

**MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA**  
**(MACFAST)**



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# **Details of Student Grievances and Action Taken Report**

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**MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA (MACFAST)**

**Tiruvalla, Pathanamthitta, Kerala 689 101**

# Action taken report on informally reported Grievances

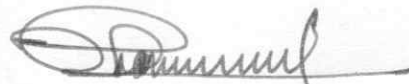
2020-2021

## Reported grievances

1. Students put forward a concern about the water purifier near to Examination hall. Since the purifier near to the exam hall is not using regularly the water may not be good for drinking.
2. Some fans in the MBA classroom are not working properly.
3. Since the students are attending the class through both online and offline. Online students cannot hear the class properly when the teacher is far away from the smart board.

## Action taken

1. Water purifier is cleaned at regular intervals
2. Took corrective measures and electrician rectified the complaint of fans.
3. Purchased sufficient number of Bluetooth headsets.



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**2019-2020**

**Reported grievances**

1. Women's Hostel students requested to place a purifier (both hot water and cool water) outside the hostel.
2. Also requested to replace the cooler in front of the Principal to the place in front of ladies mess hall.
3. Students put forward a suggestion regarding canteen renovation. They requested to change the canteen food menu and also requested for an attached wash room

**Action taken**

1. Installed a purifier in front of the St. Alphonso Girls Hostel
2. Replaced the cooler to ladies mess hall so that easy accessibility for residential students are also possible at all time.
3. Renovated the canteen premises and build a wash room attached to the canteen. The canteen committees also implemented a new menu list discussing with the students.



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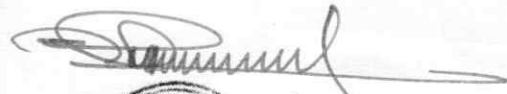
**2018-2019**

**Reported grievances**

1. Student requested for College bus service towards Chengannur, Kozhencherry, Mavelikkara etc.
2. Students raised the concern of cleaning the basketball ground.
3. Students requested to provide parking facility for their vehicle somewhere near college campus

**Action taken**

1. Bus service extended to requested route such as Chengannur, Mavelikkara, Kozhencherry etc
2. Removed all the debris, grass etc from the ground and make sure it is well maintained hereafter.
3. Parking facility for students vehicle is provided in the adjacent property possessed by the college



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**2017 -2018**

**Reported grievances**

1. Some classrooms do not have waste bin and also some speaker phone in the class rooms are not working properly
2. White board in Lecture hall 302 is not clear
3. Students requested for a common mechanism for addressing their suggestions or feedback other than academics.

**Action taken**

1. Placed waste bin inside and outside the class room depicting the segregation of usage
2. Replace the white board in MBA class room no. 302
3. A suggestion box is placed in front of the Principal Office


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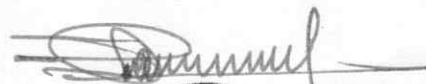
**2016-2017**

**Reported grievances**

1. Internet connectivity are showing poor signal strength in MBA Classroom
2. Need of drinking water facility outside exam hall
3. Need of a stationery store inside college campus

**Action taken**

1. Installed a router near the MBA class room for better accessibility
2. Installed a water purifier near by the exam hall
3. Vacant room nearby college office is opened as students stationery store.



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