.A students of HEP & HES Combinations

Grievance Reported On: 29-07-2019

Redressal Mechanism: The time table was reviewed and a meeting with time table committee was held to discuss and redress the issue.

Action Taken: Changes in time table were done to ensure classes for BA start early.



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CIRCULAR

6th August, 2019

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 7th August, 2019 at 11.00 am in Principal chamber.

Agenda: Bed Bugs infestations in Ground floor classrooms.

Maharani Lakshmi Ammanni College for Women, Autonomous Science Post, Bangalore - 560 012.

Principal





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Minutes of Meeting of Grievance Redressal Cell

Date	07-08-2019
Members	Dr. Sushma Bavle Principal and Coordinator
Present	Prof. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Dept of Zoology
	Ms. Mercy Vinod, Member, Dept of Psychology
Grievance Reported	Bed Bugs infestations in Ground floor classrooms
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Students from ground floor classrooms have been complaining about the Bed bugs infestation in most of the ground floor classrooms causing a lot of discomfort amongst the students, during the classes.

Grievance reported by: Students

Grievance reported on: 05-08-2019; during classes in ground floor

Redressal Mechanism: Principal and the team met with a lot of students and teachers having classes on the ground floor. It was proposed to the Infrastructure maintenance committee for a Pest control to be done in the college campus, especially in the ground floor.

Classes were suspended on 8^{th} and 10^{th} August, for fumigation of mLAC campus. They were compensated on 17^{th} and 24^{th} Aug 2019.

Action Taken: A pest control unit was called to address the issue.



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CIRCULAR

21st Sep, 2019

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 23rd Sept, 2019 at 3.00 pm in Principal chamber.

Agenda: Unhygienic conditions in the college canteen by students and faculty members.

Principal

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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	23-10-2019
Members	Internal Audit Team
Present	Prof. Manjula Shekhar, Department of Commerce
	Prof. Aruna H.K, Department of Zoology
	Dr. Manjula K, Department of Journalism
	Dr. Babitha B, Department of Biotechnology
Grievance	Unhygienic conditions in the college canteen
Reported	
Venue / Mode	Principal chamber
Time	3.00 pm

Discussions:

Background: The college canteen is run by an external party. Over a few weeks there have been complaints by students as well as faculty regarding the cleanliness and unhygienic conditions in the canteen. It was reported that the canteen is often kept dirty leading to a smelling, unhygienic environment which may not be safe for preparation and consumption of food.

Grievance Reported By: Students and faculty

Grievance Reported On: 20-10-2019

Redressal Mechanism: The committee members inspected the canteen and indeed found it to be unclean. The canteen handlers were made aware of the seriousness of this issue and were asked to clean the area immediately. They were also warned about the serious consequences if this condition were to continue.

Action Taken: The canteen handlers were asked to keep the canteen clean and senior faculty were to inspect the canteen periodically.

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CIRCULAR

7th Oct, 2019

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 8th Oct, 2019 at 11.00 pm in Principal chamber.

Agenda: Use of plastic in hot idli-making steamer.

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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	08-11-2019
Members	Dr. Sushama Bavle Principal and Coordinator
Present	Prof. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Dept of Zoology
	Ms. Amsaveni, Member, Dept of Library
	Ms. Mercy Vinod, Member, Dept of Psychology
Grievance	Use of plastic in hot idli-making steamer
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: The college canteen is run by an external party. The faculty have complained about use of plastic in the idli making steamer in the canteen. This plastic sheets used at high temperatures could cause leaching of plastic contaminants into the food.

Grievance Reported By: Dr. Nagalaxmi, Head of the Department, Chemistry.

Grievance Reported On: Reported to the principal on 03-11-2019

Redressal Mechanism: The committee members inspected the canteen and asked the canteen handlers to stop the usage of plastic sheets and substitute for eco-friendly cloth sheets.

Action Taken: Plastic use was stopped and senior faculty were to inspect the canteen periodically.

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CIRCULAR

11th Jan, 2020

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 13th Jan, 2020 at 11.00 pm in Board room.

Agenda: Bad quality food served in the canteen.

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Principal



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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	13-01-2020
Members	Dr.Sushama Bavle
Present	IQAC team and Internal Audit Team:
	Ms. Aruna H.K
	Dr. Babitha. B
	Dr. Sushil Kumar Middha
	Dr. Nagalaxmi B.N
	Prof Sharmistha Dutta
	Dr. Shashikala
	Dr. Renuka Shrihari
Grievance	Bad quality food served in the canteen
Reported	
Venue / Mode	Board room
Time	11.00 am

Discussions:

Background: The college canteen is run by an external party. The faculty and the students have complained about the quality of food served at the college canteen. One of the faculty has complained about finding pests and adulterants in the cooked food and the students have reported bad quality of food.

