



MIT'S

MADANAPALLE INSTITUTE OF TECHNOLOGY & SCIENCE

(Deemed to be University under section 3 of UGC Act, 1956)

Checklist No: MITS/DTBU/IQAC/25- 26/01

POLICY DOCUMENT OF STUDENT GRIEVANCE REDRESSAL

(In accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023)

Title : Policy Document of Student Grievance Redressal

Policy Code : MITSU/SGR/POL/2025/01

Version No. / Effective Date : Version 1.0 / 13 November 2025

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Approved By : Registrar

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1. Policy Metadata

Field	Details / Signature
Policy Title	Policy Document of Student Grievance Redressal
Policy Code	MITSU/SGR/POL/2025/01
Version / Date	Version 1.0 / 13 November 2025
Prepared by	 Dr. C. Kamal Basha, Co-Ordinator, Grievance Redressal Committee
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Approved by	 Dr. D. Pradeep Kumar Registrar (I/c) REGISTRAR Madanapalle Institute of Technology & Science (Deemed to be University) MADANAPALLE - 517 325, A.P., India
Next Review Date	November 2027

2. Policy Preamble

MITS Deemed-to-be University is committed to fostering an academic environment that promotes fairness, transparency, accountability, inclusiveness, and respect for the rights and dignity of every student. The University recognizes that an effective grievance redressal mechanism is an integral component of good governance, quality assurance, and student welfare.

This **Student Grievance Redressal Policy** has been formulated in accordance with the provisions of the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**, the **UGC Act, 1956**, and other applicable statutory and regulatory requirements. It establishes a structured and transparent mechanism for receiving, examining, and resolving grievances submitted by students enrolled in the University as well as those seeking admission.

The policy seeks to ensure that grievances relating to admissions, examinations, evaluation, scholarships, student amenities, infrastructure, administrative services, discrimination, harassment (other than matters covered under statutory committees), and other academic or institutional issues are addressed in a fair, impartial, confidential, and time-bound manner.

To facilitate effective grievance redressal, MITS has constituted a **Students' Grievance Redressal Committee (SGRC)** and established multiple channels for grievance submission, including an online grievance portal, Microsoft Forms, email, and written applications. Students aggrieved by the decision of the SGRC may prefer an appeal before the **Ombudsperson** appointed by the University in accordance with the UGC Regulations.

The University is committed to ensuring that the grievance redressal mechanism contributes to continuous institutional improvement, enhances stakeholder confidence, and strengthens a culture of fairness, accountability, and excellence.

3. Vision & Mission Linkage

The Grievance Redressal Cell supports the Vision and Mission of MITS Deemed-to-be University by promoting a student-centric, transparent, and accountable governance system that ensures equitable access to grievance redressal and fosters an inclusive academic environment.

The implementation of this policy contributes to:

- Protection of students' rights and welfare.
- Promotion of ethical and transparent institutional governance.
- Enhancement of student satisfaction and trust.
- Continuous quality improvement in academic and administrative processes.
- Strengthening institutional accountability and stakeholder confidence.

Alignment with NEP 2020

This policy supports the objectives of the National Education Policy (NEP) 2020 by:

- Promoting student-centric governance.
- Ensuring equitable and inclusive education.

- Strengthening institutional transparency and accountability.
- Enhancing student support systems.
- Encouraging participative and responsive institutional administration.

Alignment with Sustainable Development Goals (SDGs)

The policy contributes to the following United Nations Sustainable Development Goals:

- **SDG 4:** Quality Education
- **SDG 5:** Gender Equality
- **SDG 10:** Reduced Inequalities
- **SDG 16:** Peace, Justice and Strong Institutions

4. Objectives

Objectives of the Grievance Redressal Cell are to:

1. Establish a transparent, accessible, fair, and effective mechanism for addressing student grievances.
2. Ensure timely, impartial, and confidential resolution of grievances in accordance with the principles of natural justice.
3. Safeguard the rights, dignity, and interests of students enrolled in the University and those seeking admission.
4. Promote accountability, responsiveness, and good governance in academic and administrative processes.
5. Address grievances related to admissions, examinations, evaluation, scholarships, student services, infrastructure, and other institutional matters.
6. Strengthen student confidence by providing multiple channels for grievance submission and effective communication throughout the grievance redressal process. .
7. Ensure compliance with the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023** and other applicable statutory provisions.

