

The book cover features a vibrant, repeating geometric pattern of interlocking squares in yellow, blue, red, and teal. A white rectangular label is pasted onto the cover, containing the title in bold, black, sans-serif capital letters. The label is slightly torn at the top edge. The background of the cover is a solid reddish-brown color, visible at the top right and bottom right corners.

**GENERAL GRIEVANCE
COMMITTEE MINUTES BOOK**

**GENERAL GRIEVANCE
COMMITTEE MINUTES BOOK**


Minutes of the Meeting


Venue: Conference Room


Date: 07-02-2024


Time : 9.30 am

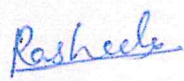
Members Attended:


Dr. Nishin K John (Coordinator) 

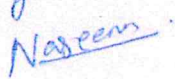
Dr. Jayesh Unnithan 


Dr. Sharon Vincent 

Dr. Riny George 

Mrs. Rasheela A.A 

Mrs. Girija Sivan 

Mrs. Naseema P 

Mrs. Shiny Sebastian 

Agenda: Review of patient feed form

The meeting commenced on the scheduled date in the conference room, with Dr. Nishin K John acting as the coordinator. The primary agenda was to review patient feedback form.

Discussion:


Dr. Nishin K John welcomed all to the meeting. The minutes of previous meeting was read and approved by all. Patient feedback form were reviewed. Dr. Sharon Vincent expressed that one concern received from patients was regarding the delay in appointment time.

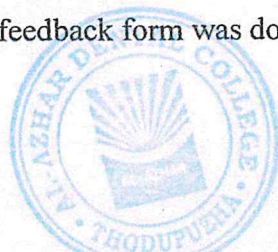
Dr. Jayesh Unnithan proposed that the chair side assistant can call the patient one day before to remind and confirm the appointment. Committee members agreed to the proposal and suggested immediate implementation regarding the same.


The meeting was adjourned at 10.30am.

Action taken

1. Approval of previous minutes.
2. Review of patient feedback form was done.


Prof. Dr. Vinod Kumar R B
Principal
Al-Azhar Dental College
Thodupuzha - 685 605




Prof. Dr. Harvey Thomas MDS
Principal
Al-Azhar Dental College
Thodupuzha - 685 605

GENERAL GRIEVANCE COMMITTEE MINUTES


Minutes of the Meeting


Venue: Conference Room


Date: 25-07-2023


Time : 9.30 am


Members Attended:

Dr. Nishin K John (Coordinator) 


Dr. Jayesh Unnithan 


Dr. Sharon Vincent 

Dr. Riny George 

Mrs. Rasheela A.A 

Mrs. Girija Sivan

Mrs. Naseema P 

Mrs. Shiny Sebastian 

Agenda: Formation of Guidelines and Policies for General Grievance Committee

The meeting commenced on the scheduled date in the conference room, with Dr. Nishin K John acting as the coordinator. The primary agenda was to discuss and formulate guidelines and policies for the general grievance system.

Discussion :

Dr. Nishin K John initiated the discussion by emphasizing the importance of having comprehensive guidelines and policies in place to ensure a structured and effective grievance redressal process.

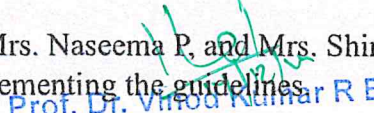
Dr. Jayesh Unnithan suggested incorporating clear procedures for lodging grievances, including accessible channels and expected timelines for resolution.


Dr. Sharon Vincent emphasized the need for confidentiality and impartiality in handling grievances to maintain trust and transparency within the institution.

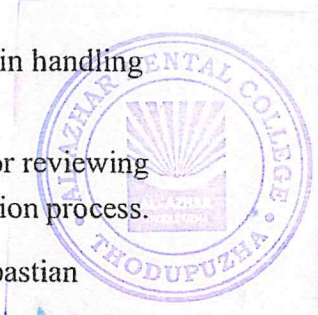
Dr. Riny George proposed establishing a dedicated committee responsible for reviewing and addressing grievances, ensuring accountability and thoroughness in the resolution process.

Mrs. Rasheela A.A, Mrs. Girija Sivan, Mrs. Naseema P, and Mrs. Shiny Sebastian provided input on the practical aspects of implementing the guidelines.

The meeting was adjourned at 10.30am


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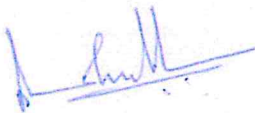
MINUTES OF THE MEETING


Venue: Conference Room


Date: 16-10-2023


Time – 9.30 am

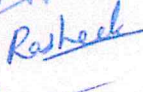
Members Attended:


Dr. Nishin K John (Coordinator) 

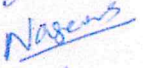
Dr. Jayesh Unnithan 


Dr. Sharon Vincent 

Dr. Riny George 

Mrs Rasheela. A A 

Mrs. Girija Sivan 

Mrs. Naseema 

Mrs. Shiny Sebastian 

Agenda: Salary Increment of Non-Teaching Staff

The meeting commenced at the scheduled time in the conference room. Dr. Nishin K John, the coordinator, chaired the session. The primary agenda discussed was the salary increment of non-teaching staff.

Discussion

Dr. Nishin K John initiated the discussion by acknowledging the importance of addressing the concerns regarding the salary increment of non-teaching staff.

Dr. Jayesh Unnithan expressed his observations regarding the current financial situation of the institution and its feasibility to accommodate salary increments.

Dr. Sharon Vincent emphasized the pivotal role played by non-teaching staff in the smooth functioning of the institution and advocated for a fair and justified increment.

Dr. Riny George suggested exploring alternative approaches to provide incentives to non-teaching staff, considering budget constraints.


Mrs. Shiny Sebastian presented a comparative analysis of salary structures in similar educational institutions, highlighting the need for competitive compensation to retain skilled staff.


It was unanimously agreed upon to conduct a comprehensive review of the institution's financial status to ascertain the feasibility of salary increments.

Review of the previous meeting

Guidelines and policies of General Grievance Committee have been established

The meeting was adjourned at 10.30 am


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Prof. Dr. Harvey Thomas MDS
Principal

