



## **SCMS SCHOOL OF ENGINEERING & TECHNOLOGY**

VIDYA NAGAR, KARUKUTTY, ERNAKULAM – 683576, PHONE: 0484-2882900, 2450330

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**7.1.10 The Institution has a prescribed code of conduct for teachers, administrators and other staff and conducts periodic programmes in this regard.**

### **Details of the Monitoring Committee and Minutes of the Committee**

The primary responsibility of the Student Grievance Redressal Committee and the Staff Welfare Committee is to monitor the enforcement and adherence to the code of conduct for both students and staff, ensuring compliance with the rules and regulations that govern the institute's management and administration.

The Student Grievance Redressal Committee focuses on resolving grievances and concerns raised by students related to academic, administrative, or other aspects of their life at the institution. If needed, the committee may take disciplinary action against students violating the institution's rules or code of conduct. It works to maintain a healthy, supportive, and inclusive environment for students by identifying and addressing issues that may impact their academic or personal growth. The committee is formed and reconstituted every two years to address new or ongoing student grievances.

The Staff Welfare Committee is responsible for addressing the concerns and well-being of the staff members, including both teaching and non-teaching staff. It ensures that staff members adhere to institutional policies and procedures and helps in the implementation of these rules. The committee supports staff in addressing any personal, professional, or work-related issues, fostering a positive and productive work environment. It may also initiate and oversee programs or initiatives aimed at improving the welfare, health, and professional development of staff members.

The Student and Staff Grievance Redressal Committee is reconstituted every two years and addresses student-related issues during its term.



## STUDENT GRIEVANCE REDRESSAL PROCEDURE

Students can raise their grievances related to academic issues, administrative problems, harassment, discrimination, or any other concerns in the institution. Here are detailed instructions for students to follow:

### Instructions for Raising Grievances

#### 1. Nature of Grievance:

Students can raise their grievances related to any matter including academics, administration, facilities, harassment, discrimination, or any other concerns.

#### 2. Grievance reporting:

The grievance can be raised in various forums like

- Directly to the faculty advisor
- During mentoring sessions
- Discussion with student counsellor
- Through other forums like Class committee meeting, course committee meeting,
- Online platforms like the SSET Education Management System :- Linways as well as AICTE feedback link and UGC anti-ragging link is always kept shared with students.

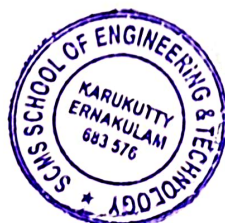
#### 3. Submission of grievance:

The grievance can be submitted to the faculty advisor in written form duly signed by the student in case of offline grievances. Online grievances can be made through

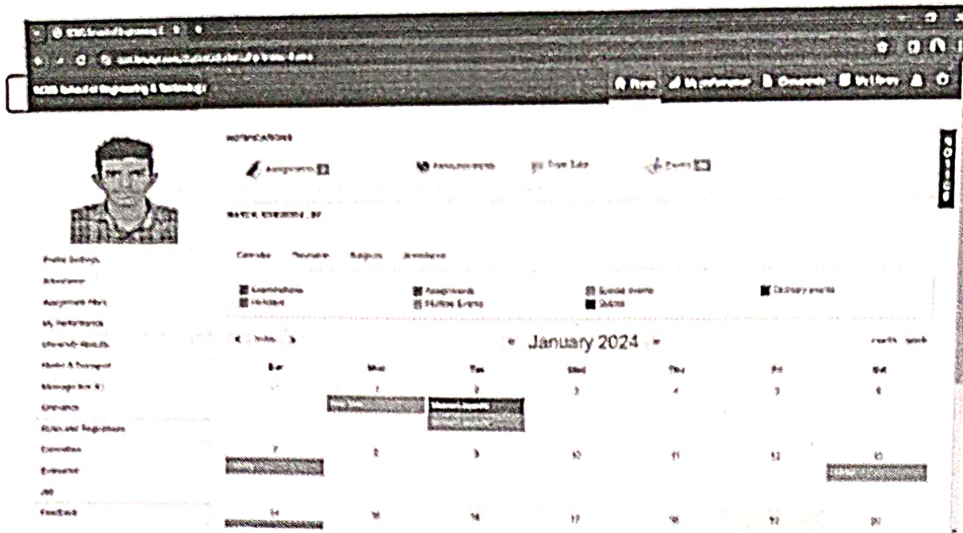
- <https://scmsgroup.org/sset/sset-grievance-redressal-committee/>
- <https://www.aicte-india.org/feedback/>
- [https://antiragging.in/affidavit\\_registration\\_disclaimer.html](https://antiragging.in/affidavit_registration_disclaimer.html)

