



INTERNATIONAL SCHOOL OF MANAGEMENT EXCELLENCE  
Bengaluru

Minutes of the Meeting #2 GRIEVANCE REDRESSAL

Summary					
<b>Meeting Topic</b>	Grievance Redressal				
<b>Date :</b>	10-01-2023	<b>From:</b>	11:00 am	<b>To :</b>	11:15am
<b>Location :</b>	ISME			<b>Duration</b>	15 mins

Attendee List :

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	Ishan D	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: The water filter at cafeteria needs replacement and option of replacement with water dispensers are looked into.

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

Action status: Students have been told to clear the dues. A commitment letter is taken from them with regard to payment of fee due with clause of penalty if not paid as per commitment.

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. The 4<sup>th</sup> floor wifi issue still persists and as the new room has come up we will be putting a new set of wifi equipment once the floor is fully ready.

As for future : New lifts for Annex and both the hostels are planned and work has started

Meeting ended with closure of meeting.

### Committee members:

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





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Bengaluru

Minutes of the Meeting #1 GRIEVANCE REDRESSAL

Summary					
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Location :	ISME			Duration	15 mins

Attendee List:

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Action status: The water filter at cafeteria needs replacement and option of replacement with water dispensers are looked into.



<p>3. Fee Payment Issue: Mails received regarding the fee payment.</p> <p>Action status: Students have been told to clear the dues. A commitment letter is taken from them with regard to payment of fee due with clause of penalty if not paid as per commitment.</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. The 4<sup>th</sup> floor wifi issue still persists and Mr Manoj is looking into the possibility of rectifying the same.</p> <p>On the Laundry issue it was agreed to increase the number of garments per week from 7 to 10. The issues regarding the missing garments from the students are discussed with the laundry person and he has agreed to make good the loss and take care in future</p> <p>As for future: New lifts for Annex and both the hostels are planned and work has started</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	
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