



INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE
Bengaluru

Minutes of the Meeting #2: Grievance Redressal Committee

Summary					
Meeting Topic	Grievance Redressal				
Date :	Feb-02-2022	From:	11:00 am	To :	11:30am
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	Anand Binesh	Student	Special Invitee

Agenda

<p>To discuss any Students Grievance</p> <p>Any grievance pertaining to Exams, Fee, 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: The Plumbing work at hostel and other campus are completed, New Sintex tank put. Plumbing is ongoing process due the hardness of water.</p> <p>2. Water Filter Servicing:</p>
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<p>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.</p> <p>3. Fee Payment Issue: Mails received regarding the fee payment.</p> <p>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.</p> <p>4. Internet cable damage in Hostel:</p> <p>Action status: The damaged cables were replaced with specialised cables and the net issue rectified. Net is working normal.</p> <p>ISME academic building Flush issue: It is decided to replace the existing Garbet concealed flush with a new external fitted flush during the construction.</p> <p>Hostel students had issues with plumbing ,food and laundry</p> <p>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.</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	Anand Binesh	





INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE
Bengaluru

Minutes of the Meeting #1: Grievance Redressal Committee

Summary					
Meeting Topic	Grievance Redressal				
Date :	02.07.2021	From:	11:00 am	To :	11:15am
Location :	ISME			Duration	15 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	Anand Binesh	Student	Special Invitee

Agenda	
	<p>To discuss any Students Grievance</p> <p>Any grievance pertaining to Exams, Fee, 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: The Plumbing work at hostel and other campus are completed, New Sintex tank put. Plumbing is ongoing process due the hardness of water.</p> <p>2. Water Filter Servicing:</p>



<p>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.</p> <p>3. Fee Payment Issue: Mails received regarding the fee payment.</p> <p>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.</p> <p>4. Internet cable damage in Hostel:</p> <p>Action status: The damaged cables were replaced with specialised cables and the net issue rectified. Net is working normal.</p> <p>On the Laundry issue it was agreed to increase the number of garments per week from 7 to 10.</p> <p>Meeting ended with closure of meeting.</p>

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

