



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 22.12.2023

Date: 22.12.2023

Venue: B04

Agenda: To discuss the grievance received

Points Discussed:

1. Students complaint regarding not being able to concentrate in exams due to loud music being played from the school premises. The school had annual day celebrated during the time and they were practicing for the same.
2. Staffroom no 4 is next to the boys toilet and it stinks most of the days making it difficult for the faculties to be in the staffroom.

Outcome:

The issue has been taken to the notice of the management for further discussion. Required measures will be taken soon.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100

Electronics City P. O., Bengaluru - 560 100

Tel: 080-27836065 / 27834611, Fax: 080-27832299 Email: principal@sfscollege.in
www.sfscollege.in

Desalite®



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 12.12.2023

Date: 12.12.2023

Venue: B04

Agenda: To discuss the grievance received

Points Discussed:

Grievance received about students not being allowed to write the model exams due to fees being due. Students explained that they lose Internal assessment marks when they are not able to write the model examinations.

Outcome:

The received grievance was taken to the management and the students were allowed to write model exam even if they had fee due upon collecting an undertaking letter that they would pay the fees within a given time.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100

Electronics City P. O., Bengaluru - 560 100

Tel: 080-27836065 / 27834611, Fax: 080-27832299 Email: principal@sfscollege.in

www.sfscollege.in

Desalite®



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 4.12.2023

Date: 4.12.2023

Venue: B04

Agenda: To discuss the grievance received

Points Discussed:

1. Concern regarding change in college timings. Some students are working and it would be difficult for them to attend class till 4.00PM and then reach the workplace.
2. Students also complained about being able to bring lunch as classes begin early and since they would not be able to leave by 2.00.

Outcome:

1. Student leaders were met by the Principal and their concerns were addressed.
2. Students were addressed batchwise by the principal and Vice principal and explained about how they will be benefited with the extra hours.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100

Electronics City P. O., Bengaluru - 560 100

Tel: 080-27836065 / 27834611, Fax: 080-27832299 Email: principal@sfscollege.in

www.sfscollege.in

Desalite®



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 17.11.2023

Date: 17.11.2023

Venue: B04

Agenda: To discuss the grievance received

Points Discussed:

Treated water being used for watering the plants in the garden and it smells bad and it is difficult for students to be in the college campus in the afternoon.

Outcome:

The issue has been taken to the notice of the management for further discussion. Required measures will be taken soon.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100

Electronics City P. O., Bengaluru - 560 100

Tel: 080-27836065 / 27834611, Fax: 080-27832299 Email: principal@sfscollege.in

www.sfscollege.in

Desalite®



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 27.10.2023

Date: 27.10.2023

Venue: B04

Agenda: To discuss the grievance received

Points Discussed:

Constant fights happening in the canteen between students and there is no security person or faculties to manage those outside the building. Often students engage in fights and abuses in the canteen and it usually gets worse before someone in authority reaches there to mitigate the situation and actions to be taken.

Outcome:

The issue has been taken to the notice of the management for further discussion. Required measures will be taken soon.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100.

Electronics City P. O., Bengaluru - 560 100

Tel: 080-27836065 / 27834611, Fax: 080-27832299 Email: principal@sfscollege.in
www.sfscollege.in

Desalite®



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 27.9.2023

Date: 27.9.2023

Venue: B04

Agenda: To plan activities for the cell

Points Discussed:

1. Awareness program to be conducted on public grievances and acts for BSc and BCA students. Dates and schedule to be planned.
2. Awareness on anti trafficking for B.Com students. Date and schedule to be planned.

Outcome:

1. Awareness program for BSc A & B planned on October 13, to be conducted by
Diliya Joseph
2. Awareness Program for BCOM all sections to be postponed for this month and will be
scheduled on a date later.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 8.9.2023

Date: 8.9.2023

Venue: B04

Agenda: To discuss the grievance received

Points Discussed:

1. Grievance about the batteries in the clocks kept in the classrooms dying out and not being changed in time. Students report it to be difficult during class hours and also during exams to plan time.
2. Ministerial staff using cups from the toilets to fill water in the drinking water facility provided. Students find it difficult to drink water after witnessing ministerial staff carry water in the cups used in the toilets.

Outcome:

1. Informed the concerned person to be more prompt to change batteries in the clocks at least before the exams.
2. Ministerial staff informed about the importance of hygiene to be maintained specially in terms of drinking water.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100

Electronics City P. O., Bengaluru - 560 100
Tel: 080-27836065 / 27834611, Fax: 080-27832299 Email: principal@sfscollege.in
www.sfscollege.in



ST FRANCIS DE SALES COLLEGE

Permanently Affiliated to Bangalore University || AICTE Approved Electronic City, Bengaluru - 100

Reaccredited by NAAC with 'B++' Grade || Recognised under section 2(f) & 12(b) of the UGC Act || An ISO 9001: 2015 Certified Institution

A FRANSALIAN INSTITUTE OF HIGHER LEARNING

Minutes of Meeting on 4.8.2023

Date: 4.8.2023

Venue: B04

Agenda: To discuss the plan for the semester

Points Discussed:

1. Orientation to be conducted for the newly beginning UG students.
2. Students to be encouraged to have transparent and good connect with the college.
3. Suggestion box to be checked more frequently by the cell.

