

**Opportunity for students to readdress the grievances to the management of the Institute are as per the following procedures:**

**1. Grievance Box:**

- (i) There are two grievance boxes in the institute. One is placed in the entry of the Academic block and another is kept in the Library.
- (ii) The information is passed on to the students via Notice board and announcement in the Class that they are free to write their complaints and drop in the box.
- (iii) The grievance box is opened once in a week and it is produced in front of the institute grievance committee. The committee is headed by Director, SMIT and consists of senior faculty members of the institute.
- (iv) The remedial measures taken by the grievance committee is also published in the Notice board.

**2. Senior faculty members of the committee informally interact with the students in the hostel and mess regarding their grievances.**

**3. SMIT has Student Council body elected by students. The student council meeting is held once in a month. Director, Dean's, all HOD's and other Heads of administrative departments are present in the meeting. All students can highlight their grievances in this meeting through their Class representatives. The solutions and remedial measures are discussed and decided in the meeting and the suitable solutions are implemented within 7 – 10 days.**

\*\*\*