5. Scope

This policy shall apply to all Schools, Departments, Centres, Administrative Offices and support services of MITS Deemed-to-be University.

The policy applies to:

- Undergraduate Students
- Postgraduate Students
- Doctoral Scholars

The policy covers grievances relating to, but not limited to:

- Admission process
- Academic matters
- Examination and evaluation
- Scholarships and financial assistance
- Student amenities
- Library services

- Hostel facilities
- Transport services
- Information Technology services
- Administrative services
- Infrastructure and campus facilities
- Unfair practices
- Discrimination
- Delay in institutional services
- Any action contrary to the statutes, ordinances, rules, regulations, or policies of the University

The following matters are outside the scope of this policy and shall be addressed through the respective statutory committees:

- Sexual Harassment (Internal Complaints Committee)
- Ragging (Anti-Ragging Committee)
- SC/ST grievances (SC/ST Cell)
- Examination malpractice
- Employee service matters
- Disciplinary matters governed by separate regulations

6. Definitions

For the purpose of this Policy, the following terms shall have the meanings assigned below. Wherever applicable, the definitions prescribed under the **UGC (Redressal of Grievances of Students) Regulations, 2023** shall prevail.

6.1 Act

“Act” means the **University Grants Commission Act, 1956 (3 of 1956)**.

6.2 Aggrieved Student

“Aggrieved Student” means a student who has a complaint in respect of matters relating to or connected with the grievances covered under the UGC Regulations and this Policy.

6.3 Declared Admission Policy

“Declared Admission Policy” means the policy, including the process for admission to a course or programme of study, published by the University in its Prospectus or through officially notified admission information.

6.4 Grievance

“Grievance” means and includes a complaint made by an aggrieved student in respect of matters covered under the UGC Regulations and this Policy.

The grievances may include matters relating to:

- Admission contrary to the declared admission policy;
- Irregularity in the admission process;

- Refusal of admission contrary to the declared admission policy;
- Non-publication or inadequate publication of the Prospectus;
- False or misleading information in the Prospectus;
- Withholding or refusal to return documents deposited by a student;
- Demand of fees beyond those specified under the declared admission policy;
- Violation of applicable reservation provisions;
- Non-payment or delay in payment of scholarships or financial assistance;
- Delay in conduct of examinations or declaration of results beyond the prescribed schedule;
- Failure to provide student amenities promised or required;
- Non-transparent or unfair evaluation practices;
- Delay in or denial of eligible fee refund;
- Alleged discrimination;
- Harassment or victimization, except matters required to be dealt with under applicable penal or statutory provisions;
- Actions contrary to University statutes, ordinances, rules, regulations, or guidelines; and
- Actions contrary to UGC regulations or guidelines of the concerned regulatory authority.

6.5 Institution

“**Institution**” means MITS Deemed-to-be University, as declared a deemed-to-be University under Section 3 of the UGC Act, 1956.

6.6 Student

“**Student**” means a person enrolled, or seeking admission to be enrolled, in the University through any applicable mode of study covered under the UGC Regulations.

6.7 Students' Grievance Redressal Committee (SGRC)

“**Students' Grievance Redressal Committee (SGRC)**” means the committee constituted by MITS Deemed-to-be University to consider and redress student grievances in accordance with the UGC Regulations.

6.8 Ombudsperson

“**Ombudsperson**” means the person appointed in accordance with the UGC Regulations to hear appeals against decisions of the SGRC.

MITS Deemed-to-be University has appointed an Ombudsperson in accordance with the applicable UGC provisions.

