

**SSM INSTITUTE OF ENGINEERING AND TECHNOLOGY**

(Approved by AICTE, New Delhi / Affiliated to Anna University, Chennai / Accredited by NAAC),

(Accredited by NBA – ECE, EEE &amp; MECH UG Programs)

Dindigul – Palani Highway, Dindigul 624 002

**GRIEVANCES AND ACTION TAKEN ACADEMIC YEAR 2023-2024**

S. NO	Date	Name	Nature of Grievance	Action Taken
1	24/11/2023	R.Keerthana	Need extra courses (Python, Java, C++ etc.,) & Language classes (French, Spanish etc.,)	Issue is conveyed to higher authorities and efforts are underway
2	24/11/2023	M.SanthoshKumar	Improve the quality of computers in PSPP lab	Maintenance works for labs are scheduled.
3	24/11/2023	K.Kirubadharshini	Requesting to change the food menu in hostel mess	Issue is conveyed to warden and mess In charge
4	28/11/2023	K.Raji	Need of chocolates, biscuits & Fruit juices in canteen	Issue is conveyed to canteen In charge
5	28/11/2023	C2 (Cys) Boys	Requirement of sports materials in college & Need of club activity in 2 <sup>nd</sup> & 4 <sup>th</sup> Saturdays	Physical Education Director is informed and the issue will be addressed in the future
6	28/11/2023	CSE (CYS) I Year Students	Provide the hot water in engineering block	Water Doctor is repaired and the issue is solved
7	28/11/2023	R.Mithilesh	Need of activity day in Saturday instead of taking class &Add the library hour in time table	Issue is conveyed to concerned HoD& will be resolved in future
8	28/11/2023	C2 (Cys) Students	Permit to conduct cultural programs like Pongal to keep one day as traditional day & Need of Industrial visit	Issue is conveyed to Principal & will be resolved in future
9	01/12/2023	S.Bhuvaneswari	Requesting to fix projector in class room	System Admin was informed & issue is resolved
10	01/12/2023	M.Arthi	Change the sitting benches in class, it is very short & Uncomfortable to us	Efforts are underway to resolve the problem
11	01/12/2023	B.HemaShalini	Improve the cleanliness of rest room	Schedule of Cleaning and Audit is recommended

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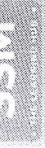
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12	01/12/2023	N.Aiswarya	Requesting to keep the electronic items in safe manner. Fan regulator not available in switch board, in rainy season it is getting shock.	All electrical points were checked and the issue is resolved
13	01/12/2023	D.YogaLakshmi	Lack of buckets & proper locks in door in A Block rest room	PRO is informed and the issue is resolved
14	01/12/2023	B.Sahana	Requesting the water heater in second floor of college hostel	Hostel Warden is informed and is resolved
15	01/12/2023	H.Jhahirnah	Need of Clinic room to take rest in the time of unexpected illness	Students room is prepared to address the issue
16	01/12/2023	M.HasinJishan	Requesting permission to use college lift	Issue is conveyed to the Principal
17	01/12/2023	A.MohammedSabeek	Suggestion to reduce the rate of canteen items & clean the food plate properly	Canteen incharge has been informed through Principal
18	01/12/2023	M.Lavanya	Need to extend the lunch time	Issue will be resolved in the future
19	01/12/2023	K.Ashurakesh	Provide RO water facility in C Block & Good Projector installation in class room	Efforts are underway to resolve the problem
20	25/11/2023	R.Ramanujan	Need of extra fan in centre line of the class room & Water purifier in C Block	Efforts are underway to resolve the problem
21	25/11/2023	V.Indhrapriyadharshan i	Suggestion to improve the cleanliness of class room & Provide napkin pad machine in rest room	Schedule of Cleaning and Audit is recommended
22	25/11/2023	K.Selvaharshana	Provide projector in class room to attend smart classes to improve our virtual ideas & Provide hygiene rest rooms	Efforts are underway to resolve the problem
23	01/12/2023	K.Gowshik	Need more time to speak with our faculties & Allocate P.Ed periods on rest of Saturdays	Issue will be resolved in the future
24	30/11/2023	T.Hariharan	Suggestion to improve the facility of rest room nearby canteen. There is no door only screens, it makes discomfort to usage	Canteen In charge is informed and the issue has been resolved

