



Rashtreeya Sikshana Samithi Trust

## **R V Institute of Management**

CA- 17, 36th Cross, 26th main, 4th T Block, Jayanagar Bangalore-41

### MINUTES OF THE MEETING OF THE GRIEVANCE REDRESSAL CELL

**Online platform** : Zoom platform

**Date** : 10.4.2020

**Time** : 3.00- 4.00pm

#### **Agenda:**

1. To review the progress of work done by the committee during the period of time from the last meeting till the present date.
2. To Schedule classes using zoom platforms for both the semesters.
3. To handle grievances related to classes scheduled continuously
4. Submission of assignments and project work on time.
5. To review online classes and network issues that affecting attendance
6. To Schedule extra classes

#### **Brief proceedings of the meeting:**

The meeting was chaired by the Director and 5 members drawn from teaching and non-teaching staff. Prof. Anitha BM D'silva, Faculty, Department of Marketing welcomed the Director and committee members for the zoom meeting. As a preface of the meeting she read the minutes of the previous meeting that was held on 21-01-2019. The members discussed various grievance faced by the students and staff.

Some of them are as follows:

1. **Schedule online classes using Zoom platform for both 2<sup>nd</sup> and 4<sup>th</sup> semester:** due to COVID 19 Pandemic the Government of India declared national level Lockdown on March 23<sup>rd</sup>, 2020.



Due to which the classes were scheduled on online platform using Zoom, Google meet etc. It was decided to schedule online classes for 40 minutes duration and by giving a 15 minute break in between the classes.

The Time table will run accordingly but with the change in the timings.

Classes	Timings
• 1st class	10.00 am to 10.40 am
• Break	10.40 am to 11.00 am
• 2nd Class	11.00 am to 11.40 am
• Break	11.40 am to 12.00 noon
• 3rd Class	12.00 noon to 12.40 pm
• Lunch Break	12.40 pm to 2.00 pm
• 4th Class	02.00 pm to 2.40 pm
• Break	02.40 pm to 3.00 pm
• 5th Class	03.00 pm to 3.40 pm
• Break	03.40 pm to 4.00 pm
• 6th Class	04.00 pm to 4.40 pm

## 2. Scheduling Zoom and other platforms for classes:

All the Faculties will not take Zoom classes every day, instead they will use different tools as per the requirements like podcasts, recorded videos, google meet etc. So they may have maximum 2-3 zoom sessions per week. The zoom classes will be held only for 30 minutes and maximum for 40 minutes not more than that. Faculty members handling practical subjects will only cover theory part as of now and will not start with the practical problems from the subject.

## 3. Grievances related to classes being scheduled continuously:

A circular will be sent to all students and CRs to notify the new time table and the class timing. The classes will be scheduled from 10am. However, all faculty members are informed to give break and not take classes continuously.

4. **Submission of assignments and project work on time:** The students were informed to submit the assignments and the project work on time so that it would facilitate the faculty



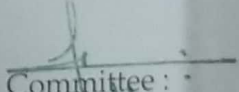
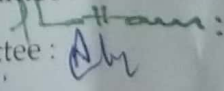

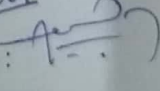
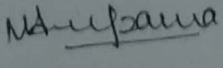
members to proceed with the valuation of assignments and also for marking the internal assessment marks. Every subject only 1 assignment per week will be given to the students. Teachers can suggest students to register for MOOC courses in Coursera platform. MOOC courses need to be completed before the semester ends.

5. **To review online classes and network issues:** Many students had grievances stating that there were issues of Local Network and Unable to Connect to the internet, slow **Internet Performance** etc. This resulted in poor attendance. Students in remote areas with genuine network issues are advised to personally talk to the respective faculty members to work out on the feasible ways and get some concessions. The reference material can be posted before the Zoom sessions and it can be done through quick learn as well as through email groups created for each classes.

6. **To Schedule extra classes:** There will still be some students who may not be able to get the benefits of the online classes. For them we will hold extra and special classes once the situation is normal and they do not have to worry about attendance.

The meeting ended at 4.00. Dr. Anupama Malagi, Faculty, Department of Human resource proposed a formal vote of thanks to the Director and members of the cell for participating and deliberating on various issues and coming out with fruitful, tangible solutions. Prof. Anitha BM D'silva, Faculty, Department of Marketing noted down the minutes of the meeting. The members decided to meet again in the fourth coming semester.

#### Members present in the Meeting

1. Dr. Purushottam Bung, Professor and Director, RVIM and Head of the Committee : 
2. Dr. Anupama Malagi, Professor, RVIM and Member of the Committee : 
3. Ms. Anitha D'silva, Sr. Professor, RVIM and Member of the Committee : 
4. Mr. A.Chandran, Assistant Professor, RVIM and Member of the Committee : 
5. Ms. Anupama SM, Librarian : 
6. Mr. Chethan Kumar, Asst.manager-Admin/HR : 