



**SCMS SCHOOL OF TECHNOLOGY AND MANAGEMENT (SSTM)**  
**SCMS Campus, Prathap Nagar, Muttom, Aluva, COCHIN- 683 106. KERALA**

## **CRITERIA 5**

### **STUDENT SUPPORT AND PROGRESSION**



#### **5.1 Student Support.**

**5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases**





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Accredited by NAAC and MBA Programme Accredited by NBA  
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## MINUTES OF GRIEVANCE REDRESSAL CELL 2021-2022

The Grievance Redressal Cell consists of the Principal, Vice Principal, Head of Department, faculty members and student representatives.

The minutes of the meeting conducted on 19/10/2021 are as follows:

1. Constituting the Grievance Redressal Cell for the year 2021-22
2. On request from the students remedial sessions were conducted to cop up with exam schedule.
3. It was decided to incorporate digital payment system at the store and canteen on requests from students.

### MEMBERS PRESENT:

Ms Bindhu John	Ms.Meghasree P S
Dr. Fathima Mary Cross	Mr.Abhinav Ramanan
Mr. Arunkrishnan	Ms. Archana T
Dr Asha Raj	Ms.Mishka Shaji
Mr. Sathesh C.S.	Ms.Lubna Ludheen
Ms. Sindhu Manoj	Mr. Vivek Rajagopal
Dr.Suja Nair	Ms.Sana Ansari

  
**Dr. G Sashi Kumar**  
Principal





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## MINUTES OF GRIEVANCE REDRESSAL CELL 2020-2021

The Grievance Redressal Cell consists of the Principal, Vice Principal, Head of Department, faculty members and student representatives.

The minutes of the online meeting conducted on 01/07/2020 are as follows:

1. Constituting the Grievance Redressal Cell for the year 2020-21
2. Due to the Covid-19 pandemic lockdown, the institution has remained closed from March 19, 2020.
3. As the requests came from the students with regard to the non-availability of study materials during the pandemic it was decided by the committee that all links with respect to the classes engaged shall be collated and handed over by each department to the network administrator  
Mr. Praveen Kamath and the same shall be handed over to the students on individual request.
4. It was decided to reduce the number of class hours and increase the duration of break in between the sessions for the betterment of health of students.

### MEMBERS PRESENT

Dr.G.Sashi Kumar (Principal)	Ms Bindhu John
Dr.Sherin Alex (Vice-principal)	Mr. Sathesh C.S.
Mr. Arunkrishnan	Dr.Fathima
Dr Asha Raj	

  
**Dr. G Sashi Kumar**  
Principal





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## MINUTES OF GRIEVANCE REDRESSAL CELL 2019-2020

The Grievance Redressal Cell consists of the Principal, Vice Principal, Head of Department, faculty members and student representatives.

The minutes of the meeting conducted on 18/09/2019 are as follows:

1. Constituting the Grievance Redressal Cell for the year 2019-20.
2. Discussing the various grievances raised by students and faculty members.
3. Notifying the University on the various examination grievances raised by students and faculty members
4. Resolving the request for extra classes for Semester 4, IMCA Batch 5, by allotting ten extra sessions.
5. Resolving the request for development of the parking area and maintenance of cleanliness of the campus by raising the suggestion with the Management.
6. Resolving the issue of broken chairs in the Commerce classrooms by notifying the management about the same.
7. Resolving the request for flexibility in uniforms and grooming during monsoons by rejecting the suggestion.
8. Resolving the infrastructural grievances raised by notifying the Management about the same.

### MEMBERS PRESENT

Dr.G.Sashi Kumar (Principal)	Dr. Salini Bhasker
Dr.Sherin Alex (Vice-principal)	Ms. A Arsha
Dr. Mary Fatima Cross	Mr. Arunkumar M
Dr. Shoba Menon	Mr. John Christy T.L
Mrs.Latha K	Mr. Amal Thomas
Dr. C. Mohankumar	Ms.Aneesha Nair
Dr. Sethulakshmy Nair C.	

  
**Dr. G Sashi Kumar**  
Principal





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## MINUTES OF GRIEVANCE REDRESSAL CELL 2018-2019

The Grievance Redressal Cell consists of the Principal, Vice Principal, Head of Department, faculty members and student representatives.

The minutes of the meeting conducted on 03/10/2018 are as follows:

1. Constituting the Grievance Redressal Cell for the year 2018-19.
2. Initiating new students as the members of the Grievance Redressal Cell.
3. Discussing the various grievances raised by students and faculty members.
4. Notifying the University regarding examination grievances raised by students and faculty members.
5. Resolving the suggestion to install more water coolers by raising the suggestion to the Management
6. Resolving the request for a change in timings by rejecting the suggestion.
7. Resolving the suggestion to schedule assignments towards the beginning of the Semester by alerting the Faculty members about the same.
8. Resolving the issue of faulty locks in the student washrooms by raising the issue with the Management.
9. Resolving the suggestion to avoid shuffling between two classes by taking measures to ensure that the shuffling is comfortable for the students.
10. Resolving the various infrastructural grievances raised by the students by notifying the Management about the same.

### MEMBERS PRESENT

Dr.G.Sashi Kumar (Principal)	Dr. Salini Bhasker
Dr.Sherin Alex (Vice-principal)	Ms. A Arsha
Dr. Mary Fatima Cross	Mr. Arunkumar M
Dr. Shoba Menon	Mr. John Christy T.L
Mrs.Latha K	Mr. Arunkrishnan
Dr.C. Mohankumar	Mr. Emil Cherian
Dr. Sethulakshmy NairC.	Ms.Jexcy Mary Jacob

  
**Dr. G Sashi Kumar**  
Principal





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## MINUTES OF GRIEVANCE REDRESSAL CELL 2017-2018

The Grievance Redressal Cell at SSTM consists of the Principal, Vice Principal, Head of Department, faculty members and student representatives.

The minutes of the meeting conducted on 01/01/2018 are as follows:

1. Constituting the Grievance Redressal Cell for the year 2017-18.
2. Discussing the issues raised by the students and faculty members.
3. Notifying the University on the various examination grievances raised by the students and faculty members.
4. Resolving the issue raised by the students on the need for the introduction of physical training in the timetable.
5. Resolving the suggestion for a change in timing by rejecting the same due to lack of time for the completion of the course.
6. Resolving the issue of defective projectors in the Commerce classrooms, raised by the student representatives by notifying the management about the same.
7. Resolving the issue raised by the students regarding more gymnasium equipment.
8. Resolving the issue of unhygienic food by forming a Mess committee to take speedy action in this regard.
9. Resolving the various infrastructural grievances raised by the student and faculty members by raising the issue with the Management.

### MEMBERS PRESENT

Dr.G.Sashi Kumar (Principal)	Dr. Salini Bhasker
Dr.Sherin Alex (Vice-principal)	Mr.Vipul Kumar N.M
Dr. Mary Fatima Cross	Ms.Aiswarya Murali
Dr. Shoba Menon	Ms.Aishwarya R. Krishnan
Mrs.Latha K	Mr. Gautham A. Kumar
Dr. C. Mohankumar	Mr. Deepak Krishna
Dr. Sethulakshmy Nair C.	Ms.Tina Cherian

  
**Dr. G Sashi Kumar**  
Principal