6.9 Prospectus

“**Prospectus**” means an official publication of the University, in print or electronic form, providing fair and transparent information to the public and prospective students.

6.10 Complainant

“**Complainant**” means an aggrieved student who submits a grievance through any of the grievance submission mechanisms prescribed by the University.

6.11 Respondent

“**Respondent**” means the individual, department, office, service unit, or other entity against whom a grievance has been submitted.

6.12 Working Day

“**Working Day**” means a day on which the University is officially functioning, excluding notified University holidays.

7. Policy Statement

MITS Deemed-to-be University is committed to providing an **accessible, transparent, impartial, confidential, and time-bound mechanism** for the redressal of student grievances.

The University shall ensure that:

1. Every eligible student has reasonable access to the grievance redressal mechanism.
2. Grievances are received through accessible online and offline channels.
3. Grievances are considered objectively and fairly.
4. Students are not subjected to retaliation or victimization for submitting a genuine grievance.
5. Confidentiality of grievance-related information shall be maintained to the extent practicable and permissible under applicable law.
6. SGRC shall submit its report and recommendations to the competent authority and provide a copy to the aggrieved student within the timeframe prescribed under the UGC Regulations.
7. An appropriate appellate mechanism through the Ombudsperson shall be available to students who are aggrieved by the decision of the SGRC.
8. Grievance information and the details of the SGRC and Ombudsperson shall be appropriately disseminated through the University website and Prospectus as required under the UGC Regulations.
9. Grievance data and trends shall be used, wherever appropriate, for institutional quality improvement.

8. Governance & Composition

8.1 Establishment

MITS Deemed-to-be University shall maintain a **Students' Grievance Redressal Committee (SGRC)** in accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023.

The University may constitute one or more SGRCs as required for effective consideration of student grievances.

8.2 Composition of SGRC

SGRC shall comprise:

Position	Composition
Chairperson	One Professor
Member	Professor / Senior Faculty Member
Member	Professor / Senior Faculty Member
Member	Professor / Senior Faculty Member
Member	Professor / Senior Faculty Member
Special Invitee	Student representative nominated on academic merit / excellence in sports / performance in co-curricular activities

The composition shall comply with the UGC Regulations, including the requirement that **at least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall belong to the SC/ST/OBC category.**

8.3 Tenure

- Chairperson and Members: **Two years**
- Student Special Invitee: **One year**

8.4 Quorum

The quorum for a meeting of the SGRC shall be **three members including the Chairperson**, excluding the Special Invitee, as prescribed by the UGC Regulations.

8.5 Coordinator / Convener

MITS shall designate an appropriate officer/faculty member as the **Coordinator/Convener of the Grievance Redressal Cell** to facilitate receipt, registration, coordination, documentation, communication, and follow-up of grievances.

The Coordinator/Convener shall support the functioning of the SGRC but shall not dilute the statutory composition or authority of the SGRC.

9. Terms of Reference (ToR)

Terms of Reference of the GRC/SGRC are as follows:

9.1 Objectives

SGRC shall:

- Provide an effective mechanism for redressal of student grievances.
- Ensure fair and impartial consideration of grievances.
- Follow principles of natural justice.
- Facilitate timely resolution.

- Protect the dignity and rights of students.
- Recommend corrective and preventive measures wherever appropriate.

9.2 Core Functions

SGRC shall:

1. Receive and consider grievances submitted by eligible students.
2. Examine the facts and circumstances relating to the grievance.
3. Provide reasonable opportunity to the concerned parties to present their case.
4. Conduct hearings/enquiries wherever necessary.
5. Examine relevant documents and records.
6. Submit its report and recommendations to the competent authority.
7. Provide a copy of the report/decision to the aggrieved student in accordance with applicable provisions.
8. Monitor implementation of decisions, wherever required.
9. Identify recurring grievances and recommend systemic improvements.

UGC Regulations require the SGRC to send its report with recommendations, if any, to the competent authority and a copy to the aggrieved student, preferably within **15 working days** from receipt of the complaint.

