



AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar P.O., Thrissur-680 555, Kerala, India.

Website : www.amalanursingcollege.org

FIRST CYCLE NAAC ACCREDITATION 2022

CRITERION 5

STUDENT SUPPORT AND PROGRESSION

5.1 Student Support

*5.1.5 Meeting Minutes of Student Grievance Redressal
Committee 2016 - 2021*

Submitted to



THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

**MINUTES OF STUDENT GRIEVANCE
REDRESSAL CELL 2016-2021**



AMALA COLLEGE OF NURSING




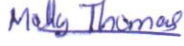


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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 1/7/2021

The 3rd meeting of the SGRC for the year 2021 was held on 1st July 2021 at Conference Hall of Amala College of Nursing at 2 pm to discuss the request raised by students for purchasing more general reading books in the library such as novel, short stories and poetry.

MEMBERS PRESENT

1. Prof. Dr Rajee Raghunath 
2. Sr. Litha Lizbeth 
3. Dr. Sr. Merly John 
4. Sr. Moly Thomas 
5. Ms. Anagha P, student representative 
6. Mrs. Seena A F, student representative 

AGENDA OF THE MEETING


1. Action taken report of previous meeting
2. Purchase of more general books in library.

DISCUSSION OF THE AGENDA

1. Action Taken Report

Meeting started with a silent prayer at 2Pm in conference hall. Minutes of the previous meeting was read by secretary. The change in dress code of MSc Nursing students from saree to scrub suit was implemented from 24 March 2021.




Prof. Dr. RAJEE REGHUNATH
PRINCIPAL
AMALA COLLEGE OF NURSING
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2. Purchase of More General Books in Library

A discussion on the request of students was led by Principal. Students suggested to include more general reading books in the library such as novel, short stories and poetry. It was decided to make an additional supply of reading materials and issue book as per demand of students.

Action Taken Report

Sl. No	Date of reporting grievance	Grievance	Action taken report	Date of Implementation
1.	1/7/2021	Purchase of general books in library	Sanction for purchase of purchase of general books	2/8/2021

Principal

Prof. Dr. RAJEE REGHUNATH
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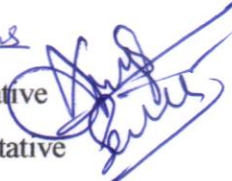
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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 5/3/2021

SGRC meeting was held on 5th March 2021 at conference Hall of Amala College of Nursing at 2 pm after receiving a grievance regarding changing dress code of MSc nursing students.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath 
2. Sr. Litha Lizbeth 
3. Dr. Sr. Merly John 
4. Sr. Moly Thomas 
5. Ms. Anagha P, student representative 
6. Mrs. Seena A F, student representative

AGENDA OF THE MEETING

1. Action taken report of previous meeting
2. Change in the dress code of MSc Nursing students in the scenario of Covid 19.

DISCUSSION OF THE AGENDA

1. Action taken report of previous meeting

The meeting started with a silent prayer. The action taken report of the previous meeting was presented by the secretary. Hostel renovated and shifted the students to the new hostel.

2. Change in dress code of MSc Nursing students

A discussion was made on the grievance raised by MSc nursing students regarding discomfort with the typical dress code, saree during the period of pandemic outbreak of Covid 19. Principal, Dr. Rajee Reghunath enquired the students about their difficulties. The committee decided to change dress code to Scrub Suit instead of saree. Three weeks' time was allotted for making the arrangements. The meeting adjourned at 2.30 pm


Prof. Dr. RAJEE REGHUNATH
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ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	5/3/2021	Change in dress code of MSc nursing students	Dress code was changed from saree to Scrub suit within three weeks	24/3/ 2021


Principal

Prof. Dr. RAJEE REGHUNATH
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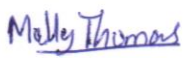


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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 2/1/2021

SGRC was held on 2nd January 2021 at 3pm at Conference Hall after receiving grievance letter on request for hostel renovation by 2019 B.Sc. Nursing.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath 
2. Sr. Litha Lizbeth 
3. Dr. Sr. Merly John 
4. Sr. Moly Thomas 
5. Ms. Anagha P, student representative 
6. Mrs. Rosario, student representative 

AGENDA OF THE MEETING


1. Report of previous meeting
2. Request for renovation of hostel

DISCUSSION OF THE AGENDA

1. Report of Previous Meeting

Meeting started with a silent prayer at 2Pm in conference hall. The action taken report of previous meeting was presented. Rescheduling classes with breaks in between planned for all batches of students. Training for teachers and students on online platform conducted on 29/8/2020




Prof. Dr. RAJEE REGHUNATH
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2. Request for Renovation of Hostel