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25	30/11/2023	T.Yuvraj	Upgrade the computers & Provide the G pay facility in the Mini canteen in C Block	Efforts are underway to resolve the problem
26	30/11/2023	S.Abarna	Provide the hot water purifier in our floor	Water Doctor is repaired and the issue is solved
27	30/11/2023	K.CharanKumar	Suggestion to improve the cleanliness of gents toilet in C Block	Schedule of Cleaning and Audit is recommended
28	30/11/2023	M.Aafrin&A.Abishek	Requesting to clean the class room frequently	Schedule of Cleaning and Audit is recommended
29	30/11/2023	S.Dharshika	Need of class room windows repair	Efforts are underway to address the issue
30	30/11/2023	A.Sahana	Avoiding water stagnation in C Block corridors	Efforts are underway to address the issue
31	30/11/2023	K.Thamodharan	Provide drinking water facility in our floor	Water Doctor is repaired and the issue is solved
32	30/11/2023	B.Viswa	Fix the working condition projector in class room	System Admin is informed and the issue has been solved
33	30/11/2023	K.SivaPriya	Proper maintenance of rest room	Schedule of Cleaning and Audit is recommended
34	30/11/2023	K.S Yoga Kalika Devi	Provide comfortable deck & bench in class room	Efforts are underway to resolve the problem
35	30/11/2023	S.Thanishka	Provide proper running long fan in C4 class room	The problem will be resolved in the future
36	30/11/2023	K.Selvanivas	Suggestion to engage the class by faculty up to 20-25 minutes only, remaining times we need the activities (Quiz & Seminar)	Efforts are underway and necessary changes will be made in the upcoming semester
37	30/11/2023	V.BalaSurya	Allocate the seats in college bus no:9 & Allocate P.Ed periods on rest of Saturdays	PRO is informed and the issue has been resolved



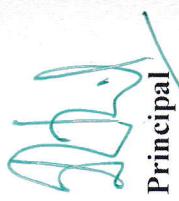
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38	30/11/2023	C.Balamurugan	Display the sports activity regarding information to know the students. Especially Kabaddi& Volleyball	Issue is conveyed to the PED and a separate notice board is arranged
39	10/11/2023	C.AnciyaPreethi	Suggestion to increase our lunch time	The problem will be resolved in the future
40	15/11/2023	N.Dharshini	Need a lift for students	The problem will be resolved in the future
41	15/11/2023	M.Dhanusri	Need of separate food court for girls	Efforts are underway to address the issue
42	21/11/2023	C7 Girls	Requesting to clean the class room, fix the doors in rest room, need a place or bin to dispose napkins & avoid semiya & milk powder in hostel food	Schedule of Cleaning and Audit is recommended
43	01/12/2023	R.Siva&K.Vasanth	Repair the R.O water purifier & Increase the benches in our class	The problem has been addressed
44	01/12/2023	M.SalikaDharshini & N.Sivasankary	Provide quick food delivery in our college canteen	Necessary changes will be made in the upcoming semester



Principal

Grievance Redressal Coordinator

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12	05.03.22	Machanaguru	Canteen Hygiene	Immediately informed to the canteen incharge for corrective measures and to maintain the same without fail.
13	04.03.22	R.Vijay	Canteen food quality	
14	05.03.22	Aswath	Requirement of lift in Mechanical department.	Grievance is reported to administration.
15	05.03.22	Arun Prasad	Bus stop at vadamadurai	Bus route is extended upto Vadamadurai
16	04.03.22	Kerventhhan	Additional classes needed for 4 credit papers	Arranged the special classes
17	05.03.22	Aravindh	Request for Handwritten notes	Handwritten notes given for all subjects
18	04.03.22	S.Bharath	Value added course are needed.	Efforts are underway to conduct value added courses.
19	05.03.22	Naveen	Question bank and additional notes	Question bank is given to the students
20	04.03.22	S.Sanjeevi	Additional bus required for the Begambur route	Based on the request, one more bus is provided in this route
21	05.03.22	C. Mahavishnuvarman	Want to Change the Project batch group	New Batch allotted
22	05.03.22	C. Mahavishnuvarman	Want to Change the Project batch group	New Batch allotted
22	05.03.22	M.Muthamiz Selvan	More tests need to be conducted apart from Internal tests	More tests are conducted in regular intervals