9.3 Reporting Hierarchy

GRC/SGRC shall function within the University's governance structure and shall report to the **Competent Authority of MITS Deemed-to-be University**.

For quality assurance and institutional improvement:

GRC/SGRC → Competent Authority → IQAC / Appropriate Statutory Authority

IQAC may review consolidated grievance data, trends, compliance, and Action Taken Reports for quality improvement purposes.

9.4 Meeting Frequency

The SGRC shall meet **as and when required** for consideration of grievances received.

Additional meetings may be convened by the Chairperson/Coordinator depending upon:

- Nature and urgency of grievances;
- Number of pending grievances;
- Regulatory requirements; and
- Institutional requirements.

10. Roles & Responsibilities

10.1 Chairperson, SGRC

The Chairperson shall:

- Preside over meetings of the SGRC.

- Ensure fair and impartial consideration of grievances.
- Ensure adherence to principles of natural justice.
- Guide the Committee in examining grievances.
- Facilitate timely submission of recommendations.
- Ensure that decisions are based on applicable rules, evidence, and facts.

10.2 Coordinator / Convener, GRC

The Coordinator/Convener shall:

- Receive and register grievances.
- Maintain the grievance database/register.
- Acknowledge receipt of grievances.
- Place grievances before the appropriate authority/SGRC.
- Coordinate meetings and hearings.
- Maintain records of proceedings.
- Communicate decisions/recommendations to concerned parties as authorized.
- Follow up on implementation.
- Prepare periodic and annual reports.
- Coordinate with IQAC for documentation and quality-improvement purposes.

10.3 SGRC Members

Members shall:

- Examine grievances objectively.
- Maintain confidentiality.
- Participate in hearings and deliberations.
- Examine relevant evidence and records.
- Follow principles of natural justice.
- Provide reasoned recommendations.
- Avoid conflict of interest.
- Support implementation and monitoring of decisions.

10.4 Student Special Invitee

The student Special Invitee may participate in the proceedings as appropriate, subject to confidentiality and the nature of the grievance.

The Special Invitee shall not participate where their involvement may result in a conflict of interest or compromise confidentiality.

The appointment of the student Special Invitee shall follow the UGC-prescribed basis of academic merit, excellence in sports, or performance in co-curricular activities.

10.5 Registrar / Competent Authority

The Competent Authority shall:

- Consider the recommendations of the SGRC.
- Take appropriate decisions/action.

- Ensure implementation of approved remedial measures.
- Provide necessary administrative support to the SGRC.
- Facilitate compliance with UGC and other applicable statutory requirements.

10.6 IQAC

The IQAC shall provide:

- Documentation and quality assurance support.
- Periodic review of grievance trends.
- Compliance monitoring support.
- Review of annual GRC reports and ATRs.
- Recommendations for systemic improvement based on grievance analysis.

IQAC shall **not interfere with the independent consideration or adjudication of individual grievances** by the SGRC.

11. Functions of the Grievance Redressal Cell

Grievance Redressal Cell (GRC) of MITS Deemed-to-be University shall facilitate the effective implementation of the **Students' Grievance Redressal Committee (SGRC)** mechanism prescribed under the UGC (Redressal of Grievances of Students) Regulations, 2023.

11.1 Receipt and Registration of Grievances

GRC shall facilitate receipt of grievances through the mechanisms approved by the University and ensure that each grievance is appropriately recorded and forwarded to the competent mechanism for consideration.

11.2 Facilitation of SGRC Proceedings

GRC shall:

- Place eligible grievances before the SGRC.
- Coordinate hearings and meetings.
- Facilitate communication with the aggrieved student and concerned parties.
- Provide relevant records and documents to the SGRC.
- Maintain proceedings and supporting documentation.

11.3 Enquiry and Consideration

SGRC shall consider grievances in accordance with the UGC Regulations and follow the **principles of natural justice**.

