

PHARMACY COUNCIL OF INDIA

(Constituted under the Pharmacy Act'1948)

TELEGRAM : 'FARMCOUNCIL'
TELEPHONE : 2323 91 84, 2323 13 48
FAX NO. : 11-23239184
E-Mail : pci@ndb.vsnl.net.in
Website : www.pci.nic.in

Combined Councils' Building,
Kotla Road,
Aiwan-E-Ghalib Marg,
Post Box No. 7020,
NEW DELHI - 110 002

Ref no.14-1/2006-PCI/Pt.-I

- ALL INSTITUTIONS APPROVED U/S 12 FOR D.PHARM/B.PHARM/PHARM.D COURSE
- ALL INSTITUTIONS APPROVED FOR CONDUCT OF D.PHARM/B.PHARM/PHARM.D COURSE

Subject:- The recommendations of the Hon'ble Supreme Court as contained in the Report of the Lyngdoh committee in the matter of Special Leave Petition (Civil) No.24295 of 2004 to frame guidelines on Students' Union elections in Colleges/Universities.

Sir/Madam,

Please find enclosed herewith a copy the recommendations of the Hon'ble Supreme Court as contained in the Report of the Lyngdoh committee in the matter of Special Leave Petition (Civil) No.24295 of 2004 to frame guidelines on Students' Union elections in Colleges/Universities for implementation & strict compliance at your end. The same is also posted on Council's website www.pci.nic.in.

Yours faithfully

Sd/

(ARCHNA MUDGAL)
Registrar-cum-Secretary



Q.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

The recommendation of the Committee accepted by the Hon'ble Supreme Court for implementation:

- 6.1.1 Universities and colleges across the country must ordinarily conduct elections for the appointment of students to student representative bodies. These elections may be conducted in the manner prescribed herein, or in a manner that conforms to the standards prescribed herein.
- 6.1.2 Where the atmosphere of the university campus is adverse to the conduct of peaceful, free and fair elections, the university, its constituent colleges and departments must initiate a system of student representation based on nominations, especially where elections are being held at present. It would be advisable, however, not to base such nomination system on purely academic merit, as is being practiced throughout the country.
- 6.1.3 In cases where elections are not being held, or where the nomination model prevails, the nomination model should be allowed to continue for a limited period of time. It is to be noted that the nomination system suffers from several flaws, and must only be resorted to as an INTERIM MEASURE.
- 6.1.4 Subject to the recommendations in respect of the possible models of elections, all institutions must, over a period of 5 years, convert from the nomination model to a structured election model, that may be based on a system of parliamentary (indirect) elections, or on the presidential (direct) system, or a hybrid of both. It is highly desirable that all institutions follow this mechanism of gradual conversion, especially for privately funded institutions that prefer a status quo situation.
- 6.1.5 All institutions must conduct a review of the student representation mechanism. The first review may be conducted after a period of 2 years of the implementation of the mechanism detailed above, and the second review may be conducted after the 3rd or the 4th year of implementation. The primary objective of these reviews will be to ascertain the success of the representation and election mechanism in each individual institution, so as to decide whether or not to implement a full-fledged election structure. Needless to say these reviews will be based on a consideration of the views and suggestions of all stakeholders, such as students, faculty, administration, student bodies, and parents.



Q.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

6.1.6 Institutions must, as a primary objective, subject to the pertinent issue of discipline on campus, seek to implement a structured system of student elections by the conclusion of a period of 5 years from the date of the implementation of these recommendations.

6.1.7 Subject to the autonomy of the universities in respect of the choice of the mode of election, all universities must institute an apex student representative body that represents all students, colleges, and departments coming under the particular university. In the event that the university is geographically widespread, individual colleges may constitute their own representative bodies, which would further elect representatives for the apex university body.

6.1.8 The union/representative body so elected shall only comprise of regular students on the rolls of the institution. No faculty member, nor any member of the administration shall be permitted to hold any post on the executive of such representative body, nor shall be allowed to be a member of any such representative body.

6.2 Modes of Elections

6.2.1 A system of direct election of the office bearers of the student body whereby all students of all constituent colleges, as well as all students of the university departments vote directly for the office bearers. This model may be followed in smaller universities with well-defined single campuses (for e.g. JNU/University of Hyderabad), and with a relatively smaller student population. A graphic representation of this model is annexed herewith at Annexure IV-A.

In respect of universities with large, widespread campuses and large student bodies, either of the following models may be adopted:

6.2.2 A system of elections, where colleges and campuses directly elect college and campus office bearers, as well as university representatives. The university representatives form an electoral college, which shall elect the university student union office bearers. A graphic representation of this model is annexed herewith at Annexure IV-B.

6.2.3 A system of elections where on one hand, directly elected class representatives elect the office bearers of the college as well as the university representatives, and the campus itself directly elects the campus office bearers and the university representatives. The university representatives shall form an electoral college, which shall



Q.S. S. S. S.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

elect the office bearer of the university student union. A graphic representation of this model is annexed herewith at Annexure IV-C.

6.2.4

A system of election wherein class representatives shall be directly elected in the colleges and universities campus and they in turn shall elect the office bearers for the college unions and the university campus union. Also they shall elect their representatives for university student union. These elected representatives from colleges and university campus shall form the Electoral College, which shall elect the office bearers of the university student union. This model shall be applicable to large university with large number of affiliated colleges. A graphic representation of this model is annexed herewith at Annexure IV-D.

6.3

Disassociation of Student Elections and Student Representation from Political Parties

6.3.1

During the period of the elections no person, who is not a student on the rolls of the college/university, shall be permitted to take part in the election process in any capacity. Any person, candidate, or member of the student organisation, violating this rule shall be subject to disciplinary proceedings, in addition to the candidature, as the case may be, being revoked.

