

SNM TRAINING COLLEGE

MOOTHAKUNNAM

GRIEVANCE REDRESSAL CELL REPORT

Academic Year 2021-2022

The Institution has a Grievance Redressal Cell functioning to address the needs, complaints and problems the students. Grievance Redressal Committee comprises of the Principal and three senior teachers and a student representative. The Institution has a Grievance box where the students can drop their complaints and suggestions. Online portal facilities are also provided by the college through its website to report their grievances. The institution has a practice of Open Forum as part of Grievance Redressal Cell to render the suggestions and complaints of students in person. College Grievance Redressal Committee provides an access for the students to meet them when and where needed.

Grievance Redressal Committee met twice in the academic year to address the complaints and suggestions of students on 8th October, 2021 and 16th March, 2022.

Members Present:

1. Dr.Asha O S, Principal, SNM Training College
2. Dr.Susmitha P S, Senior Teaching Faculty
3. Dr. K S Krishna Kumar, Senior Teaching Faculty
4. Dr.Seeja K R, Senior Teaching Faculty
5. Mr.Anandhu M K, Chairman, College Student's Union

The Resolutions of Grievance Redressal Committee Meeting held on 08/10/21

Sl. No.	Grievances Received	Action Taken
1	Water related issues.	Occasional water scarcity was addressed. Needed steps were taken to ensure water availability throughout working hours
2	Bathroom/toilet related issues.	Bathroom/toilet related issues were addressed and resolved
3	Technology related issues.	During the pandemic period students were made aware of the tactics to handle technology related issues like network problems, accessibility during online classes etc.

The Resolutions of Grievance Redressal Committee Meeting held on 10/03/2022

Sl No.	Grievances Received	Action Taken
1	Library related issues	Issues related to library were addressed and resolved. Students were provided details related to Library Usage, especially on accessing reference books.
2	Transportation facility	Grievance related to transportation facility for female students to Ladies Hostel were addressed. Necessary direction was provided regarding the same.



PRINCIPAL
PRINCIPAL IN CHARGE
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