Grievance Reported By: Students, staff and faculty

Grievance Reported On: Reported to the principal on several occasions

Redressal Mechanism: The committee met with the canteen handlers and discussed the quality of food to be served at the canteen and also the problems reported by the students, staff and the faculty which could have far reaching consequences. They were strictly warned to not have a repeat of these incidences, following which their contract with the college may be terminated.

Action Taken: The canteen handlers were informed to provide good quality food.

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CIRCULAR

28th March, 2020

Dear members,

Kindly attend online meeting via Google Meet of Grievance Redressal Committee on 30^{th} Mar, 2020 at 11.00 pm.

Agenda: Technical Issues during online Classes.

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Principal





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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	30-03-2020
Members Present	Dr. Sushama Bavle, Principal and Coordinator
	Prof. Sharmistha Dutta, Member, Dept of Botany
	Dr. Shashikala.A, Member, Dept of Zoology
	Ms. Amsaveni, Member, Dept of Library
	Ms. Mercy Vinod, Member, Dept of Psychology
Grievance	Technical Issues during online Classes
Reported	
Venue / Mode	Online Mode via Google meet
Time	11.00 am

Discussions:

Background: A lot of students from different Combinations complained about the technical issues like battery backup of their mobile phones and recharging their internet connectivity during the continuous hours of online classes.

Grievance reported by: Several Students

Grievance reported on: Feedback on Online classes and complaints made to the class teachers

Redressal Mechanism: The committee discussed the issue and agreed that conducting online classes is inevitable. However, changes in time table can be made to give sufficient breaks in between for the students to recharge their mobiles.

Action Taken: Timetable Committee was recommended to give two breaks between four hours of Online class, which would resolve the issue and the classes would be held uninterrupted

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CIRCULAR

19th July, 2018

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 20^{th} July 2018 at 3.00 pm in Principal chamber.

Agenda: Rooms not available for BA students.

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Maharani Lakshmi Ammanni College for Women Autonomous Malleshwaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	20-07-2018
Members	Dr. Radhakrishna Principal and Coordinator
Present	Dr. Sushma Bavle, Member, Dept of Commerce
	Ms. Sharmistha Dutta, Member, Dept of Botany
	Ms. Shashikala A, Member, Dept of Zoology
	Ms. Amsaveni, Member, Dept of Library
Grievance	Rooms not available for BA students
Reported	
Venue / Mode	Principal chamber
Time	3.00 pm

Discussions:

Background: The BA students complained to the principal that according to the new time table, the classes allotted to BA are also allotted to other sections and therefore, they are not finding rooms to conduct classes.

Grievance Reported By: Final Year BA students

Grievance Reported On: 17-07-2018

Redressal Mechanism: The time table was reviewed and a meeting with the time table committee was held to discuss and redress the issue.

Action Taken: Time table committee resolved the issue after reviewing the timetable and allotting rooms for the BA classes.

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CIRCULAR

7th August, 2018

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 8th August 2018 at 11.00 am in Principal chamber.

Agenda: Unhygienic conditions in the canteen.

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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	08-08-2018
Members	Dr. Radhakrishna Principal and Coordinator
Present	Dr. Sushma Bavle, Member, Dept of Commerce
	Ms. Sharmistha Dutta, Member, Dept of Botany
	Ms. Shashikala A, Member, Dept of Zoology
	Ms. Amsaveni, Member, Dept of Library
Grievance	Unhygienic conditions in the canteen
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: The students reported that the canteen is not kept clean. Stagnant water in the corners is causing a bad smell to circulate.

Grievance Reported By: Final year B.Com students

Grievance Reported On: 06-08-2018

Redressal Mechanism: The members met with canteen authorities and suggested a complete cleaning of canteen to be done and to especially clean stagnant water holding areas.

Action Taken: Canteen was closed for one week and thorough cleaning and repairs were undertaken.

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CIRCULAR

10th August, 2018

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 11th August 2018 at 11.00 am in Principal chamber.

Agenda: Broken flush tanks in the washrooms.

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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	11-08-2018
Members	Dr. Radhakrishna Principal and Coordinator
Present	Dr. Sushama Bavle, Member, Dept of Commerce
	Ms. Sharmistha Dutta, Member, Dept of Botany
	Ms. Shashikala A, Member, Dept of Zoology
	Ms. Amsaveni, Member, Dept of Library
Grievance	Broken flush tanks in the washrooms
Reported	
Venue / Mode	Principal's chamber
Time	11.00 am

Discussions:

Background: The students reported that the flush tanks in the bathrooms were broken and this was resulting in dirty washrooms and flooding of water in some washroom stalls rendering them useless.

