



SSTM/57/25/A049

16-06-2025

Student Grievance Redressal Committee 2025-2026

The Students Grievance Redressal Committee follows the Online Grievance Redressal Mechanism as specified in the Approval Process Handbook as well as Grievance Redressal Committee in the Institution and Appointment of OMBUDSMAN by the University.(As per All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019) All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1- 103/ AICTE/PGRC/Regulation/2021 dated 25.03.2021.

The Student Grievance Redressal Committee Members for the academic year 2024-2025 are as follows:

Student Grievance Redressal Committee Members	
Chairperson	Dr.J.M Lakshmi Mahesh, Principal, SCMS School of Technology and Management
Faculty Representatives	Dr.Meera MS, Associate Professor, SCMS School of Technology and Management
	Dr.Antony J Kuttanchery, Assistant Professor, SCMS School of Technology and Management
	Ms. Sudha D, Assistant Professor, SCMS School of Technology and Management
Student Representatives	Mr. Arjun A Nair
	Ms.Reshma V Nair
PTA Representative	Mr. Abhijith Saravanan
	Ms. Smitha Gigu

Handwritten signature and date: 16/6/25
DR. J.M.LAKSHMI MAHESH
PRINCIPAL
SCMS SCHOOL OF TECHNOLOGY
AND MANAGEMENT



SSTM/57/24/A0571

20-06-2024

Student Grievance Redressal Committee 2024-2025

The Students Grievance Redressal Committee follows the Online Grievance Redressal Mechanism as specified in the Approval Process Handbook as well as Grievance Redressal Committee in the Institution and Appointment of OMBUDSMAN by the University.(As per All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019) All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1- 103/AICTE/PGRC/Regulation/2021 dated 25.03.2021.

The Student Grievance Redressal Committee Members for the academic year 2024-2025 are as follows:

Student Grievance Redressal Committee Members	
Chairperson	Dr. G Sashikumar, Principal, SCMS School of Technology and Management
Faculty Representatives	Dr. Antony J Kuttanchery, Assistant Professor, SCMS School of Technology and Management
	Dr. Sheena, Assistant Professor, Department of Business Administration, SCMS School of Technology and Management
	Ms. Sudha D, Assistant Professor, Department of Computer Applications, SCMS School of Technology and Management
Student Representatives	Mr. Adithya Bibin
	Ms. Reshmitha R
	Mr. Abhijith Saravanan
PTA Representative	Mr. Sulfikar Ali




Dr. G. Sashi Kumar Ph.D
PRINCIPAL



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Student Grievance Redressal Committee 2023-2024

The Student Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

The Student Grievance Redressal Committee Members for the academic year 2023-2024 are as follows:

STUDENT GRIEVANCE REDRESSAL COMMITTEE		
1.	Chairperson	Dr.G. Sashikumar(Principal)
2.	Faculty Coordinators	1. Dr. J.M.Lakshmi Mahesh, (Vice Principal) 2. Ms. A. Arsha, Assistant Professor
3.	College Union Chairperson	Mr. HariGovind M
4.	Student Representatives Elected	1. Mr.Fawas Sakeer 2. Ms. Shuha M
5.	SC/ST Representative	Mr. Amith Kumar T K
6.	PTA Representatives	Mrs. K. R. Vrinda Menon



Dr. G SASHI KUMAR
PRINCIPAL
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Student Grievance Redressal Committee 2022-2023

The Student Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

The Student Grievance Redressal Committee Members for the academic year 2022-2023 are as follows:

STUDENT GRIEVANCE REDRESSAL COMMITTEE		
1.	Chairperson	Dr.G. Sashikumar(Principal)
2.	Faculty Coordinators	1. Dr. J.M.Lakshmi Mahesh, (Vice Principal) 2. Ms. A. Arsha, Assistant Professor
3.	College Union Chairperson	Mr. DevKrishnan V A
4.	Student Representatives Elected	3. Ms. Gouri Vinod 4. Mr.Hifz Ul Rahman
5.	SC/ST Representative	Mr. Rishabh Subrahmanian
6.	PTA Representatives	Mr. P.M.A.Latheef



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Online Grievance Redressal Mechanism

As per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 (Vide notification F.No. 37-3/Legal/2012 dated 25.02.2012) regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions, a Grievance Redressal Committee was formed to address the grievances of the students, parents and others.

The Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

All aggrieved students, their parents and others may henceforth approach in writing to the Grievance Redressal Committee of SSTM at "The Chairman, Grievance Redressal Committee, SCMS School of Technology and Management, Muttom, Aluva or send an e-mail to sstm.grievancecell@scmsgroup.org at the first instance. If not satisfied with the decision of the committee, the petitioner may approach the OMBUDSMAN directly. The OMBUDSMAN shall exercise the powers vested on him to hear those grievances and will ensure the disposal of the grievances within one month.