Principal, Dr. Rajee Reghunath enquired the students about their request for renovation of hostel. Students raised need for same hostel for the whole batch as it is difficult for 8 students to stay in a different hostel. Principal informed the student representatives the renovation has already started and assured them to speed up the process and complete it within one month.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action taken report	Date of Implementation
1.	2/1/2021	Request for renovation of hostel	Renovated the hostel and shifted students to the new hostel	4/3/2021




Principal

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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 5/5/2020

A virtual meeting of SGRC was held on 5 May 2020 via Zoom at 8 pm to discuss the concerns of students regarding online classes.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath *R. Reghunath*
2. Sr. Litha Lizbeth *Lizbeth*
3. Mrs. Chanlin Chacko
4. Mrs. Lakshmi G *Lakshmi G*
5. Sr. Moly Thomas *Molly Thomas*
6. Ms. Anakha P, student representative *Anakha P*
7. Mrs. Rosario, student representative *Rosario*

AGENDA OF THE MEETING

1. Discuss the issues related to online classes in the scenario of Covid 19.
2. Re-opening of college and clinical posting

DISCUSSION OF THE AGENDA

1. Discuss issues related to online classes

Virtual Meeting started with a silent prayer at 8Pm. Principal, Dr. Rajee Reghunath enquired the students about their difficulties. Students expressed connectivity issues and health issues (headache) due to increased screen time as a result of continuous classes. A discussion was made on the same and it was proposed to purchase Zoom, provide training to faculty on using online platforms, reducing class time to 4 hours per day and rescheduling classes with breaks in between.



R. Reghunath
Prof. Dr. RAJEE REGHUNATH
PRINCIPAL
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2. Re-opening of classes and clinical posting

Student representatives also raised their concerns regarding lag in course completion and clinical posting. Principal assured to make arrangements for reopening the classes and clinical posting immediately after receiving instructions from the university.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	5/5/2020	Issues related to online classes	Purchase of zoom platform Rescheduling classes with breaks in between Training for teachers and students on online platform	29/8/2020
2.	5/5/2020	Reopening of college and clinical posting	Assurance to reopen the college immediately after receiving instructions from KUHS	5/5/2020


Principal

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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 2/2/2020

The 1st meeting of the SGRC for the year 2020 was held on 2nd January 2020 at Conference Hall, Amala College of Nursing at 2 pm after receiving a grievance from BSc nursing 2020 batch for free use of mobile phones without any restrictions at college and hostel.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath 

2. Sr. Litha Lizbeth 

3. Mrs. Lakshmi G 

4. Mrs. Chanlin Chacko

5. Sr. Moly Thomas 

6. Ms. Anagha P, student representative 

7. Mrs. Seena, student representative

AGENDA OF THE MEETING

1. Action taken report of previous meeting
2. Free use of mobile phone


DISCUSSION OF THE AGENDA

1. Action Taken Report of Previous Meeting

Meeting started with a silent prayer. The action taken report of previous meeting was presented.

Permission to utilize the gymnasium facility was granted to students with 50% reduction in fees.




Prof. Dr. RAJEE REGHUNATH
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2. Free Use of Mobile Phones within the Campus

Principal, Dr. Rajee Reghunath enquired the student representatives about their concerns on use of mobile phones. The student representatives raised difficulty on completing assignments and referring notes at hostel due to restrictions in mobile use. A discussion was made on the issue and it was decided to grant permission to use cell phones without any restrictions to combat with the need of hour. Principal also instructed students not to use mobile phones during the class time and clinicals.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	2 January 2020	Free use of mobile phones within the campus	Students were granted permission to use mobile phones without any restrictions within the campus	3 January 2020




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
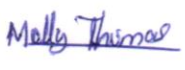


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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL MEETING HELD ON 4/9/2019

Committee members met together at conference Hall of Amala College of Nursing for SGRC meeting on 4/9/2019 after receiving a request from student representatives of 2018 and 2017 batch BSc nursing students for utilization of gymnasium facilities available in the campus.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath 
2. Sr. Litha Lizbeth 
3. Mrs. Lakshmi G 
4. Mrs. Chanlin Chacko
5. Sr. Moly Thomas 
6. Ms. Aslin Jose, student representative 
7. Ms. Shilsa James, student representative 

AGENDA OF THE MEETING

1. Action Taken Report of Previous Meeting
2. Utilization of gymnasium facilities

1. Action Taken Report of Previous Meeting

The meeting started with a silent prayer at 12 noon. The secretary presented action taken report of the previous meeting. Mess meeting was arranged and a supervisor was appointed to monitor hygienic measures followed at mess. Reimbursements of hospital bill for students with diarrheal episode were given.