Coordinator – Grievances Cell

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### GRIEVANCES AND ACTION TAKEN ACADEMIC YEAR 2021-2022

S.No	Date	Name	Nature of Grievance	Action Taken
1	05.03.22	Monish.M	Handwritten notes	Handwritten notes given for all subjects
2	04.03.22	Rishikumar.K	Appreciation about infrastructure of college	Appreciation acknowledged.
3	04.03.22	Chirstha Raja.J	More tests need to be conducted apart from Internal tests	More tests are conducted in regular intervals
4	05.03.22	Janani.S	Restroom hygiene and breakage of door locks	The issue is informed to home keeping department [PRO]
5	05.03.22	Pavithra.R	Book bank, Question bank and more tests need to be conducted	Book bank questions are given
6	04.03.22	Mohammed Ifan.A	Duration of courses for Math, EMT, EDC and EMI needs to be increased	Extra offline class are conducted for the students
7	05.03.22	Vignesh.M	Need Extra practical sessions for all the labs.	Students can practice their exercises with the help of lab incharge faculty members
8	05.03.22	Priyadarshini.A	Canteen Hygiene	Immediately informed to the canteen incharge for corrective measures and to maintain the same without fail.
9	05.03.22	Saran Pandian.S	Bus stop near St.Mary's church , near Mission hospital , Madurai	Due to bridge construction and traffic issue, we are not able to provide bus at that stop
10	05.03.22	Madheshkumar.S	Restroom hygiene and breakage of door locks	The issue is informed to home keeping department [PRO]
11	05.03.22	S.John Praveen	Question bank and additional notes	Question bank is given to the students



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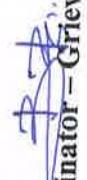
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### GRIEVANCES AND ACTION TAKEN ACADEMIC YEAR 2021-2022

S. No	Date	Name	Nature of Grievance	Action Taken
1	06.03.22	Maintenance workers & Cleaning Staffs	Requested to get advance amount during family function, festivals, etc.,	Permission given to get advance amount during festivals, family functions, etc.,
2	04.03.22	All department lab technicians	Requested permission for taking Full body check	Permission given for the same to do it immediately
3	04.03.22	R.Thiruppathi, Technical Assistant/Civil	Requested for reduction of salary amount in 3 installments for leave taken during illness.	Necessary steps will be taken to reduce the pay in installments
4	06.03.22	Maintenance workers	Advance amount during festival season	Request approved to get advance amount during festivals

  
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Email: [ssmietdgl@gmail.com](mailto:ssmietdgl@gmail.com) Website: [www.ssmiet.ac.in](http://www.ssmiet.ac.in)**GRIEVANCES AND ACTION TAKEN ACADEMIC YEAR 2020-2021**

S. No.	Date	Name	Nature of Grievance	Action Taken
1.	18.09.2020	Home Keeping	To get Advance amount from salary during festival	Granted
2.	15.09.2020	All Department Technical Assistants	Need personnel to guide on matters of PF and ESI	Initiated
3.	09.09.2020	Home Keeping	Need Permission time of 1 hour to participate in the family function of the co-workers	Permitted whenever required
4.	11.09.2020	Home Keeping	Requested to conduct Full body check up camp in our college yearly once	To conduct the camp in forthcoming nights
5.	04.09.2020	Home Keeping	Requested for Additional half-an-hour in the lunch time during illness	Approved
6.	01.03.2021	Technical Assistants	Requisition of medical leave during illness.	Decided (come to come basis)
7.	22.08.2020	K.G.Murugan, Technical Assistant/EEE	Requested for reduction of salary amount in 3 installments for leave taken during illness.	Granted
8.	01.09.2021	J.Christu Raja, Technical Assistant/EEE	Requested for reduction of salary amount in 3 installments for leave taken during marriage.	Granted
9.	21.03.2021	A.Issack, Technical Assistant/EC E	Requested for reduction of salary amount in 3 installments (5 days in 3 months) for leave taken during illness.	Permitted
10.	25.04.2021	R.Dinesh, Technical Assistant/Civil	Request for compensating the leave taken due to heavy rainfall in next month.	Permitted
11.	22.04.2021	Technical Assistants	Requested for change of timing from 8.30 A.M to 8.40 A.M	Considered for Revision