#### 4. Grievance redressal system:

The grievance is addressed by the faculty advisor in the first stage. If the grievance is not resolved at the advisor level, the issue is reported to the Head of the department. If the grievance is not resolved at the HoD level, the issue is reported to the Head of the institution. Depending upon the gravity it is passed on to the Students Grievance Redressal Committee. These processes can be undertaken in writing or through Linways student login.

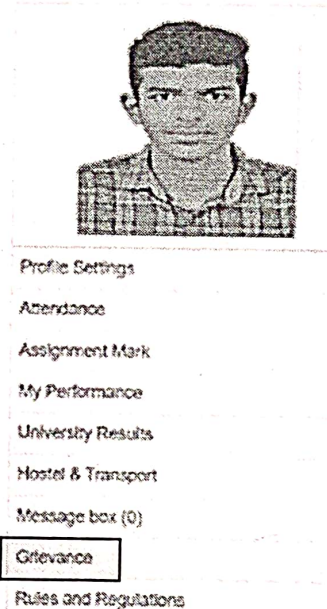


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ERNAKULAM, KERALA-683 576



From the student home page the student can access his:

- a. Profile page
- b. Access study materials shared by faculty
- c. Access to Digital Library
- d. Attendance
- e. Assignment Marks
- f. Personal performance
- g. University Results
- h. Hostel and Transport
- i. Grievances
- j. Rules and Regulations

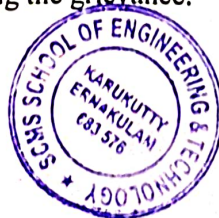


## 5. SSET Student Grievance Redressal Committee

Depending upon the gravity of the grievance the redressal is undertaken. Whenever the grievance is to be addressed by Student Grievance Redressal Committee it is done so. The Student Grievance Redressal Committee (SGRC) has been constituted as per APJ Abdul Kalam Technological University Circular No. KTU/ASST6(ADMIN)/1902/2021 dated 29/06/2021 inline with the UGC guidelines.

## 6. Duration within which grievance is redressed:

All the grievances will be attended to within five working days. A formal response will be handed over to the student after addressing the grievance.



*[Signature]*  
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## SCMS SCHOOL OF ENGINEERING AND TECHNOLOGY

Vidya Nagar, Palissery, Karukutty, Kerala 683576

### Annual Report 2022 - 2023

The Committee for Grievance Redressal at SSET was established in 2015 as per the AICTE notification F. No. AICTE/PG/2012/20/SRO/06/1143, dated 25-07-2012, with the objective of resolving the grievances of students, parents and others. The committee plays a crucial role in ensuring a fair and transparent process for addressing concerns and complaints within our institution. Comprising dedicated members, the committee is committed to upholding the principles of justice, equity and accountability.

During the period, the Committee undertook various initiatives to enhance the efficiency and effectiveness of the grievance redressal process. At the beginning of the semester classes, Heads of Department along with the faculty advisors addressed the respective classes and briefed the students about the functioning of the Grievance Redressal Cell. Students are given confidence to approach the cell in case of any difficult situation they come across in the campus. During the period, the committee received a total of 4 grievances from the students. These grievances spanned a range of issues, including academic concerns, interpersonal conflicts and infrastructure-related matters. All the grievances received were successfully redressed within the stipulated time frame.

