

STUDENT GRIEVANCE REDRESSAL POLICY

Date:24-07-2025

1. Policy Statement:

In compliance with the guidelines of **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 (11-04-2023)**, Madanapalle Institute of Technology & Science is committed to providing a safe, fair, and supportive environment for all enrolled students and also those who are seeking admission as well, fostering a supportive educational environment.

MTS Student Grievance Redressal Policy ensures that grievances are addressed and redressed effectively, transparently, in a time-bound manner.

2. Purpose:

- Upholding the dignity and rights of enrolled students by addressing their grievances related to academic, administrative, infrastructural, and personal issues in a transparent structured and legally compliant manner.
- Providing an opportunity to get the complete information through the Prospectus for the students who are seeking admission.

3. Scope:

This policy covers all grievances of students enrolled in any academic program at the institution, including complaints against: Academic matters; Administrative services; Discrimination, harassment, or unfair treatment; Infrastructure and facilities; Conduct of staff or faculty.

4. Definitions:

“Aggrieved Student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.

“Declared Policy” means such policy, including the process there under:

- For admission to a course or program of study as may be offered by the Institution by publication in the prospectus of the Institution.
- On the conduct of the students abiding to the rules and regulations of the Institute.

“Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the mentioned matters.

5. Policy Provisions:

The student grievance can be lodged online at the **Website**

https://mitsmadanapalle.edugrievance.com/ or through

https://forms.office.com/r/vke9XhMFac or send through e-mail to grc@mits.ac.in or in writing to "The Coordinator-GRC, MITS, Madanapalle - 517325"

6. Implementation and Monitoring

As mandated by UGC regulations, the institution shall establish a **Student Grievance Redressal Committee and the committee ensures the implementation of SGRC policy.**

7. Responsibilities of the Student Grievance Redressal Committee

The SGRC comprising student members shall acknowledge complaints within **3 working days and the responsibilities include:**

- To resolve and communicate decisions within **15 working days**
- To maintain confidentiality and impartiality
- To submit periodic reports to the Head of Institution

8. Key Principles

- **Accessibility:** Students can file complaints through both online and offline means.
- **Confidentiality:** All grievances will be handled with discretion and sensitivity.
- **Non-retaliation:** No student will face retaliation for lodging a genuine grievance.
- **Time-Bound Resolution:** Adherence to stipulated timelines as per UGC norms.

9. Review and Amendments:

This Policy will be reviewed every two years by the **Student Grievance Redressal Committee or earliest if necessitated by UGC guidelines or Institutional needs.**



Registrar (I/c)

REGISTRAR

Madanapalle Institute of Technology & Science
(Deemed to be University)
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