6.4

Frequency and Duration of the Election Process

6.4.1

It is recommended that the entire process of elections, commencing from the date of filing of nomination papers to the date of declaration of results, including the campaign period, should not exceed 10 days. 6.4.2 It is further recommended that elections be held on a yearly basis and that the same should be held between 6 to 8 weeks from the date of commencement of the academic session.

6.5

Eligibility Criteria for Candidates

6.5.1

Under graduate students between the ages of 17 and 22 may contest elections. This age range may be appropriately relaxed in the case of professional colleges, where courses often range between 4 to 5 years.

6.5.2

For Post Graduate Students the maximum age limit to legitimately contest and election would be 24 – 25 years.

6.5.3

For research Students the maximum age limit to legitimately contest an election would be 28 years.



Q.S. Patel
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

- 6.5.4 Although, the Committee would refrain from prescribing any particular minimum marks to be attained by the candidate, the candidate should in no event have any academic arrears in the year of contesting the election.
- 6.5.5 The candidate should have attained the minimum percentage of attendance as prescribed by the university or 75% attendance, whichever is higher.
- 6.5.6 The candidate shall have one opportunity to contest for the post of office bearer, and two opportunities to contest for the post of an executive member.
- 6.5.7 The candidate shall not have a previous criminal record, that is to say he should not have been tried and/or convicted of any criminal offence or misdemeanor. The candidate shall also not have been subject to any disciplinary action by the University authorities.
- 6.5.8 The candidate must be a regular, full time student of the college / university and should not be a distance/proximate education student. That is to say that all eligible candidates must be enrolled in a full time course, the course duration being at least one year.
- 6.6 Election - Related Expenditure and Financial Accountability
- 6.6.1 The maximum permitted expenditure per candidate shall be Rs. 5000/-
- 6.6.2 Each candidate shall, within two weeks of the declaration of the result, submit complete and audited accounts to the college / university authorities. The college/university shall publish such audited accounts, within 2 days of the submission of such accounts, through a suitable medium so that any member of the student body may freely examine the same.
- 6.6.3 The election of the candidate will be nullified in the event of any noncompliance or in the event of any excessive expenditure.
- 6.6.4 With the view to prevent the inflow of funds from political parties into the student election process, the candidates are specially barred from utilizing funds from any other sources than voluntary contributions from the student body.
- 6.7 Code of Conduct for Candidates and Elections Administrators



Q.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

- 6.7.1 No candidate shall indulge in, nor shall abet, any activity, which may aggravate existing differences or create mutual hatred or cause tension between different castes and communities, religious or linguistic, or between any group(s) of students.
- 6.7.2 Criticism of other candidates, when made, shall be confined to their policies and programs, past record and work. Candidates shall refrain from criticism of all aspects of private life, not connected with the public activities of the other candidates or supporters of such other candidates. Criticism of other candidates, or their supporters based on unverified allegations or distortion shall be avoided.
- 6.7.3 There shall be no appeal to caste or communal feelings for securing votes. Places of worship, within or without the campus shall not be used for election propaganda.
- 6.7.4 All candidates shall be prohibited from indulging or abetting, all activities which are considered to be "corrupt practices" and offences, such as bribing of voters, intimidation of voters, impersonation of voters, canvassing or the use of propaganda within 100 meters of polling stations, holding public meetings during the period of 24 hours ending with the hour fixed for the close of the poll, and the transport and conveyance of voters to and from polling station.
- 6.7.5 No candidate shall be permitted to make use of printed posters, printed pamphlets, or any other printed material for the purpose of canvassing. Candidates may only utilize hand-made posters for the purpose of canvassing, provided that such hand-made posters are procured within the expenditure limit set out herein above.
- 6.7.6 Candidates may only utilize hand-made posters at certain places in the campus, which shall be notified in advance by the election commission / university authority.
- 6.7.7 No candidate shall be permitted to carry out processions, or public meetings, or in any way canvass or distribute propaganda outside the university/college campus.
- 6.7.8 No candidate shall, nor shall his/her supporters, deface or cause any destruction to any property of the university / college campus, for any purpose whatsoever, without the prior written permission of the college / university authorities. All candidates shall be held jointly and severally liable for any destruction / defacing of any university / college property.



S. S. R. P.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

- 6.7.9 During the election period the candidates may hold processions and / or public meetings, provided that such processions and / or public meetings do not, in any manner, disturb the classes and other academic and co curricular activities of the college / university. Further, such procession / public meeting may not be held without the prior written permission of the college / university authority.
- 6.7.10 The use of loudspeakers, vehicles and animals for the purpose of canvassing shall be prohibited.
- 6.7.11 On the day of polling, student organizations and candidates shall -:
- (i) co-operate with the officers on election duty to ensure peaceful and orderly polling and complete freedom to the voters to exercise their franchise without being subjected to any annoyance or obstruction;
 - (ii) not serve or distribute any eatables, or other solid and liquid consumables, except water on polling day;
 - (iii) not hand out any propaganda on the polling day.
- 6.7.12 Excepting the voters, no one without a valid pass / letter of authority from the election commission or from the college / university authorities shall enter the polling booths.
- 6.7.13 The election commission / college/ university authorities shall appoint impartial observers. In the case of deemed universities and self-financed institutions, government servants may be appointed as observers. If the candidates have any specific complaint or problem regarding the conduct of the elections they may bring the same to the notice of the observer. Observers shall also be appointed to oversee the process of nomination of students in institutions that are following the nomination model of student representation.
- 6.7.14 All candidates shall be jointly responsible for ensuring the cleaning up of the polling area within 48 hours of the conclusion of polling.
- 6.7.15 Any contravention of any of the above recommendations may make the candidate liable to be stripped of his candidature, or his elected post, as the case may be. The election commission / college / university authorities may also take appropriate disciplinary action against such a violator.
- 6.7.16 In addition to the above-mentioned code of conduct, it is also recommended that certain provisions of the Indian Penal Code, 1860



Q.S. 10/2/21
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

(Section 153A and Chapter IXA – “Offences Relating to Election”), may also be made applicable to student elections.