Prof. Dr. RAJEE REGHUNATH
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2. Utilization of Gymnasium Facility

Chairman led a discussion on the request raised by 2018 BSc nursing students to grant permission to utilize the gymnasium facilities available within the campus of Amala Institute of Medical Sciences. It was decided to give instructions to the faculty leading health and wellness club, Sr Dona to approach the management for the same and a request letter was forwarded by the principal

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	4/9/2019	Utilization of Gymnasium facility	Permission for utilizing gymnasium facility with 50% reduction in fees was granted (Rs. 500/- per year)	20/9/2019


Principal

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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL ON 8 DECEMBER 2018

SGRC meeting was held on 8th December 2018 at Conference Hall, Amala College of Nursing at 11 Am to address the complaints raised by students on college mess.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath *Rajee*
2. Sr. Litha Lizbeth FCC *Lizbeth*
3. Mrs. Lakshmi G *Lakshmi*
4. Mrs. Chanlin Chacko
5. Sr. Moly Thomas *Molly Thomas*
6. Ms. Aslin Jose, student representative *Aslin*
7. Ms. Shilsa James, student representative *Shilsa*

AGENDA OF THE MEETING

1. Action taken report of previous meeting
2. Complaints on mess
3. Reimbursement for the students who were hospitalized due to diarrhea.

DISCUSSION ON AGENDA

1. Action Taken Report

The meeting began with a silent prayer. The secretary communicated the action take report of the previous meeting. The concerns of MSc Nursing students regarding lack of adequate resources in library were taken into consideration and oncology nursing books were purchased.



Rajee
Prof. Dr. RAJEE REGHUNATH
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2. Complaints on mess

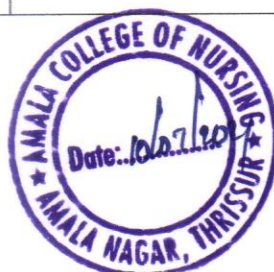
Chairman enquired the student representatives regarding their concern on mess. The student reported that the acute diarrheal episode among hostlers could be due to food from mess. The committee decided to arrange a mess meeting to discuss the concern with authorities of mess and the management.

3. Reimbursement for the students who were hospitalized due to diarrhea

A discussion was also made regarding the reimbursement of hospital bill. The committee decided to forward the request to the management.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	8/12/2018	Complaints on mess	Mess meeting was arranged on 8/12/2018 at 6 pm. The mess authorities apologized for the issue. A supervisor was appointed by the management to monitor the hygienic measures of the mess	8/12/2018
2.	8/12/2018	Reimbursement of hospital bill	The concern was forwarded by principal to management on 8/12/2018. A meeting with management and students was arranged on 10/12/2018. Reimbursement of bill for hospitalized students was given by 20/12/2018	20/12/2018




Principal

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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 10/9/2018

Meeting of SGRC was held on tenth September 2018 at 2pm at Conference Hall of Amala College of Nursing after receiving a grievance from 2017 batch MSc nursing students on need of more oncology books for reference.

MEMBERS PRESENT IN THE MEETING

1. Prof. Dr Rajee Reghunath 

2. Sr. Litha Lizbeth 

3. Mrs. Lakshmi G 

4. Mrs. Chanlin Chacko

5. Sr. Moly Thomas 

6. Ms. Aslin Jose, student representative 

7. Sr. Siji, student representative 

AGENDA OF THE MEETING


1. Report of previous meeting
2. Request of more Oncology Nursing books in the library.

DISCUSSION OF THE AGENDA

1. Report of previous meeting

Meeting started with a silent prayer. Minutes of the previous meeting read by secretary. The concern on confidentiality issues of mentor mentee programme was reported to SSGP nodal officer. Instructions were given to teachers to maintain confidentiality in handling student matters




Prof. Dr. RAJEE REGHUNATH
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2. Request for more Oncology Nursing books in library

Principal, Dr. Rajee Reghunath presided the discussion on the request for more oncology nursing books in library. MSc nursing students expressed their concern regarding lack of adequate reference for writing seminar and preparing for examination. After discussion, Principal ensured the students that arrangement will be made for buying new oncology books as soon as possible. Instructions were also given to the subject co ordinator to prepare a list of oncology books. The meeting ended at 3pm.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	10/9/2018	Request for more oncology nursing books in library	Purchased new oncology nursing books	25/10/2018




Principal

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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 2/4/2018

The 1st meeting of the SGRC for the year 2018 was held on 2nd April 2018 at 3pm at Conference Hall, Amala College of Nursing after getting grievance from 2018 batch of BSc Nursing students about confidentiality issues of mentoring programme.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath 
2. Sr. Litha Lizbeth 
3. Mrs. Lakshmi G 
4. Mrs. Chanlin Chacko
5. Sr. Moly Thomas 
6. Ms. Aslin Jose, student representative 
7. Ms. Shilsa James, student representative 

AGENDA OF THE MEETING

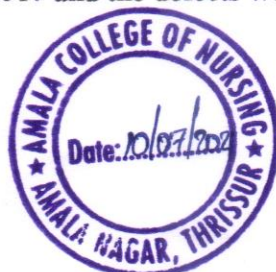
1. Action taken report of previous meeting
2. Confidentiality issues in mentor - mentee programme


DISCUSSION OF THE AGENDA

1. Action Taken Report of Previous Meeting

Meeting started with a silent prayer. Minutes of the previous meeting was read by secretary.

