

## Madanapalle Institute of Technology & Science

**Name of the Policy: Student Grievance Redressal Policy**

**Effective Date: 24-07-2023**

**Review Date: 23-07-2025**

### **Student Grievance Redressal Policy (As per UGC Guidelines)**

#### **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.

MITS 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 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](mailto: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 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.

## 10. Approval:

Approved by:

Date of Approval:

Policy Owner: **Student Grievance Redressal Committee**



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Madanapalle Institute of  
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MADANAPALLE-517325

24/7/2023