6.8 Grievance Redressal Mechanism

6.8.1 There should be a Grievances Redressal Cell with the Dean (Student Welfare) / teacher in charge of student affairs as its chairman. In addition, one senior faculty member, one senior administrative officer and two final year students – one boy and one girl (till the election results declared, students can be nominated on the basis of merit and/or participation in the co-curricular activities in the previous year). The grievance cell shall be mandated with the redressal of election-related grievances, including, but not limited to breaches of the code of conduct of elections and complaints relating to election-related expenditure. This cell would be the regular unit of the institution.

6.8.2 In pursuit of its duties, the grievance cell may prosecute violators of any aspect of the code of conduct or the rulings of the grievance cell. The grievance cell shall serve as the court of original jurisdiction. The institutional head shall have appellate jurisdiction over issues of law and fact in all cases or controversies arising out of the conduct of the elections in which the grievance cell has issued a final decision. Upon review, the institutional head may revoke or modify the sanctions imposed by the grievance cell

6.8.3 In carrying out the duties of the office, the Grievance cell shall conduct proceedings and hearings necessary to fulfill those duties. In executing those duties they shall have the authority:

- (i) to issue a writ of subpoena to compel candidates, agents, and workers, and to request students to appear and give testimony, as well as produce necessary records; and
- (ii) to inspect the financial reports of any candidate and make these records available for public scrutiny upon request.

6.8.4 Members of the Grievance cell are prohibited from filing complaints. Any other student may file a complaint with the Grievance cell, within a period of 3 weeks from the date of declaration of results. All complaints must be filed under the name of the student filing the complaint. The Grievance cell shall act on all complaints within 24



Q.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

hours after they are received by either dismissing them or calling a hearing.

- 6.8.5 The Grievance cell may dismiss a complaint if:
- (i) the complaint was not filed within the time frame prescribed in Recommendation 8.4 above;
 - (ii) the complaint fails to state a cause of action for which relief may be granted;
 - (iii) the complainant has not and / or likely will not suffer injury or damage.
- 6.8.6 If a complaint is not dismissed, then a hearing must be held. The Grievance cell shall inform, in writing, or via e-mail, the complaining party and all individuals or groups named in the complaint of the time and place of the hearing. The parties are not considered notified until they have received a copy of the complaint.
- 6.8.7 The hearing shall be held at the earliest possible time, but not within twenty-four (24) hours after receipt of the notice described above, unless all parties agree to waive the 24-hour time constraint.
- 6.8.8 At the time notice of a hearing is issued, the Grievance cell, by majority vote, may issue a temporary restraining order, if it determines that such action is necessary to prevent undue or adverse effects on any individual or entity. Any restraining order, once issued, will remain in effect until a decision of the Grievance cell is announced after the hearing or until rescinded by the Grievance cell.
- 6.8.9 All Grievance cell hearings, proceedings, and meetings must be open to the public.
- 6.8.10 All Parties of the Grievance cell hearing shall present themselves at the hearing, may be accompanied by any other student from which they can receive counsel, and have the option to be represented by that counsel.
- 6.8.11 For any hearing, a majority of sitting Grievance cell members must be in attendance with the Chair of the Grievance cell presiding. In the



Q.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

absence of the Chair, the responsibility to preside shall fall to an Grievance cell member designated by the Chair.

6.8.12

The Grievance cell shall determine the format for the hearing, but must require that both the complaining and responding parties appear physically before the board to discuss the issues through a complaint, answered, rebuttal, and rejoinder format. The purpose of the hearing is to gather the information necessary to make a decision, order, or ruling that will resolve an election dispute. To effectuate this purpose, the following rules should prevail at all hearings:

- Complaining parties shall be allowed no more than two witnesses, however the Grievance cell may call witnesses as required. If said witnesses are unable to appear at the hearing, signed affidavits may be submitted to the Grievance cell Chair for the purpose of testifying by proxy.
- All questions and discussions by the parties in dispute shall be directed to the Grievance cell.
- There shall be no direct or cross-examination of any party or witness by complaining or responding parties during hearings.
- Reasonable time limits may be set by the Grievance cell, provided they give fair and equal treatment to both sides.
- The complaining party shall bear the burden of proof.
- Decisions, orders, and rulings of the Grievance cell must be concurred to by a majority of the Grievance cell present and shall be announced as soon as possible after the hearing. The Grievance cell shall issue a written opinion of the ruling within 12 hours of announcement of the decision. The written opinion must set forth the findings of fact by the Grievance cell and the conclusions of law in support of it. Written opinions shall set a precedent for a time period of three election cycles for Grievance cell rulings, and shall guide the Grievance cell in its proceedings. Upon consideration of prior written opinions, the grievance cell may negate the decision, but must provide written documentation of reasons for doing so.
- If the decision of the Grievance cell is appealed to the institutional head, the Grievance cell must immediately submit its ruling to the commission.



Q.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

- The institutional head can issue suitable orders to suspend or halt the operation of the ruling issued by the Grievance cell until the appeals are decided.
- The institutional head shall review findings of the Grievance cell when appealed. The institutional head may affirm or overturn the decision of the Grievance cell, or modify the sanctions imposed.

6.9 Maintaining Law and Order on the Campus during the Election Process

6.9.1 Any instance of acute lawlessness or the commission of a criminal offence shall be reported to the police by the university / college authorities as soon as possible, but not later than 12 hours after the alleged commission of the offence.

6.10 Miscellaneous Recommendations

6.10.1 Student representation is essential to the overall development of students, and, therefore, it is recommended that university statutes should expressly provide for student representation.

6.10.2 Student representation should be regulated by statute (either a Central Statute, State Statute or individual university statutes), incorporating the recommendations prescribed herein.

6.10.3 The institution should organize leadership-training programs with the help of professional organizations so as to groom and instill in students leadership qualities.