Where necessary, the Committee may:

- Seek written explanations.
- Examine relevant records.
- Obtain information from concerned departments/offices.
- Provide reasonable opportunity to the concerned parties to present their case.

- Conduct hearings.
- Make appropriate recommendations.

11.4 Recommendation and Redressal

SGRC shall prepare its report and recommendations and submit them to the competent authority of the University.

UGC Regulations provide that the SGRC shall send its report with recommendations, if any, to the competent authority and a copy to the aggrieved student, preferably within **15 working days** from the date of receipt of the complaint.

11.5 Monitoring and Follow-up

GRC shall coordinate with the concerned office/department for implementation of approved remedial measures and maintain appropriate records of action taken.

11.6 Identification of Systemic Issues

GRC may periodically analyse grievances to identify:

- Recurring issues;
- Procedural deficiencies;
- Service-related concerns;
- Areas requiring corrective action; and
- Opportunities for improvement in academic and administrative processes.

Such analysis may be submitted to the appropriate University authority/IQAC for institutional quality improvement without compromising the confidentiality of individual grievances.

12. Standard Operating Procedures (SOPs)

12.1 Grievance Submission Mechanism

MITS Deemed-to-be University provides multiple channels through which students may submit grievances.

A. Online Grievance Portal

Students may submit grievances through the University's online grievance portal:

<https://mitsmadanapalle.edugrievance.com/>

B. Microsoft Forms

Students may also submit grievances through the University's designated Microsoft Forms link:

<https://forms.office.com/r/vke9XhMFac>

C. Email

Grievances may be submitted through:

grc@mits.ac.in

D. Written Submission

A student may submit a written grievance addressed to:

**The Coordinator, Grievance Redressal Cell
MITS Deemed-to-be University
Madanapalle – 517325, Andhra Pradesh**

The existing MITS policy provides these online, email, and written channels for submission of student grievances.

12.2 UGC e-Samadhan

Students may also make use of the **UGC e-Samadhan grievance redressal platform**, wherever applicable, for registering and monitoring grievances at the national regulatory level.

UGC e-Samadhan:

<https://samadhaan.ugc.ac.in/>

University shall extend necessary cooperation in accordance with applicable UGC requirements.

12.3 Receipt and Registration

Upon receipt of a grievance:

1. The grievance shall be acknowledged/recorded.
2. A unique reference/registration number may be assigned.
3. The grievance shall be examined for its nature and jurisdiction.
4. Where necessary, additional information/documents may be sought.
5. The grievance shall be placed before the appropriate SGRC/competent mechanism.
6. Matters falling under another statutory committee or mechanism shall be appropriately referred, wherever required.

12.4 Preliminary Scrutiny

The Coordinator/GRC shall undertake preliminary scrutiny to determine:

- Whether the complainant is an eligible student/applicant;
- Whether the matter falls within the scope of the UGC Regulations and this Policy;
- Whether the grievance contains sufficient information for consideration;
- Whether the matter should be referred to another statutory committee/mechanism.

A grievance shall not be rejected merely because it requires clarification; reasonable opportunity may be provided to furnish necessary information.

12.5 Hearing and Enquiry

The SGRC shall fix a date for hearing the grievance as required.

The hearing shall be communicated to the institution and the aggrieved student. An aggrieved student may appear personally or authorize a representative to present the case, in accordance with the UGC Regulations.

The Committee shall ensure:

- Impartial consideration;
- Reasonable opportunity of being heard;
- Examination of relevant documents;
- Protection of confidentiality;
- Absence of conflict of interest; and
- Adherence to natural justice.

12.6 Decision and Recommendation

Following consideration of the grievance, the SGRC shall prepare its report and recommendations, where applicable.

The report shall be submitted to the competent authority of the University, with a copy provided to the aggrieved student in accordance with the UGC Regulations.

12.7 Closure of Grievance

A grievance shall be treated as closed when:

- The SGRC has completed its consideration;
- Recommendations/decision have been communicated as applicable;
- Necessary action has been taken by the competent authority; and
- The case has been appropriately documented.