Looking ahead, the Committee remains dedicated to improving its process, increasing awareness, and fostering a culture of open communication within the institution.

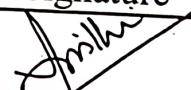
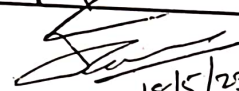



Dr. Mini Tom  
Deputy Dean


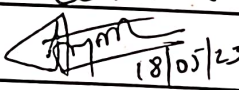
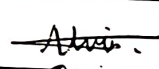


SCMS School of Engineering and Technology, Karukutty

Collegiate Student Grievance Redressal Committee Meeting

Date : 18/05/2023


Time:

Principal	Chairperson	Dr. Anitha G. Pillai	Signature 
Teaching Faculty	Members	Dr. Rathish Menon	 18/5/23
		Dr. Rag R.L	
		Dr. Deepa K	 18/05/23
Special Invitee	Student Representative	Mr. A. Aravind	

	Signature
Dr. Varun G. Menon (Member of enquiry Committee)	 18/5/23
Mr. Ajit Joseph (Member of enquiry Committee)	 18/05/23
Mr. Alvin A (Aggrieved) SME/8779/20	 18-05-23
Mr. Melvin Paul (Aggrieved) SME/8909/20	 18-05-2023
Mr. Parvan R Mahesh Complainant SME/8887/20	Online on 18/5/23
Mr. Anshine Jox Complainant SME/9378/21	Online on 18/5/23
Ms. Theophin KT Complainant SREL/9560/21	Online on 18/5/23
Mr. Edwin Dssae Mathew Complainant SCS/9546/21	Online on 18/5/23
Ms. Jawahar Mohammed Ali Complainant SME/8887/20	 18.05.23

Mr. Sandeep Biju  
Complainant SME/8540/19

Mr. Jeevin Jeevan  
SME/8619/19

  
18.05.23

# SCMS SCHOOL OF ENGINEERING AND TECHNOLOGY

Vidya Nagar, Palissery, Karukutty

Student Grievance Redressal Committee

## Meeting Minutes

Date: 08/12/2022

Time: 12:45 PM – 01:00 PM

Venue: Conference Hall ( 1<sup>st</sup> Floor Admin Block)




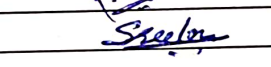


### Agenda:

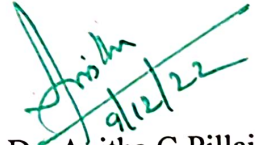
1. Discuss about Student grievances

### Minutes:

- The student representative requested:  
Transportation facility to Muvatupuzha side.  
To rectify some minor leakages in the college bus which occurred during the rainy days.
- Principal assured that the request will be considered and will do the needful.

### Committee Members:

No	Name	Position	Signature
1	Dr. Anitha G Pillai	President	
2	Dr. Mini Tom	Member	
3	Dr. Rag R L	Member	
4	Dr. Ratheesh Menon	Member	
5	Dr. Deepa K	Member	
6	Ms. Sreelakshmi	Member	

  
Dr. Anitha G Pillai,  
Principal, SSET



# SCMS SCHOOL OF ENGINEERING & TECHNOLOGY

Accredited by NAAC, Affiliated to APJ Abdul Kalam Technological University, Kerala and Approved by AICTE, Govt. of India  
An ISO 9001:2015 Certified Institution

CAMPUS: VIDYA NAGAR, KARUKUTTY, ERNAKULAM-683 576 PHONE: 0484-2882900, 2450330  
E-mail: sset@scmsgroup.org • Website: www.scmsgroup.org/sset

Order No.:SSET/172.1/22

Date: 01/07/2022

Ref: Circular No. KTU/ASST6(ADMIN)/1902/2021 dated 29/06/2021  
KTU/ASST6(ADMIN)/1902/2021

## ORDER

### Formation of Grievance Redressal Committee (GRC) for Faculty/Staff

As per order no. KTU/ASST6(ADMIN)/1902/2021 dated 31-07-2022, the FRC has been reconstituted to address the grievances of Faculty/Staff members including service matters at SCMS School of Engineering and Technology with immediate effect.