6.10.4 In the event of the office of any major post of office bearer falling vacant within two months of elections, re-elections should be conducted; otherwise the Vice President may be promoted to the post of President and Joint Secretary to the post of Secretary, as the case may be.



Q.S. 10/11
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.R. Dist - 501 510, Telangana.

- The Grievance cell shall select the remedy or sanction most appropriate to both the type and severity of the infraction, as well as the state of mind or intent of the violator as determined by the Grievance cell. Possible remedies and sanctions include, but are not limited to, fines, suspension of campaigning privileges, and disqualification from the election.
- Any fine or total amount of fines against a candidate in an election cycle may not exceed the spending limit as defined herein above.
- If, after a hearing, the Grievance cell finds that provisions of this Code were violated by a candidate, or a candidate's agents or workers, the Grievance cell may restrict the candidate, or the candidate's agents or workers, from engaging in some or all campaign activities for some or all of the remainder of the campaign. If an order is issued covering only part of the remaining campaign period, it shall take effect immediately so that after its termination, the candidate will have an opportunity to resume campaigning during the days immediately prior to and including the election days.
- If, after a hearing, the Grievance cell finds that provisions of either this Code or decisions, opinions, orders, or rulings of the Grievance cell have been willfully and blatantly violated by a candidate, or a candidate's agents or workers, the Grievance cell may disqualify the candidate.
- Any party adversely affected by a decision of the Grievance cell may file an appeal with the institutional head within twenty-four (24) hours after the adverse decision is announced. The institutional head shall have discretionary appellate jurisdiction over the Grievance cell in all cases in which error on the part of the Grievance cell is charged.
- The decision of the Grievance cell shall stand and shall have full effect until the appeal is heard and decided by the institutional head.
- The institutional head shall hear appeals of Grievance cell rulings as soon as possible, but not within twenty-four (24) hours after the Grievance cell delivers to the Appellant and the institutional head a copy of its written opinion in the case. Appeal may be heard prior to this time, but only if the Appellant waives the right to a written opinion and the institutional head agrees to accept the waiver.



Q.S. 10/11
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.R. Dist - 501 510, Telangana.



भारत का राजपत्र The Gazette of India

साप्ताहिक/WEEKLY

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 12] नई दिल्ली, शनिवार, मार्च 23—मार्च 29, 2013 (चैत्र 2, 1935)
No. 12] NEW DELHI, SATURDAY, MARCH 23—MARCH 29, 2013 (CHAITRA 2, 1935)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके
(Separate paging is given to this Part in order that it may be filed as a separate compilation)

भाग III—खण्ड 4
[PART III—SECTION 4]

[सांविधिक निकायों द्वारा जारी की गई विविध अधिसूचनाएं जिसमें कि आदेश, विज्ञापन और सूचनाएं सम्मिलित हैं]
[Miscellaneous Notifications including Notifications, Orders, Advertisements and Notices issued by
Statutory Bodies]



A.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (N),
R.R. Dist - 501 510, Telangana.

UNIVERSITY GRANTS COMMISSION

New Delhi-110002, the —December 2012

F. No. 14-4/2012(CPP-II)—In exercise of the power conferred under sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission hereby makes the following regulations, namely :—

1. Short title, application and commencement :—

- (1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
- (2) They shall apply to every University, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
- (3) They shall come into force from the date of their publication in the Official Gazette.

2. Definition :—In these regulations, unless the context otherwise requires

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956) :
- (b) "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a persons seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;



A.S. 10/11
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.R. Dist - 501 510, Telangana.

(f) "grievances" include the following complaints of the aggrieved students, namely: —

- (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;
- (ii) irregularity in the admission process adopted by the institute;
- (iii) refusing admission in accordance with the declared admission policy of the institute;
- (iv) non publication of prospectus, as specified;
- (v) publishing any information in the prospectus, which is false or misleading, and not based on facts;
- (vi) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- (vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- (viii) breach of the policy for reservation in admission as may be applicable;
- (ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- (x) non payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- (xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (xii) on provision of student amenities as may have been promised or required to be provided by the institution;
- (xiii) denial of quality education as promised at the time of admission or required to be provided;
- (xiv) non transparent or unfair evaluation practices;



A.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (N),
R.R. Dist - 501 510, Telangana.

(xv) harassment and victimisation of students, including sexual harassment;

(g) "Grievance Redressal Committee" means a committee constituted under these regulations;

(h) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;

(i) "institution" for the purposes of these regulations, means university, college or institution, as the case may be;

(j) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;

(k) "Ombudsman" means the Ombudsman appointed under regulation 4 of these regulations;

(l) "university" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. *Mandatory publication of prospectus, its contents and pricing:--*

(1) Every higher education institution, shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to such institution and the general public, namely:—

(a) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or programme of study, and the other terms and conditions of such payment;

(b) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or programme of study and the time within, and the manner in, which such refund shall be made to that student;

(c) the number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;

(d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;



A.S. 10/01
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (N),
 R.R. Dist - 501 510, Telangana.

- (e) the educational qualifications specified by the relevant appropriate statutory authority, or by the institution, where no such qualifying standards have been specified by any statutory authority;
- (f) the process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or programme of study and the amount of fee to be paid for the admission test;
- (g) details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting member;
- (h) information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (i) broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) any such other information as may be specified by the Commission:

Provided that an institution shall publish information referred to in items (a) to (j) of this sub regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in the different newspapers and through other media: Provided further that an institution may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.



A.S. Jell
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.R. Dist - 501 510, Telangana.

4. *Appointment, tenure, removal and conditions of services under grievance redressal mechanism –*

(1) Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.

(2) The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.

(3) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.

(4) The Ombudsman, or any member of his immediate family shall not -

- (a) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
- (b) have any significant relationship, including personal, family, professional or financial, with the university;
- (c) hold any position in university by whatever name called, in the administration or governance structure of the university.

