



INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE
Bengaluru

Minutes of the Meeting #1: Grievance Redressal Committee

Summary

Meeting Topic	Grievance Redressal				
Date :	Feb-15-2021	From:	03:00pm	To :	03:30pm
Location :	On Zoom			Duration	30 Mins

Committee members:

Sl No.	Name of the person	Designation	Role
1	Dr Rema Viswanathan	Principal	Presiding Officer and Signing Authority
2	Pallavi Jain	Director - Admissions	Member
3	Krishnan R	Head - Administration	Member
4	Shurllly Tiwari	Head – Student Affairs Chairperson	Member
5	Vishnu Prakash	Student	Special Invitee



Agenda

To discuss any Students Grievance is there till the date of meeting
Any grievance pertaining to Exams, Fees, Hostel, Campus, Attendance
Discussion: 1. As per the last meeting the items discussed are Plumbing work pending in the hostel.

Action status: The Plumbing work at hostel and other campus are completed, including the replacement of automatic water level controller and main pipe the congestions clearing.
WORK COMPLETED.

2. Water Filter servicing:

Action status: AMC taken for 3 nos of 80L and 4 nos of 50L water filters and the same has been rectified and working fine.

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

Action status: All the queries has been attended .Few students with due are informed and expected payment before the BU exam pass.

4. Internet cable damage in Hostel:

Action status: The damaged cables were replaced with specialized cables and the net issue rectified . Net is working normal.

Meeting ended with closure of meeting.

Attendee list:

Sl No.	Name of the person	Signature
1	Dr Rema Viswanathan	
2	Pallavi Jain	
3	Krishnan R	
4	Shurllly Tiwari	
5	Vishnu Prakash	





INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE
Bengaluru

Minutes of the Meeting #1: Grievance Redressal Committee

Summary					
Meeting Topic	Grievance Redressal				
Date :	29-Aug 2020	From:	03:00pm	To :	03:30pm
Location :	ISME			Duration	30 Mins

Committee members:

Sl No.	Name of the person	Designation	Role
1	Dr Rema Viswanathan	Principal	Presiding Officer and Signing Authority
2	Pallavi Jain	Director - Admissions	Member
3	Krishnan R	Head - Administration	Member
4	Shurllly Tiwari	Head – Student Affairs Chairperson	Member
5	Vishnu Prakash	Student	Special Invitee

Agenda	
	<p>To Discuss any Students Grievance . As the campus was closed the issues were minimal.</p> <p>Any grievance pertaining to Exams, Fees, Hostel, Campus, Attendance</p> <p>Discussion: 1. As per the last meeting the items discussed are plumbing work pending at Hostel.</p> <p>Action status: No pending work. Some places plastering to be done.</p> <p>2. Water filtering servicing:</p> <p>Action status: The service after taking AMC completed.</p>



<p>3. Fee payment issue: Mails received regarding the fee payment.</p> <p>Action status: All the quires has been attended. Few students with due are informed and expected payment before the BU exams pass.</p> <p>4. Internet cable damage in Hostel:</p> <p>Action status: The damaged cables were replaced with specialized cables and the net issue rectified. Net is working normal.</p> <p>Hostel students had issues with plumbing , food and laundry</p> <p><i>The matter was sorted out after the committee was formed</i></p> <p>Meeting ended with closure of meeting.</p>
--

Attendee list:

Sl No.	Name of the person	Signature
1	Dr Rema Viswanathan	
2	Pallavi Jain	
3	Krishnan R	
4	Shurllly Tiwari	
5	Vishnu Prakash	