The term of the members shall be two years and the committee is requested to contribute effectively to dispose of the grievances at the earliest.

Sr. No	Name	Designation	Position	Email and Phone No.
1	Dr. Anitha G Pillai	Principal	Chairperson	<a href="mailto:anithagpillai@scmsgroup.org">anithagpillai@scmsgroup.org</a> , 9497775295
2	One Senior Professor of the University		Member	
3	One Official from the University or DTE (to be nominated by the Vice-Chancellor or DTE) as a member		Member	
4	Dr. Mini Tom	Professor & Deputy Dean	Member	<a href="mailto:minitom@scmsgroup.org">minitom@scmsgroup.org</a> , 9447710995
5	Dr. Jenson Joseph	HOD, AU	Member	<a href="mailto:Jenson@scmsgroup.org">Jenson@scmsgroup.org</a> , 9846244400

6	Dr. Sreelekha Menon	HOD, BSH	Member	sreelekha@scmsgroup.org 9846061909
7	Dr. Nisha L	HOD, CE	Member	nisha@scmsgroup.org, 9458352514
8	Dr. Varun G Menon	HOD, CS	Member	varunmenon@scmsgroup.org, 8714504684
9	Dr. Jayanand B	HOD, EEE	Member	jayanand@scmsgroup.org, 9447442427
10	Ms. Anandhi V	HOD, EC	Member	anandhi@scmsgroup.org, 9495314934
11	Dr. Rag R L	HOD, ME	Member	rag@scmsgroup.org, 9446941654

Any complaints or issues can be addressed to the principal either through HODs or directly. Any issues involving leaves, salary deductions, etc. can be informed to HR or FM, as the case may be, through the Principal.

  
11/7/22  
**PRINCIPAL**

Copy to:

- HOD's, Faculty rooms
- Staff
- Office

# SCMS SCHOOL OF ENGINEERING AND TECHNOLOGY

Vidya Nagar, Palissery, Karukutty

Faculty Grievance Redressal Committee

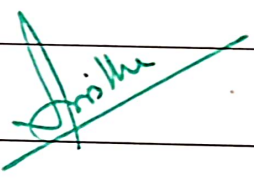


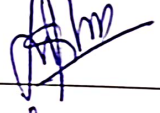
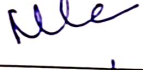

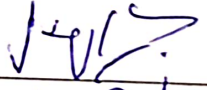


## Meeting Minutes

Date: 15-12-2022

Time: 11.00 am – 11.30 am

Venue: Board room, Admin Block, SSET

### Committee Members:

No	Name	Position	Signature
1	Dr. Anitha G Pillai	Chairperson	
2	One Senior Professor of the University	Member	
3	One Official from the University or DTE (to be nominated by the Vice-Chancellor or DTE) as a member	Member	
4	Dr. Mini Tom	Member	
5	Dr. Jenson Joseph	Member	
6	Dr. Sreelekha Menon	Member	
7	Dr. Nisha L	Member	
8	Dr. Varun G Menon	Member	
9	Dr. Jayanand B	Member	
10	Ms. Anandhi V	Member	
11	Dr. Rag R L	Member	

Minutes:

1	Points Discussed	<ul style="list-style-type: none"><li>Vacation leave (24 days) is to be distributed throughout the year because of various reasons like university exam invigilation, valuation, etc.</li></ul>
2	Action taken/To be taken/ Status	<ul style="list-style-type: none"><li>Decided to distribute the Vacation of faculty handling S8 from June to August to suit the academic calendar by KTU</li></ul>
3	Action by/ Target date	May – June 2023

*Anitha*  
16/12/22

Chairperson of GRC

Dr. Anitha G Pillai, Principal, SSET