Outcome:

1. Orientation program to be given by Prof. Mamatha K.
2. Programs to be planned for the semester.

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100



Date : _____

Page No : _____

Minutes of Meeting on 28.11.2022

Date:- 28-11-2022

Venue:- B04

Agenda:- To discuss the grievance received.

Points discussed:-

- ①. Log tables were not provided to students writing risk management exam on 19 Nov 2022.
- ②. Invigilators had to wait to submit the answer scripts due to the same.

Outcomes:-

The issue has been forwarded to the management for consideration and required measures are being taken to avoid further occurrences.

Dr. Mamatha K

Prof. Dilaya

COORDINATOR

Grievance Redressal Committee
St. Francis de Sales College
Bangalore - 560100

Minutes of Meeting on 22.8.2022.

Date:- 22.8.2022

Venue:- B04.

Agenda:- To discuss the grievance received.

Points discussed:-

- * Food is served in plastic plates in the college canteen since the reopening after covid, which is not healthy.
- * Alternative methods can be used like disposable plates or steel plates.
- * College always stays for a greener campus avoiding plastics.

Outcome:-

The issue has been taken to the notice of the management for further discussion. Required measures will be taken soon.

Dr. Mamatha K
Prof. Divya

Indy

COORDINATOR
Grievance Redressal Committee
St. Francis de Sales College
Bengaluru - 560100

Rajee



Minutes of Meeting on 21.9.2022

Date :- 21.9.2022

Venue :- B04

Agenda :- To discuss the grievance received.

Points discussed:-

- * First year M com students are not able to get bus pass approval from academic office.
- * High costs has to be born by students to reach college every day.

Outcomes:-

The issue has been taken into consideration and all the bus passes were approved immediately solving the issue.

Dr. Mamatha K
Prof. Dilip

COORDINATOR
Grievance Redressal Committee
St. Francis de Sales College
Bengaluru - 560100



Date : _____

Page No : _____

Minutes of Meeting on 11.1.2023

Date :- 11.1.2023

Venue :- B04

Agenda :- To discuss the grievance received.

Points discussed:-

- ①. Girls washrooms on the 2nd and 4th floor are not being cleaned properly at times which makes it difficult for students to use, also proper hygiene could not be maintained.
- ②. It is observed that cups that are ~~not~~ used in the toilets are used by the ministerial staff to fill the drinking water too which is unhygienic.

Outcome:-

* Necessary steps are taken to solve the grievance and concerned persons are informed to make cleaning of washrooms more regular and effective.

Dr. Mamatha K

Prof. Dileep

Dileep

COORDINATOR

Grievance Redressal Committee

St. Francis de Sales College

Bengaluru - 560100

Rajeev



Date : _____

Page No : _____

Minutes of Meeting on April 20 - 2023

Date : 20-4-2023

Venue : B04

Agenda : ~~Acad~~ Semester beginning Plan

Points Discussed

- Programs planned for the academic year
- Orientation on grievance, anti trafficking cell,
- & anti ragging cells for PG students
- Awareness program on public grievances & acts BSc & BCA students
- Session on impact of grievances in work place - for BA students

Outcome

3 Programs were planned for the academic year. Semester.

Members attended

Prof. Dilip Singh

Dr. Mamatha

(Signature)

(Signature)

Page



Date : _____

Page No : _____

Minutes of meeting on Nov 9 2023

Date : 9.11.23

Venue : Kuvempu hall

Agenda : Progress of programs planned

Discussion topics :

- update on executed programs.
- Orientation on grievance And Anti-trafficking Cell for UG students
- Awareness to students about the use of College Website and Online submission of Complaints/grievances.
- ~~have~~ Conducting session for 1 year on identifying grievances And upload procedure of Complaints.

Outcome :

A program was planned as a skit to show the grievances for the students.

Members attended :

Manalita K

Ditiya

Payal



Minutes of meeting on Dec^{2nd} 2023

Date : 2.4.24

Venue : Seminar hall

Agenda : progress Action taken on grievance received.

Participants = Vice principal, Principal, Coordinator of B-com grievance Cell.


Discussion.


The meeting was called to discuss the steps taken towards the grievance of Ministerial Staff regarding the maintenance of test rooms.

Ministerial They requested for more rooms to be kept open after the class hours. Students participating in sports and NCC had difficulty in using the test rooms after 6.

It was decided that arrangements be made to monitor the test rooms and also prevent any inconvenience to students.

Members attended :

Mamatha K 

Dilija 

Rajee