The closure shall be recorded in the grievance register/database.

12.8 Grievance Redressal Process

MITG GRC/SGRC Workflow



The UGC Regulations provide for referral of online complaints to the appropriate SGRC, hearing of the complaint, and an appellate mechanism through the Ombudsperson

12.9 Meetings of the SGRC

The SGRC shall meet as and when required for consideration of grievances.

The following shall be maintained:

- Notice/communication of meeting;
- Agenda;
- Attendance;
- Documents placed before the Committee;
- Minutes/proceedings;
- Recommendations;
- Action Taken Report, wherever applicable.

12.10 Quorum

The quorum shall be **three members including the Chairperson**, excluding the Special Invitee, as prescribed by the UGC Regulations.

12.11 Agenda Preparation

The Coordinator/Convener shall prepare the agenda in consultation with the Chairperson.

The agenda may include:

1. Confirmation of previous minutes;
2. Pending grievances;
3. New grievances;
4. Status of previous recommendations;
5. Action Taken Reports;
6. Compliance matters; and
7. Any other matter with the permission of the Chairperson.

12.12 Minutes and Action Taken Report

The proceedings of SGRC meetings shall be documented.

The Coordinator shall maintain an **Action Taken Report (ATR)** indicating:

Sl. No.	Grievance/Reference No.	Issue	Recommendation	Action Taken	Status

13. Policy Review, Implementation & Updating

13.1 Implementation

The Registrar shall be responsible for ensuring institutional implementation of this Policy, with the support of the GRC, SGRC, concerned administrative/academic units, and IQAC.

All Schools, Departments, Centres, and administrative/support units shall cooperate with the GRC/SGRC in providing information and implementing decisions/recommendations within their respective responsibilities.

13.2 Dissemination

Policy and relevant information regarding the grievance redressal mechanism shall be disseminated through:

- University website;
- Student handbook;
- Prospectus;
- Student induction programmes;
- Circulars/notices;
- Email communication;
- Orientation programmes; and
- Other appropriate institutional communication channels.

The UGC Regulations require institutions to prominently furnish relevant information concerning the SGRC and Ombudsperson on their website and in the Prospectus.

13.3 Updating

The Policy shall be updated whenever there is a change in:

- UGC regulations;
- Applicable Government regulations;
- University statutes/ordinances;
- Institutional governance structure;
- Grievance submission mechanisms; or
- Other applicable regulatory requirements.

13.4 RACI Framework

Activity	GRC	SGRC	Registrar	IQAC	Concerned Unit
Receive grievance	R	I	A	I	C
Preliminary scrutiny	R	C	A	I	C
Hear grievance	C	R/A	I	I	C
Recommendation	C	R	A	I	I
Implementation	C	C	A	I	R
Documentation	R	C	A	C	I
Monitoring	R	C	A	C	C
Quality improvement analysis	C	C	A	R	C

R – Responsible | A – Accountable | C – Consulted | I – Informed

14. Training & Awareness

MITS Deemed-to-be University shall undertake appropriate awareness and orientation activities to ensure that students and relevant stakeholders are aware of the grievance redressal mechanism.

14.1 Student Awareness

Information shall be disseminated through:

- Student induction programmes;
- Orientation programmes;
- University website;
- Student handbook;
- Notices/posters;
- Email communication;
- Department-level awareness activities.

14.2 Training of GRC/SGRC Members

Members shall be oriented regarding:

- UGC (Redressal of Grievances of Students) Regulations, 2023;
- Role and responsibilities of SGRC;
- Principles of natural justice;
- Confidentiality;
- Conflict of interest;
- Non-retaliation;
- Grievance documentation; and
- Appropriate handling of sensitive grievances.

14.3 Periodic Awareness

University may conduct periodic awareness programmes for students and staff regarding:

- How to submit a grievance;
- Available grievance channels;
- Scope of GRC;
- Appeal mechanism;
- Ombudsperson mechanism; and
- Other statutory grievance mechanisms available within the University.