(5) The Ombudsman in a State University shall be appointed by the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-

- (a) nominee of the Governor of the State - Chairman;
- (b) two Vice-Chancellors, by rotation from public universities of the State to be nominated by the State Government - Members;
- (c) one Vice-Chancellor, by rotation from a private university of the State to be nominated by the State Government - Member;
- (d) Secretary (Higher Education) of the State - Member-- Convener.

(6) The Ombudsman in a Central University and institution deemed to be university shall be appointed by the Central University or institution as the case may be on part-time basis



A.S. Jall
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (N),
 R.R. Dist - 501 510, Telangana.

from a panel of three names recommended by the search committee consisting of the following members, namely:-

- a) Chairman of the University Grants Commission or his nominee - Chairman;
- b) one Vice Chancellor from central university, by rotation, to be nominated by the Central Government - Member;
- c) one Vice Chancellor from institution deemed to be university, by rotation, to be nominated by the Central Government - Member;
- d) Joint Secretary to the Government of India in the Ministry of Human Resource Development dealing or in charge of the higher education - Member;
- e) Joint Secretary in the office of the University Grants Commission - Member - Convener

(7) The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.

(8) The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.

(9) The Ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (3) and (4) of this regulation, by the concerned appointing authority.

(10) No order of removal of Ombudsman shall be made except after an inquiry made in this regard by a person not below the rank of Judge of the High Court in which such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

5. **Grievance Redressal Committee –**

- (1) In case of a college, the Vice Chancellor of the affiliating university shall constitute a Grievance Redressal Committee consisting of five members for an individual college or a group of colleges keeping in view the location of the college(s).
- (2) The Grievance Redressal Committee shall be constituted by the Vice-Chancellor of the affiliating university consisting of -
 - a) a senior Professor of the University - Chairman;
 - b) three senior teachers drawn from the affiliating colleges, on rotation basis, to be nominated by the Vice-Chancellor – Members;



A.S. 10/11
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (N),
 R.R. Dist - 501 510, Telangana.

- c) a student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college - special invitee.
- (3) The Grievance Redressal Committee shall have a term of two years.
- (4) The provisions of sub-regulations (8), (9) and (10) of regulation 4 and regulation 6 in respect of the matters of the reimbursement and procedure and functions shall, *mutatis mutandis*, apply to the Grievance Redressal Committee except that the Grievance Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
- (5) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman.

6. *Powers and functions of ombudsman –*

- (1) The Ombudsman shall exercise his powers to hear any grievance-
 - (a) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
 - (b) of any applicant for admission as student to such institution.
- (2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as *amicus curiae*, for hearing complaints of alleged discrimination.

7. *Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee-*

- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.



A.S. 10/11
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (N),
 R.R. Dist - 501 510, Telangana.

- (3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the institution for furnishing its reply within seven days.
- (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.
- (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
- (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (8) The institution shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.
- (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (11) The institution shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,
- (12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.
- (13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
- (14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.



A.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

8. *Information regarding Ombudsman Grievance Redressal Committee to be published in prospectus -*

The University, the institution deemed to be university and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

9. *Consequences of non-compliance -*

The Commission shall in respect of any institution which willfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:-

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- (f) recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- (g) recommend to the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act;
- (h) taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the institution complies with the provisions of these Regulations;

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

AKHILESH GUPTA
Secy.



A.S. 10/11
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (N),
R.R. Dist - 501 510, Telangana.



प्रो.राजीव कुमार
सदस्य सचिव
Prof. Rajive Kumar
Member Secretary



अखिल भारतीय तकनीकी शिक्षा परिषद्
(भारत सरकार का एक सांविधिक निकाय)
मानव संसाधन विकास मंत्रालय, भारत सरकार
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली - 110070
दूरभाष: 011-26131497
ई मेल : ms@aicte-india.org
ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
(A Statutory Body of the Govt. of India)
Ministry of Human Resource Development, Govt. of India
Nelson Mandela Marg, Vasant Kunj, New Delhi-110067
Phone: 011-26131497
E-mail: ms@aicte-india.org

F.No. : 1-101/PGRC/AICTE/Regulation/2019/9530-9537 Dated: /11/2019

Subject: Request to adhere/implement the provisions prescribed under All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019-reg.

Dear Sir/Madam,

In supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation, 2012 dated 25th May, 2012, AICTE has been framed All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 which is published in official Gazette of India on 19.11.2019. The said Regulations are available on AICTE web portal. These Regulations are aimed at addressing and effectively resolving grievances of students of AICTE approved Technical Institutions.

2. **These Regulations shall apply to all Technical Institutions recognised or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.**

3. In view of the above, all AICTE approved institutions are hereby requested to adhere/implement the provisions prescribed under these Regulations.

Yours faithfully,


(Prof. Rajive Kumar)
Member Secretary

The Principals/Directors,
AICTE Approved Institutions

Copy to:

The Regional Officers, AICTE




PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

- (घ) परिषद् के किसी भी सामान्य अथवा विशेष सहायता कार्यक्रम के अन्तर्गत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना ;
- (ङ) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और परिषद् की वेबसाइट पर पोस्ट कर संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना, तथा इस बाबत घोषणा करना की संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं ;
- (च) विश्वविद्यालय से सम्बद्धता प्राप्त संस्थान अथवा डीटीई से संबद्धता प्राप्त संस्थान के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय संस्थान अथवा डीटीई सम्बद्धता संस्थान को सिफारिश करना ;
- (छ) गैर-अनुपालना के लिए संस्थान के विरुद्ध ऐसी अन्य कार्रवाई करना जो आवश्यक और उचित समझी जाए:
- बशर्ते कि, इन विनियमों के तहत परिषद् द्वारा कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

प्रो० राजीव कुमार, सदस्य-सचिव

{ विज्ञापन—III/4/असा./297/19 }

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
(REDRESSAL OF GRIEVANCE OF STUDENTS) REGULATIONS, 2019
NOTIFICATION

New Delhi, the 7th November, 2019

F.No. 1-101/PGRC/AICTE/Regulation/2019.—In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012 dated 25th May, 2012, the All India Council for Technical Education makes the following Regulations, namely:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a. These Regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council" means the All India Council for Technical Education;
- (c) "UGC" means University Grants Commission;
- (d) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987;
- (e) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (f) "University" means a university established or incorporated by or under a Central Act or State Act and includes an institution deemed to be university declared as such under section 3 of the UGC Act, 1956.
- (g) "Aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these Regulations.
- (h) "Declared admission 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;



Ch. S. Iqbal
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.F. Dist - 501 510, Telangana.

