



SCMS SCHOOL OF ENGINEERING AND TECHNOLOGY


Vidya Nagar, Palissery, Karukutty, Kerala 683576

Annual Report 2020 - 2021

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. Since it was Covid period and the classes were held online, Heads of Department along with the faculty advisors addressed the respective classes in online mode and briefed the students about the functioning of the Grievance Redressal Cell. During the period, the committee received a total of 3 grievances from the students. Students were facing problems in attending online classes as the online teaching mode was new to them. Guidance was given to faculty members to conduct the online classes taking into consideration the difficulties students were facing.

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