15. Compliance & Legal Requirements

Grievance Redressal Cell shall function in compliance with applicable statutory and regulatory requirements.

15.1 Primary Regulatory Framework

The principal regulatory framework governing this Policy is the:

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

These Regulations expressly apply to institutions deemed to be Universities declared under Section 3 of the UGC Act, 1956.

15.2 UGC Requirements Adopted by MITS

MITS shall comply with the applicable requirements relating to:

- Students' Grievance Redressal Committee;
- Composition of SGRC;
- Tenure of members;
- Quorum;
- Principles of natural justice;
- SGRC recommendations;
- Online grievance mechanism;
- Appeal to Ombudsperson;
- Ombudsperson functions;

- Publication of SGRC/Ombudsperson information; and
- Compliance with recommendations/orders under the Regulations.

15.3 Related Statutory/Institutional Mechanisms

Where a grievance falls under a specific statutory or institutional mechanism, it shall be dealt with by the appropriate authority/committee, as applicable.

These may include:

- Internal Complaints Committee / POSH mechanism;
- Anti-Ragging Committee;
- SC/ST Cell;
- Equal Opportunity mechanisms;
- Examination/Academic disciplinary mechanisms; and
- Other statutory committees constituted by the University.

GRC shall facilitate appropriate referral where the subject matter falls outside its jurisdiction.

15.4 NAAC, NBA and ISO Alignment

The implementation of this Policy supports institutional requirements relating to:

- Student support and welfare;
- Transparency and good governance;
- Stakeholder satisfaction;
- Continuous improvement;
- Documented processes;
- Monitoring and corrective action; and
- Educational organization management systems.

The policy shall therefore be implemented in a manner consistent with applicable **NAAC, NBA, and ISO 21001:2018** requirements.

15.5 Institutional Compliance

MITS shall provide necessary cooperation to the SGRC and Ombudsperson for effective and early redressal of grievances.

The University shall comply with applicable recommendations/orders of the competent grievance redressal authorities in accordance with the UGC Regulations.

16. Review & Revision Mechanism

16.1 Periodic Review

Grievance Redressal Cell Policy shall be reviewed **once every two years**, or earlier whenever required due to:

- Changes in UGC regulations or other statutory requirements;
- Amendments to applicable Government rules;

- Changes in the University's statutes, ordinances, regulations, or policies;
- Changes in the structure or functioning of the GRC/SGRC;
- Changes in grievance submission mechanisms; or
- Recommendations arising from institutional review, audit, or quality-improvement processes.

The existing MITS Student Grievance Redressal Policy provides for review every two years or earlier when necessitated by UGC guidelines or institutional requirements.

16.2 Initiation of Review

The **IQAC**, in consultation with the GRC and Registrar's Office, may initiate the review of the Policy.

The review shall examine:

- Effectiveness of the grievance redressal mechanism;
- Compliance with applicable regulations;
- Number and nature of grievances received;
- Disposal status;
- Recurring grievances;
- Stakeholder feedback;
- Corrective and preventive actions; and
- Opportunities for improvement.

16.3 Approval of Revision

Any substantive revision to this Policy shall be submitted through the prescribed institutional approval process and shall become effective only after approval by the **Competent Authority of the University**.

16.4 Version Control

Every revised Policy shall carry:

- Policy Code;
- Version Number;
- Effective Date;
- Revision/Amendment Date;
- Nature of Amendment; and
- Approval Authority.

17. Documentation & Record-Keeping

GRC shall maintain appropriate records relating to the receipt, processing, consideration, decision, and closure of grievances.

17.1 Records to be Maintained

The following records shall be maintained, as applicable:

1. Grievance Register;
2. Online grievance records;
3. Copies of written grievances;
4. Acknowledgements;
5. Relevant correspondence;
6. Notices for hearings;
7. Documents/evidence submitted;
8. Minutes/proceedings of SGRC meetings;
9. SGRC recommendations;
10. Decisions of the Competent Authority;
11. Communication of decisions;
12. Appeal records;
13. Ombudsperson-related correspondence;
14. Action Taken Reports;
15. Annual reports; and
16. Records of awareness and training programmes.