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SNo	Date	Name	Nature of Grievance	Action Taken
1	20.08.20	J.JalikumarPandian	Sports & Practical sessions	Extra practical sessions arranged for all the labs. Students can practice their exercises with the help of lab incharge faculty members
2	20.08.20	T.Joelgodfrey	Games & sports hours needed, need more laboratory session	Time is allotted for games, more lab classes are arranged for the students.
3	20.08.20	G.S.VijayRaguarath	More tests need to be conducted apart from Internal tests	More tests are conducted in regular intervals
4	20.08.20	S.Janani	More Books required at library, offline classes are required for problematic subjects	Books are available in Main library. Based on COVID -19 spread, offline classes will be arranged.
5	20.08.20	P.SakthiPriya	Handwritten notes	Handwritten notes given for all subjects
6	02.09.20	P.Karthika	Need of more Offline classes	Extra offline class are conducted for the students

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7.	02.09.20	M. Monesh	Duration of courses for Math, EMT, EDC and EMI needs to be increased and offline classes are needed.	Extra offline class are conducted for the students
8	07.09.20	S.Tamilselvan	Industrial visits & sports activities	Extra practical sessions arranged for all the labs. Students can practice their exercises with the help of lab incharge faculty members
9	07.09.20	N.Lakshmi	Industrial Visits, Project Expo & sports	Extra practical sessions arranged for all the labs. Students can practice their exercises with the help of lab incharge faculty members
10	07.09.20	R. Rishikaran	More Offline classes, Practical lab classes, Coaching for Government exam.	Extra practical sessions arranged for all the labs.
11	13.09.20	C.Dhiwakar	Wanted more social & sports activities	Extra practical sessions arranged for all the labs. Students can practice their exercises with the help of lab incharge faculty members
12	13.09.20	S.Prasanna Kumar	Canteen Hygiene	Immediately informed to the canteen incharge for corrective measures and to maintain the same without fail.
13	17.09.20	N.Abishek	Canteen food quality	
14	17.09.20	S.Johanspraveen	Appreciation about infrastructure of college	Appreciation acknowledged.
15	17.09.20	M. Pooja	Requirement of lift in CSE department	Grievance is reported to administration.



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16	24.09.20	M. Soundharya Devi	Restroom hygiene and breakage of door locks	The issue is informed to home keeping department. [PRO]
17	24.09.20	S.Sowmya	Request for Handwritten notes	Handwritten notes given for all subjects
18	24.11.20	S.TenanceRithik Aron	Handwritten notes	Handwritten notes are given to the students
19	28.11.20	M.Vignesh	Book bank, Question bank and more tests need to be conducted	Book bank questions are given
20	04.01.21	A.Priyadharshini	Question bank	Question bank is given for all the subjects
21	04.01.21	R.Pavithra	Question bank and additional notes	Question bank is given to the students
22	04.01.21	S.SaranPandian	Provision of radio in bus	Can't be provided
23	08.03.21	J.Kesavan	Request for Bus fees reduction for Periyakulam	Only few of them are using this route, so unable to implement your request
24	08.03.21	A.MohamedIrfan	Additional bus required for the Begambur route	Based on the request, one more bus is provided in this route
25	08.03.21	J.Harini	Bus stop near St.Mary's church, near Mission hospital , Madurai	Due to bridge construction and traffic issue, we are not able to provide bus at that stop
26	12.04.21	V.Vengadesh	Bus Stop required.	
27	12.04.21	J.Nithishkumar	Bus Stop required.	City bus stop is available. For Mofussilbus stop, representation to be given to the TNSTC.
28	12.04.21	M.Sachithanantham	Arrangements for bus stop	



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29	12.04.21	U. Dinesh Kumar	No proper allocation of Bus stop in afternoon trip.	Issue is reported to transport dept.
30.	29.04.21	H. Thrisath Daniel	No proper communication regarding the classes (offline/online or working day/Holiday)	Proper instruction is given on this regard.
31.	29.04.21	P. Jothiselvam	Bus pass needed.	Issue is reported to transport dept.
32.	29.04.21	M.Hema	Bus stop at vadamadurai	Bus route is extended upto Vadamadurai
33.	29.04.21	D.Madhesikumar	Inconvenient of bus token system	Issue is conveyed to Transport department.
34.	29.04.21	K.KrishnaSree	Suggestion of better notes and books	Renowned author books are provided.
35.	29.04.21	Sheik Dawood S	Request to Conduct Anna university exam – online mode	Anna University provided sufficient time to prepare for offline exam