The Online Student's Grievance Redressal Portal (www.ugc.ac.in/grievance) is also initiated by the University Grants Commission to facilitate students to lodge his or her grievance and provide a mechanism for redressal of their grievances.

Appointment of Ombudsman

Geetha Sasikumar, Former HOD, NSS College, Cherthala has been appointed as OMBUDSMAN to address the grievances of students and parents.

Email : sstm.grievancecell@scmsgroup.org



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Student Grievance Redressal Committee 2021-22

The Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students/staff which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

Grievance Redressal Committee Members for the academic year 2021-22 are as follows:

Faculty Representative	Student Representative	Department
Ms Bindhu John	Ms.Mishka Shaji	MCA
Dr. Fathima Mary Cross	Ms. Archana T	MBA
Mr. Arunkrishnan	Mr.Abhinav Ramanan	B.Com
Dr Asha Raj	Ms.Meghasree P S	Biotechnology
Mr. Sathesh C.S.	Ms.Lubna Ludheen	Economics
Ms. Sindhu Manoj	Mr. Vivek Rajagopal	BBA
Dr.Suja Nair	Ms.Sana Ansari	Psychology


Dr. G Sashi Kumar
Principal





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Student Grievance Redressal Committee 2020-21

The Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students/staff which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

Grievance Redressal Committee Members for the academic year 2020-21 are as follows:

1. Dr.G.Sashi Kumar (Principal)
2. Dr.Sherin Alex (Vice-principal)

Faculty Representatives:

1. Mr. Arunkrishnan
2. Dr Asha Raj
3. Ms Bindhu John
4. Mr. Sathesh C.S.
5. Dr.Fathima

Student Representatives:

1. Ms. Gayathri M Das
2. Ms. Archana T
3. Mr. Malik


Dr. G Sashi Kumar
Principal





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Student Grievance Redressal Committee 2019-20

The Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students/staff which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

Grievance Redressal Committee Members for the academic year 2019-20 are as follows:

1. Dr.G.Sashi Kumar (Principal)
2. Dr.Sherin Alex (Vice-principal)

Faculty Representatives:

1. Dr. Mary Fatima Cross
2. Dr. Shoba Menon
3. Mrs.Latha K
4. Dr. C. Mohankumar
5. Dr. Sethulakshmy Nair C.
6. Dr. Salini Bhasker
7. Ms. A Arsha
8. Mr. Arunkumar M
9. Mr. John Christy T.L

Student Representatives:

1. Mr. Amal Thomas
2. Ms.Aneesha Nair


Dr. G Sashi Kumar
Principal





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Student Grievance Redressal Committee 2018-19

The Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students/staff which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

Grievance Redressal Committee Members for the academic year 2018-19 are as follows:

1. Dr.G.Sashi Kumar (Principal)
2. Dr.Sherin Alex (Vice-principal)

Faculty Representatives:

1. Dr. Mary Fatima Cross
2. Dr. Shoba Menon
3. Mrs.Latha K
4. Dr.C. Mohankumar
5. Dr. Sethulakshmy NairC.
6. Dr. Salini Bhasker
7. Ms. A Arsha
8. Mr. Arunkumar M
9. Mr. John Christy T.L
10. Mr. Arunkrishnan

Student Representatives

1. Mr. Emil Cherian
2. Ms.Jexcy Mary Jacob


Dr. G Sashi Kumar
Principal





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Student Grievance Redressal Committee 2017-18

The Grievance Redressal Committee of SSTM has been constituted with an aim to provide easy and readily accessible mechanism for prompt disposal of the day to day genuine grievances.

Responsibilities:

- All the grievances of the students/staff which could not be settled in the routine process should be referred to this committee.
- Committee tries to settle the issues amicably in a time bound manner.
- Introduce a reasonable and reliable solution for grievances of various issues received from students/parents
- Ensure that the grievances are resolved on time impartially and confidentially.

Grievance Redressal Committee Members for the academic year 2017-18 are as follows:

1. Dr.G.Sashi Kumar (Principal)
2. Dr.Sherin Alex (Vice-principal)

Faculty Representatives:

1. Dr. Mary Fatima Cross
2. Dr. Shoba MenonMrs.Latha K
3. Dr. C. Mohankumar
4. Dr. Sethulakshmy Nair C.
5. Dr. Salini Bhasker
6. Mr.Vipul Kumar N.M
7. Ms.Aishwarya Murali

Student Representatives:

1. Ms.Aishwarya R. Krishnan
2. Mr. Gautham A. Kumar
3. Mr. Deepak Krishna
4. Ms.Tina Cherian


Dr. G Sashi Kumar
Principal