17.2 Confidentiality of Records

Grievance records shall be handled with appropriate confidentiality and shall be accessible only to authorized persons on a need-to-know basis, subject to applicable law, regulations, and institutional requirements.

The existing MITS policy recognizes **confidentiality** as one of the key principles governing grievance handling.

17.3 Digital Records

Where grievances are received electronically, the GRC shall maintain appropriate digital records, including:

- Date of receipt;
- Grievance reference number;
- Category;
- Status;
- Action taken;
- Decision;
- Date of closure; and
- Appeal status, where applicable.

17.4 Custody of Records

The GRC shall maintain operational records, while the **Registrar/authorized office** shall provide institutional oversight for record custody and retention.

Relevant records shall also be made available to the **IQAC** for institutional review and audit purposes, subject to confidentiality requirements.

17.5 Archival

Superseded versions of this Policy shall be retained in the University's designated document repository to maintain an appropriate institutional audit trail.

This is consistent with the IQAC template's requirement for unique policy coding, versioning, centralized documentation, and archival of outdated versions.

18. Reporting & Audit

18.1 Periodic Reporting

The GRC shall prepare periodic reports on the functioning of the grievance redressal mechanism.

The report may include:

- Number of grievances received;
- Category-wise classification;
- Number resolved;
- Number pending;
- Average disposal period;
- Nature of remedial measures;
- Appeals, if any;
- Recurring issues; and
- Corrective/preventive measures.

Individual complainant identities and confidential information shall not be disclosed in consolidated reports unless required by law or authorized by the Competent Authority.

18.2 Annual Report

The GRC shall prepare an **Annual Grievance Redressal Report** for submission to the appropriate University authority and IQAC.

The report shall support:

- Institutional monitoring;
- Quality improvement;
- Regulatory compliance;
- Management review; and
- Accreditation documentation.

18.3 Action Taken Report

Where recommendations or decisions require institutional action, an **Action Taken Report (ATR)** shall be maintained.

The ATR shall record:

Sl. No.	Grievance Ref. No.	Recommendation / Decision	Responsible Unit	Action Taken	Date	Status

18.4 IQAC Review

The IQAC may periodically review consolidated GRC data to identify systemic issues and opportunities for improvement.

The IQAC's role shall primarily be **documentation, quality assurance, compliance support, and institutional improvement**, and shall not replace the statutory role of the SGRC in adjudicating individual grievances.

18.5 Internal Compliance Audit

The IQAC may undertake an annual internal review/audit of the GRC mechanism covering:

- Constitution of SGRC;
- Member tenure;
- Quorum;
- Availability of grievance channels;
- Website disclosure;
- Grievance records;
- Timelines;
- Disposal status;
- Appeal mechanism;
- Annual reports;
- ATRs; and
- Compliance with applicable UGC requirements.

The IQAC template specifically provides for annual internal compliance audit and submission of annual reports/ATRs.

19. References

The following documents shall serve as the principal references for this Policy:

1. **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.**
2. **Applicable UGC Regulations governing Institutions Deemed to be Universities.**
3. **Applicable University Statutes, Ordinances, Regulations, Rules and Policies.**
4. **National Education Policy (NEP) 2020**, wherever applicable.
5. **Applicable Government Acts, Rules, Notifications and Directions.**
6. **MITS Deemed-to-be University's applicable institutional policies and procedures.**

20. Annexures

The following annexures shall form part of the Grievance Redressal Cell Policy.

ANNEXURE – I: Student Grievance Submission Form

ANNEXURE – II: SGRC Meeting Agenda Format

ANNEXURE – III: SGRC Minutes Format

ANNEXURE – IV: Action Taken Report (ATR)

ANNEXURE – V: GRC Implementation Checklist