The student concerns on cleaning and maintenance of toilets were informed to the maintenance section on 9/9/2017 and the defects were rectified on 14/9/2017.




Prof. Dr. RAJEE REGHUNATH
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2. Confidentiality Issues in Mentor Mentee Programme

Student representatives reported confidentially issues in personal matters discussed with mentors during mentor mentee programme. A discussion was made on the concern and suggestions was taken from SSGP nodal officer. Principal instructed to treat the concern as very important and instructed all teachers to be very careful while dealing with student matters and try to win their trust in future and consider students as your own children.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	2/4/2018	Confidentially issues in mentor mentee programme	Reported to SSGP nodal officer Instruction given to teachers to maintain confidentiality in handling student matters Assurance to students not to repeat the same in future	10/4/2018




Principal

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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL HELD ON 8/9/2017

SGRC meeting was held on 8 September 2017 at 2pm at Conference Hall, Amala College of Nursing to address the student concerns on hygiene and maintenance of toilets.

MEMBERS PRESENT

1. Prof. Dr Rajee Reghunath 
2. Sr. Litha Lizbeth 
3. Mrs. Lakshmi G 
4. Mrs. Chanlin Chacko
5. Sr. Moly Thomas 
6. Ms. Fiby Franklin, student representative 
7. Ms. Dona, student representative 

AGENDA OF THE MEETING


1. Action taken report of previous meeting
2. Issues on cleaning and maintenance of toilets.

DISCUSSION OF THE AGENDA

1. Action Taken Report

The meeting began with a silent prayer. The action taken report of the previous meeting held on 28/1/2016 was presented by the secretary. It was decided to have external faculty to evaluate competitions and introduce uniform evaluation criteria for unit level competitions from upcoming year.




Prof. Dr. RAJEE REGHUNATH
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2. Issues on Cleaning and Maintenance of Toilets

A discussion was made on the concerns raised by student representatives on lack of adequate cleaning of toilets, water leakages from flush tanks of girl's toilet in second floor and broken mugs in common toilets in front of library. The principal assured to draw attention regarding the issue to maintenance section and rectify the problem at the earliest.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	8/9/2017	Issues in cleaning and proper maintenance of toilets	Informed the concern to maintenance section on 9/9/2017 Rectified the defects on 14/9/2017	14/9/2017


Principal

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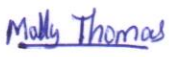


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MINUTES OF STUDENT GRIEVANCE REDRESSAL CELL MEETING HELD ON 28 JANUARY 2016

SGRC meeting was held on 28th January 2016 at conference Hall of Amala College of Nursing at 11 Am after receiving a grievance regarding evaluation of arts day competitions from fourth year BSc nursing students.

MEMBERS PRESENT

1. Prof. Dr Rajee Raghunath 
2. Sr. Litha Lizbeth 
3. Sr. Nirmala FCC
4. Sr. Moly Thomas 
5. Ms. Anjalin Jose, student representative 
6. Sr. Daisy, student representative 

AGENDA OF THE MEETING

1. Action Taken report of the previous meeting
2. Unfair Evaluation of unit level arts competition

DISCUSSION OF THE MEETING

1. Action Taken Report of Previous Meeting

The meeting started with a silent prayer. The action taken report of the previous meeting was presented by the secretary. The mess complaints raised by students during the previous meeting was addressed by a mess meeting held on 4 dec 2015 and new mess menu was initiated from second week of December.




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2. Unfair Evaluation of Unit Level Arts Competition

A discussion was made on the concern raised by fourth year BSc nursing students regarding unfair evaluation of dance competitions by one internal faculty member in the unit level arts day celebration. Principal enquired students regarding their concerns and a discussion was made among the committee members to resolve the issue. It was proposed and finalized to have external faculty to judge competitions from the upcoming year. It was also decided to use the same criteria of zonal level competitions to judge the unit level competitions. Students expressed satisfaction in the decision made and the meeting adjourned at 2 pm.

ACTION TAKEN REPORT

Sl. No	Date of reporting grievance	Grievance	Action Taken Report	Date of implementation
1.	28 January 2016	Unfair evaluation of unit level arts day celebration	External faculty to evaluate competitions and introduction of uniform evaluation criteria from upcoming year	28 January 2016



Principal

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