  
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1.	14/02/2019	R.Soundarapandiyamal, Technical Assistant –ECE	Requested for Additional working days for leave taken ,during illness	Compensation granted
2.	14/02/2019	M.Amutha, Library Assistant	Requested for Additional working days for leave taken .during illness	Compensation granted
3.	15/07/2019	All Department Technical Assistants	Requested to conduct Full body check.	Permitted
4.	05/10/2019	Maintenance workers	Need Permission time of 1 hour to participate in the family function of the co-workers	Permission granted
5.	08/10/2019	Maintenance workers	Advance amount during festival season	Request approved
6.	13/10/2019	Maintenance workers	Requested to conduct Full body check up camp in our college yearly once	Request approved
7.	22/10/2019	Maintenance workers	Requested for Additional half-an-hour in the lunch time during illness	Permitted



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1.	14/02/2019	R.Soundarapandiyamal, Technical Assistant –ECE	Requested for Additional working days for leave taken ,during illness	Compensation granted
2.	14/02/2019	M.Amutha, Library Assistant	Requested for Additional working days for leave taken ,during illness	Compensation granted
3.	15/07/2019	All Department Technical Assistants	Requested to conduct Full body check.	Permitted for Full body check up.
4.	05/10/2019	Maintenance workers	Need Permission time of 1 hour to participate in the family function of the co- workers	Permission granted
5.	08/10/2019	Maintenance workers	Advance amount during festival season	Request approved to get advance amount during festivals
6.	13/10/2019	Maintenance workers	Requested to conduct Full body check up camp in our college yearly once	Request approved
7.	22/10/2019	Maintenance workers	Requested for Additional half-an-hour in the lunch time during illness	Permitted

  
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1	02/08/2019	M. Gowri	Placement training needs improvement. Industrial visit is needed.	The Issue is conveyed to Placement Cell. Ind. Visits to be arranged based on SOPs.
2	06/08/2019	V.Priyadarshini	Suggestion of better notes and books.	The issue will be resolved in future
3	15/08/2019	S. Arjun	On-campus placement is needed from reputed companies. Industrial visit and Extra value added course are needed.	The Issue is conveyed to Placement Cell.
4	21/08/2019	M.P. Dhanalaksimi	Value added course are needed.	Efforts are underway to conduct value added courses.
5	22/08/2019	B. Asmittha	On-campus placement is needed from reputed companies. One Industrial visit/year and Extra value added course are needed.	The Issue is conveyed to Placement Cell. Industrial visit and VAC are planned.
6	30/08/2019	S. Geethanjali	Industrial visit, Placement training, Coaching on communication skills are needed.	Placement training is provided and IV is planned.
7	04/09/2019	J. BebinRithika	More practical classes, Coaching for competitive exams, Certificate courses needed.	Coaching for exams is planned
8	12/09/2019	S. Robin Nicholas	Lab tools need improvement. More practical classes. Duration of courses is less.	Maintenance work for labs are scheduled.
9	14/10/2019	V.Vigneshwaran	Requirement of additional bus	The issue is informed to transport department.



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8	12/09/2019	S. Robin Nicholas	Lab tools need improvement. More practical classes. Duration of courses is less.	Maintenance work for labs are scheduled.
9	14/10/2019	V.Vigneshwaran	Requirement of additional bus	The issue is informed to transport department.
10	24/10/2019	A.Sahul Hameed	Increment of number of bus and requirement of bus stop.	The issue is informed to transport department.
11	27/11/2019	A.P. Aarthik raja	Requirement of new Bus stop in Palani	The issue is informed to transport department for further action.
12	30/01/2020	F. Catherin Freeda	Requirement of Bus	The issue is informed to transport department for further action.
13	01/02/2020	C. Vaishnavi	Need Wi-Fi connection. Lab tools need improvement. Canteen food has to be improved.	Administration is informed with canteen issues.
14	11/02/2020	B. Karthikeyan	More practical classes and coaching for government exams needed.	Coaching for exams is planned
15	14/02/2020	S. Aravindh	Improve the quality of food in Canteen	Informed to Canteen In-charge
16	26/02/2020	R. Pooja	On-campus placement is needed from reputed companies	The Issue is conveyed to Placement Cell.
17	06/03/2020	R. Siva	Transport facility – Change the bus timing	Present in the pickup point atleast 5 minutes before the bus arrives
18	10/03/2020	A. Josilisithor	Requirement of Bus	The issue is informed to transport department for further action.

Coordinator - Grievances Cell

PRINCIPAL