

**SNM TRAINING COLLEGE
MOOTHAKUNNAM
GRIEVANCE REDRESSAL CELL REPORT
ACADEMIC YEAR 2023-2024**

The institution has a grievances cell functioning to address the needs, complaints and problems of the students. Grievances redressal committee comprises the principal, three senior teacher and a student representative. The institution has a grievance box where the student 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 practice of Open Forum as a part of grievances redressal cell to render the suggestions and complaints of students in person. College grievance cell provides an access for the students to meet them when and where needed. Grievance Redressal committee met thrice in the academic year to address the complaints and suggestions of students on 24/08/2023, 18/12/2023, 27/03/2024.

Members present

1. Dr Susmitha PS : Principal SNMTC Moothakunnam
2. Dr. KS Krishnakumar : Staff Advisor
3. Dr Seeja KR : IQAC Coordinator
4. Dr. Rinu V Antony : Senior Teaching Faculty
5. Ashly Joy : Chairperson College Students Union

The Resolution of Grievance Redressal Committee Meeting held on 24/08/2023

SL. No.	Grievances Received	Action Taken
1	Issues related to college Wi-Fi Access	College Wi-Fi made accessible to all students
2	Issues related to campus cleanliness	Necessary actions were taken to improve cleanliness in campus

The Resolution of Grievance Redressal Committee Meeting held on 18/12/2023

SL.No	Grievances Received	Action Taken
1	Issues related to wash areas ; Need of more taps and pipes	Increased number of taps in washing area.
2.	Increase library access after regular working hours of college	Discussed the issue with teachers and management

The Resolution of Grievance Redressal Committee Meeting held on 27/03/2024

SL. No.	Grievances Received	Action Taken
1	Lack of Utensils in the kitchen	Purchasing of new utensils
2	Rusted utensils	Replacement of utensils




PRINCIPAL IN CHARGE
SNM Training College
Moothakunnam-683 516
PH: 0484-2482084