- (i) "Grievance" means and includes, complaint(s) made by an aggrieved student(s) in respect of the following namely:
- admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - irregularity in the process under the declared admission policy of the institution;
 - refusal to admit in accordance with the declared admission policy of the institution;
 - non-publication of prospectus by the institution, in accordance with the provisions of these Regulations;
 - publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
 - demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Council;
 - delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Council;
 - failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
 - non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Council;
 - complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
 - denial of quality education as promised at the time of admission or required to be provided; and
 - harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- (j) "Student Grievance Redressal Committee" means a Committee constituted under these Regulations;
- (k) "Ombudsperson" means the Ombudsperson appointed under these Regulations;
- (l) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these Regulations; namely, Central Region comprising Madhya Pradesh, Gujarat and Chhattisgarh; Eastern Region comprising Andaman and Nicobar, Sikkim, Orissa, Jharkhand, Assam, Manipur, Nagaland, Mizoram, Tripura, Meghalaya, Arunachal Pradesh, West Bengal; Northern Region comprising Bihar, Uttar Pradesh, Uttarakhand; North West Region comprising Chandigarh, Haryana, Jammu and Kashmir, Ladakh, Delhi, Punjab, Rajasthan, Himachal Pradesh; Southern Region comprising Tamil Nadu, Puducherry; South Central Region comprising Andhra Pradesh, Telangana; South Western Region comprising Karnataka, Lakshadweep, Kerala; and Western Region comprising Goa, Maharashtra, Daman and Diu, Dadra and Nagar Haveli.



C.S. Iyer
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.R. Dist - 501 510, Telangana.

- (n) "State" means a State specified in the First Schedule to the Constitution of India and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these Regulations apply;

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - rules/regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine;
 - the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
 - all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any Regulation in this behalf made by the relevant statutory regulatory authority; and
 - any other information as may be specified by the Council:

Provided that an institution shall publish/upload information referred to in items (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:



C.S. Iyer
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.F. Dist - 501 510, Telangana.

- a. Principal of the College- Chairperson;
 - b. Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category;
 - c. A representative from among students of the College to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
- (iii) The term of the members and the special invitee shall be of two years.
 - (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
 - (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
 - (vi) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
 - (vii) Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- 6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**
- (i) Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
 - (ii) There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.
 - (iii) For institutions which are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.
 - (iv) For Institution which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of students.
 - (v) The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/Institution of eminence).
 - (vi) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as Ombudsperson, be in a conflict of interest with the Institution where his/her personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
 - (vii) The Ombudsperson shall be appointed for a period of three years or until he or she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
 - (viii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
 - (ix) The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these Regulations.
 - (x) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.
- 7. FUNCTIONS OF OMBUDSPERSON:**
- i. The Ombudsperson shall hear appeals from an aggrieved student(s), only after the student has availed all other remedies provided under these Regulations.



C.S. Iyer
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.F. Dist - 501 510, Telangana.

- ii. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved person may appear either in person or authorize a representative to present his/her case.
- (v) Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these Regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, which shall take action in accordance with the provisions of these Regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefore as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Council any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Council shall in respect of any Technical institution, which wilfully contravenes or repeatedly fails to comply with the recommendation of the Ombudsperson or the Student Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions, namely:

- (a) withdrawal of approval granted to the Technical Institution;
- (b) withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- (c) withholding any grant allocated to the Technical Institution;



C.S. Jaleel
PRINCIPAL
 Bharat Institute of Technology
 Mangalpally (V), Ibrahimpatnam (M),
 R.R. Dist - 501 510, Telangana.

- (d) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Council;
- (e) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of Council, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (f) recommend to the affiliating University for withdrawal of affiliation, in case of a University affiliated institution or DTE affiliated institution;
- (g) such other action as may be deemed necessary and appropriate against an institution for non-compliance;

Provided that no action shall be taken by the Council under these Regulations, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

Prof. RAJIVE KUMAR, Member Secy.

[ADVT.-III/4/Exty./297/19]



C.S. Iyer
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



C.S. Kapur
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

(Approved by AICTE & PCI, New Delhi and Affiliated to JNTU, Hyderabad)
Sponsored by : CHINTA REDDY MADHUSUDHAN REDDY EDUCATIONAL SOCIETY
Mangalpally (Village), Ibrahimpatnam (Mandal), Ranga Reddy District - 501 510.
Ph : 08414-252265, Fax : 08414-252645, E-mail : bitpharm@yahoo.com

Ref.: BIT/AICTE/MAR/2022-12

DATE: 03/03/2022

GRIEVANCE REDRESSAL CELL (GRC) – AND GRIEVANCE REDRESSAL CELL COMMITTEE FOR THE ACADEMIC YEAR 2022-2023.

The function of the cell is to look into the complaints lodged by any student and staff on their merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or consult with the Students Council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at Administrative Block.

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

Upholding the dignity of the College by ensuring a strife-free atmosphere in the College through promoting cordial student-student relationships and Student-Teacher relationships etc.

Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.

A suggestion/complaint Box is installed in front of the BIT Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Advising all the Students to refrain from inciting Students against other Students, Teachers, and College administration

Advise all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the BIT Principal.



