



**INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE
Bengaluru**

Minutes of the Meeting #1: Grievance Redressal Committee

Summary					
Meeting Topic	Grievance Redressal				
Date :	Feb-2-2019	From:	11:00 am	To :	11:30am
Location :	ISME			Duration	15 mins

Committee members:

Sl No.	Name of the person	Designation	Role
1	Kiran Kumar KV	Principal	Principal
2	Pallavi Jain	Director - Admissions	Director
3	Krishnan R	Head - Administration	Member and Signing Authority
4	Shurllly Tiwari	Head – Student Affairs	Member
5	Varun Singh	Student	Special invitee



Agenda

To discuss any Students Grievance

Any grievance pertaining to Exams, Fee, Hostel, Campus, Attendance.

Discussion: 1. As per the last meeting the items discussed are Plumbing work pending at Hostel. Action status: The Plumbing work at hostel and other campus are completed, New Sintex tank put. Plumbing is ongoing process due the hardness of water.

2. Water Filter Servicing:

Action status: Technician has visited and given report for replacement of parts for water filters at cafeteria and annex. Eureka Forbes has been informed for necessary action.

3. Fee Payment Issue: Mails received regarding the fee payment.

Action status: The follow up for the payment is a continuous process and the students have been told that they will not be allowed in the class unless the fee is cleared.

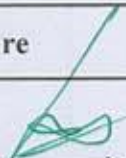
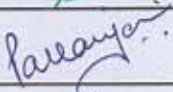
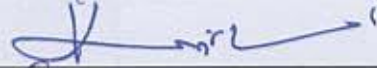
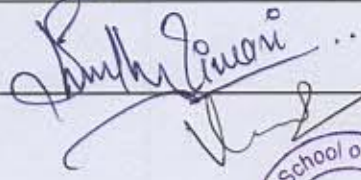
4. Internet cable damage in Hostel:

Action status: The damaged cables were replaced with specialised cables and the net issue rectified. Net is working normal. ISME academic building Flush issue: It is decided to replace the existing Garbet concealed flush with a new external fitted flush during the construction.

Hostel students had issues with plumbing ,food and laundry

The issue was sorted out by the students committee and involvement of canteen in charge is encouraged in solving the small problems. New menu has been given and the things are going on smoothly.

Meeting ended with closure of meeting

Sl No.	Name of the person	Signature
1	Kiran Kumar KV	
2	Pallavi Jain	
3	Krishnan R	
4	Shurllly Tiwari	

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Minutes of the Meeting #1: Grievance Redressal Committee

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Meeting Topic	Grievance Redressal				
Date :	02.07.2018	From:	11:00 am	To :	11:15am
Location :	ISME			Duration	15 mins

Committee members:

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1	Kiran Kumar KV	Principal	Principal
2	Pallavi Jain	Director - Admissions	Director
3	Krishnan R	Head - Administration	Member and Signing Authority
4	Shurllly Tiwari	Head - Student Affairs	Member
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On the Laundry issue it was agreed to increase the number of garments per week from 7 to 10.

Meeting ended with closure of meeting.

Attendee List:

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1	Kiran Kumar KV	
2	Pallavi Jain	
3	Krishnan R	
4	Shurllly Tiwari	

5. Varun

