

Students' Grievances Redressal Cell

Introduction:

SIMAT provides mechanism to students for redressal of their grievances with regard to their complaints on academic and non-academic matters, grievances related to assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc. Grievance Redressal Cell was set up at SIMAT strictly adhering to the guidelines provided with the AICTE Regulation Act 1987(AICTE Notification F.No. 37-3/legal 2012 dated 25/05/2012 and Notification of APJ Abdul Kalam Technological University, Thiruvananthapuram and University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013).

Objectives:

- To introduce a fair, impartial and consistent mechanism for redressal of various issue faced by the students/parents.
- To develop a responsive and accountable attitude among all stakeholders, there by maintaining a harmonious atmosphere in the campus
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason; and
- To ensure the grievances are resolved promptly, neutrally and in complete confidentiality.
- To uphold the dignity of the institution by promoting cordial student-teacher relationship.

Mechanism:

Whenever in any matter, a student wishes to seek redress of a grievance; the proper course for him/her is to address his Class Tutor or the concerned HoD (for departmental academic and administrative issues) or Warden (for hostel related matters) or Administrator (for Fee/ College Bus related issues) or whosoever is competent to deal with the matter. Students can submit grievance online through email: grievance@simat.ac.in. Students' grievance will be redressed as earlier as possible based on the nature of the issue.

Student Grievance Redressal Committee:

There is a Student Grievance Redressal Committee at the Institute level to deal with the grievances of the students. The details of this committee are furnished below:

1. Dr. George C.T, Principal	Chairman
2. Mr. Praveen Kumar K, HoD - ME	Convener
3. Prof. P V Thankachan, HOD – EEE	Member
4. Ms. Jayasree N Vettath, AP/ CSE	Member
5. Mr. Sreekanth E M, AP/ CE	Member

Functions:

- To receive complaints of students and redressal of grievances of students. The cases will be attended promptly on receipt of written grievances from the students.
- This committee will deal with all the Grievances directly which are related to the common problems at Institute level both academic and administrative
- The Committee will review all cases and will act accordingly.
- The Committee will give report to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for Redressal of Grievances:

- a. An aggrieved student who has the Grievance or Grievances shall make an application first to the Class Tutor. The Class tutor, after verifying the facts will try to redress the grievance within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the Class tutor, then the same should be placed before the HoD for redressal.
- b. If the student is not satisfied with the redressal offered by the HoD/Principal, and feel that his/her Grievance is not redressed, he/she can submit an appeal to the Students Grievance redressal committee with the relevant details, through the Class tutor of his/her department.
- c. Students can also submit their grievance through online portal – ***grievance@simat.ac.in***
- d. The Student Grievance Redressal Committee would consider the appeal of the student and make appropriate recommendations to the Principal within a reasonable time, preferably within 15 days. On approval by the Principal the final decision would be communicated to the student through the Administrator of the Institute.
- e. The Student Grievance Redressal Committee, if needed, may recommend to the Vice Chancellor, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance.
- f. While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned officials.
- g. The decision of Principal, SIMAT, shall be final and binding on all students' grievances related matters.


 (11/12/18)