PRINCIPAL

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist. Pin: 501510

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are them in stake holders in any institution imparting education, and we endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit into consideration the institute has decided to provide a mechanism to students for Redressal of their grievances as:

The Grievances may broadly include the following complaints of the aggrieved students

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging fees
- Grievance regarding conducting of Examinations
- Harassment by colleague's student or teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for the all-all-around Development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for problems like, (i) Sexual harassment - any kind of physical or mental harassment (ii) Complaints regarding classroom teaching - classroom management, completion of syllabus, teaching methods, etc.,if and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

COMMITTEE:

There will be Grievance Redressal Committees at the Department /Institute/ Central level to deal with the grievances of the students and staff.

The department level Grievance Redressal Committee will be as under:

Head of the Department-Chairman

Up to 3 (three) faculties to be nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

Institute level Grievance Redressal Committee will be as under:

Dean (Students' Welfare)-Chairman

Up to 5(five) senior faculties to be appointed by the Head of Institute as members

This committee will deal with all the Grievances directly which is related to the common problems at the Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

Central Grievance Redressal Committee will be as under:

1. Principal-Chairman
2. Convener -Dean (Students' Welfare)
3. Head of Department concerned
4. Senior professor.

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 03/03/2022., to redress the grievances and complaints of the students.

Sl.No	COMMITTEEM EMBERS	DESIGNATION	POSITION	MOBILEN UMBERS
1	Dr. Mohamed MutaharRK	Principal	Chairman	9640909061
2	Dr.Arifa Begum	HOD Dept.of Pharmaceutical chemistry	Secretary	8555045478
3	Dr.Shibnath	HODDept.of Pharmacy Practice	Member	9618326545
4	Dr.Kalyani	HODDept.of Pharmacology	Member	8884084246
5	Dr.Bhaskar	HODDept.of Pharmaceutics	Member	9704333793
6	Dr.Shrikanth	Assist.Professor	Member	9440737600

This committee will deal with all the Grievances directly which is related to the common problems at the institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by students against the decision of the Institute level committee.

Procedure for Redressal of Grievances

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HOD. The Head of the Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HOD, then the same should be placed before the Department level committee.

If the student is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The convener of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.

If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of the decision with the relevant details.

While dealing with the complaint the committee at all levels will observe the law of natural justice and hear the complaint and concerned people.

While passing an order on any Grievance at any level there relevant provisions of the Act/ Regulations should be kept in mind and no such order should be passed in contradiction of the same.

The student will submit the application of Grievance or appeal to the Institute level committee or central grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

Academic Matters:

Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, or other examination related matters.

Financial matters:

Related to dues and payments for various items from the library, hostels

Other Matters:

Related to certain misgivings about sanitation conditions, food preparation, availability of transport, victimization by teachers, etc.

Functions:

The cases will be attended to promptly on receipt of written grievances from the students. The cell formally will review all cases and will act accordingly as per the Management policy.

The cell will give a report to the authority about the cases attended to and the number of pending cases, if any, which required direction and guidance from the higher authorities.

Procedure for lodging complaint:

The students may feel free to put up a grievance in writing /in the format available in the admin dept. and drop it in inboxes. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Responsibility for Redressal

The final responsibility for grievance Redressal rests with the Principal of the college.

The college expects that grievance Redressal to be time-bound and result-oriented. Every grievance is expected to be resolved within a reasonable period.

The grievance Redressal Cell of the college shall monitor the status and progress of grievance Redressal and shall furnish a portion of the grievance Redressal position to the Principal.

Powers:

In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

If the members fail to find out any solution, the matter is referred to the Principal for a final commitment the matter.

Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion, the matter is solved. If anybody is found to be guilty of any kind of nuisance he or she is given punishment with due consideration by the Principal. The nature of punishment, information to the police (if a situation arises for so), and expelling from the college is as per the rule of the institute.

Exclusions:

The grievance Redressal cell shall not entertain the following issues:

Decisions of the Governing body, Academic council, Board of studies, and other administrative or academic committees constituted by the University.

Decisions about the award of scholarships, fee concessions, medals, etc;


Decisions made by the University regarding boundary matters and misconduct.

Decisions of the University about admissions in any courses offered by the institute.

Decisions by a competent authority on assessment and examination results.

Composition:

The cell is having the provision of being reconstituted every year if the situation arises for so by the Principal himself along with suggestions sought from the in-charge administrative body. Care has to be taken to select staff members from each stream.

P-16 m

PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist. Pin: 501510





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

9/06/2022

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 10/06/2022.

Agenda of Meeting:

1. To discuss about the action plan to be executed by student grievance redressal committee to maintain the college free from grievances for the academic year 2022-2023.
2. To acknowledge Dr. Anuvrat Sharma Sir as the Chairman for Grievance redressal committee and all the activities of the team will be done under his supervision from June 2022 for the academic year 2022-2023


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

CHAIRMAN
(Grievance redressal
Committee)

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 10/06/2022.

MINUTES OF MEETING

- 1) To introduce the scope and functions to the newly appointed committee.
- 2) To discuss procedure for submitting grievances.
- 3) To discuss fresh representations received from students

MEMBERS PRESENT:

S.NO	COMMITTEE MEMBERS	POSITION
1	Dr. Anuvrat Sharma	Chairman
2	Dr.Arifa Begum	Secretary
3	Dr.Shibnath	Member
4	Dr.Kalyani	Member
5	Dr.Bhaskar	Member
6	Dr.Shrikanth	Member

CHAIRMAN
(Grievance redressal
Committee)


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

12/09/2022

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 13/09/2022.

Agenda of Meeting:

To discuss about

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.

(Grievance redressal
Committee)


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

Copies to:

CHAIRMAN
(Grievance redressal
Committee)

COPIES TO

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 13/09/2022.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 17/06/2023 which is the previous meeting.