Grievance Reported By: BSc students

Grievance Reported On: 09-08-2018

Redressal Mechanism: The committee members inspected the washrooms to check the problem and assess the damages. The infrastructure committee was asked to take up repair work immediately.

Action Taken: The flush tanks were repaired.

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CIRCULAR

9th July, 2017

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 11th July 2017 at 11 am in Principal chamber.

Agenda: Grievance reported by BA students regarding classroom benches shabby and fainted paint on blackboard

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Minutes of Meeting of Grievance Redressal Cell

Date	11-07-2017
Members	Dr. Radhakrishna, Principal and Coordinator
Present	Dr. SushmaBavle , Member, Dept of Commerce
	Prof.Nussarath Zareen, Member, Dept of Chemistry
	Dr.Subramanya Swamy, Member, Dept of Kannada
	Mrs.Vilochana (Office)
Grievance	Classroom benches shabby and fainted paint on blackboard
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Students complained of shabby benches, with some unable to be used. students also reported the wornout condition of blackboards in the classrooms.

Grievance Reported By: BA students

Grievance Reported On: 03-07-2017

Redressal Mechanism: The committee members went around the campus and visited classrooms to assess the condition of benches and blackboards. The infrastructure committee was asked to step in to revamp the benches as well as blackboards.

Action Taken: The benches were painted and repaired. Black boards were also given a fresh look.

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CIRCULAR

19th August, 2017

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 21st August 2017 at 11 am in Principal chamber.

Agenda: To address final year B.Sc students grievance towards malfunctioning of Projectors

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Minutes of Meeting of Grievance Redressal Cell

Date	21–8-2017
Members	Dr. Radhakrishna, Principal and Coordinator
Present	Dr. SushmaBavle, Member, Dept of Commerce
	Prof.Nussarath Zareen, Member, Dept of Chemistry
	Dr.Subramanya Swamy, Member, Dept of Kannada
	Mrs.Vilochana (Office)
Grievance	Malfunctioning of Projectors
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: Students complained of projectors not working properly in some classes and shortage of projectors.

Grievance Reported By: Final year students

Grievance Reported On: 14–8-2017

Redressal Mechanism: The committee members along with the technical assistance team visited the classrooms in the campus to check the working condition of the projectors.

Action Taken: New projectors were installed in the classrooms.

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CIRCULAR

25th August, 2016

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 26th August 2016 at 11 am in Principal chamber.

Agenda: Repair and replacement of computers in Communicative English Lab.

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Minutes of Meeting of Grievance Redressal Cell

Date	26-08-2016
Members	Prof.Vijaya T M, Principal and Coordinator
Present	Dr. Sushama Bavle , Member, Dept of Commerce
	Mrs.Nussarath Zareen Member Dept. of Chemistry
	Dr.Subramanya Swamy, Member, Dept. of Kannada
	Mrs.Vilochana (Office)
Grievance	Repairs of communication English Lab and replacement of computers
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: The communication english lab was in need of repairs and there were many computers which were not in working condition.

Grievance Reported By: B.A and B.Com. students

Grievance Reported On: 08-08-2016

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Redressal Mechanism: The committee advised immediate repairs to be undertaken and repair or replacement of computer systems as required and have the communication english lab fully functional.

Action Taken: English language lab repairs were undertaken and the computer systems were repaired or replaced.



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CIRCULAR

5th October, 2016

Dear members,

Kindly attend meeting of Grievance Redressal Committee on 6th October 2016 at 11 am in Principal chamber.

Agenda: Install fire extinguishers in all floors.

Principal

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Maharani Lakshmi Ammanni College for Women Autonomous Malleswaram, Bangalore

Minutes of Meeting of Grievance Redressal Cell

Date	06-10-2016
Members	Prof.Vijaya T M, Principal and Coordinator
Present	Dr. Sushama Bavle , Member, Dept of Commerce
	Mrs.Nussarath Zareen Member Dept. of Chemistry
	Dr.Subramanya Swamy, Member, Dept. of Kannada
	Mrs.Vilochana (Office)
Grievance	Install fire extinguishers in all floors
Reported	
Venue / Mode	Principal chamber
Time	11.00 am

Discussions:

Background: It was brought to the notice of the committee that Fire Extinguishers were not present in some of the floors.

Grievance Reported By: B.Sc. Final year students

Grievance Reported On: 04-10-2016

Redressal Mechanism: The committee advised immediate installment of fire extinguishers and demonstration of their use to the teaching and non-teaching staff

Action Taken: Fire Extinguishers were installed in all the floors and demonstration was carried out in the college campus.

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