



# SCMS SCHOOL OF ENGINEERING AND TECHNOLOGY


Vidya Nagar, Palissery, Karukutty, Kerala 683576

## Annual Report 2018 - 2019

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 were 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