MEMBERS PRESENT:

S.NO	COMMITTEEMEMBERS	POSITION
1	Dr. Anuvrat Sharma	Chairman
2	Dr.Arifa Begum	Secretary
3	Dr.Shibnath	Member
4	Dr.Kalyani	Member
5	Dr.Bhaskar	Member
6	Dr.Shrikanth	Member

CHAIRMAN
(Grievance redressal
Committee)


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

Copies to:

All H
CHAIRMAN
(Grievance redressal
Committee)

ODs circulation


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

19/11/2022

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 22/11/2022.

Agenda of Meeting:

- 1) To discuss about
- 2) Scope of the committee.
- 3) Time bound redressal of grievances received if any.
- 4) Procedure of submitting grievance.

CHAIRMAN
(Grievance redressal
Committee)


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

Copies to:

CHAIRMAN
(Grievance redressal
Committee))

COPIES TO

- 1) Principal Office
- 2) All HODs circulation
- 3) Members


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 22/11/2022.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students.

MEMBERS PRESENT:

S.NO	COMMITTEEMEMBERS	POSITION
1	Dr. Anuvrat Sharma	Chairman
2	Dr.Arifa Begum	Secretary
3	Dr.Shibnath	Member
4	Dr.Kalyani	Member
5	Dr.Bhaskar	Member
6	Dr.Shrikanth	Member

CHAIRMAN
(Grievance redressal
Committee)


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

Copies to:

CHAIRMAN
(Grievance redressal
Committee)


PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Tabulation of student grievance redressal (2022-2023)

S.No	Date	Name	Category	Complaint Description	Status
1.	21/06/2022	S.Gowtham Chandra	Complaint	Requested for Replacement of dustbin in their class	Solved
2.	11/09/2022	N.Kamalakar	Complaint	Requested for replacement of ID card Lost during Sessional examinations	Solved
3.	20/12/2022	N. Supratheeka	Complaint	Replacement of damaged taps in ladies washroom	Solved
4.	24/01/2023	A.Vamsi Krishna	Complaint	Repair of fan in their class room	Solved
5.	15/03/2023	D.Bhavana	Complaint	Replacement of light in their classroom	Solved

Principal
Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

21/07/2021

GRIEVANCE REDRESSAL CELL (GRC)-

AND

GRIEVANCE REDRESSAL CELL COMMITTEE

FOR THE ACADEMIC YEAR 2021-2022

The function of the cell is to look into the complaints lodged by any student and staff on their merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or consult with the Students council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox / suggestion box of the Grievance cell at administrative block.

Objective:

The objective of the Grievance cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute. A Grievance cell should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

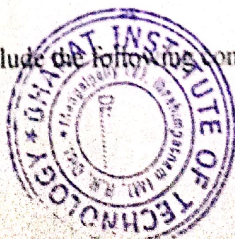
Upholding the dignity of the College by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student- teacher relationships etc. Encouraging the students to express their grievances / Problems freely and frankly, without any fear of being victimized. A Suggestion/Complaint Box is installed in front of the BIT Administrative block in which the student who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college advising students to refrain from inciting Students against other Students, Teachers and College administration. Advise all staff to be affectionate to the students and not behave in vindictive manners towards any of them for reason.

Ragging in any form is strictly prohibited in and outside the institution. Any Violation of ragging and disciplinary rules should be urgently brought to the notice of the BIT principal.

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are the main stake holders in any institution imparting education, and we endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit into consideration the institute has decided to provide a mechanism to students for Redressal of their grievances as:

The Grievances may broadly include the following complaints of the aggrieved students



[Signature]
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (R),
501 510, Telangana



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging fees
- Grievance regarding conducting of Examinations
- Harassment by colleague's students or teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for the all-around Development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is intended to find solutions for problems like,

- (i) Sexual harassment - any kind of physical or mental harassment
- (ii) Complaints regarding classroom teaching - classroom management, completion of syllabus, teaching methods, etc., if and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

COMMITTEE:

There will be Grievance Redressal Committees at the Department/Institute/Central level to deal with the grievances of the students and staff.

The department level Grievance Redressal Committee will be as under: Head of the Department-
Chairman

Upto 3 (three) faculties to be nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

Institute level Grievance Redressal Committee will be as under:

Dean (Students' Welfare)-Chairman

Upto 5(five) senior faculties to be appointed by the Head of Institute as members

This committee will deal with all the Grievances directly which is related to the common problems at the Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.



A. C. Maheshwari
Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Central Grievance Redressal Committee will be as under:

1. Principal-Chairman
2. Convenor-Dean (Students' Welfare)
3. Head of Department concerned
4. Senior professor.

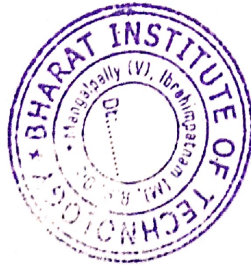
This committee will deal with all the Grievances directly which is related to the common problems at the institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by students against the decision of the Institute level committee.

PROCEDURE FOR REDRESSAL OF GRIEVANCES

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of the Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department level committee. If the student is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The convenor of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.

If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of the decision with the relevant details.



R. K. Mutum

PRINCIPAL

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Members for Grievance redressal cell 2021-22

SL.N o	COMMITTEE MEMBERS	DESIGNATION	POSITION	MOBILE NUMBERS
1.	Dr.Mohamed Mutahar RK	Principal	Chairman	9640909061
2.	Dr.Arifa Begum	HOD Dept.of Pharmachemistry	Secretary	8555045478
3.	Dr. Shibhinath	HOD Dept.of Pharmacy Practice	Member	9618326545
4.	Dr.Kalyani	HOD Dept.of Pharmacology	Member	8884084246
5.	Dr.Bhaskar	HODDept.of Pharmaceutics	Member	9704333793
6.	Dr.Shrikanth	Assist.Professor	Member	9440737600

CHAIRMAN

(Grievance redressal cell committee)



A.K. Mutahar

PRINCIPAL

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana



BHARAT INSTITUTE OF TECHNOLOGY
Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510
(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

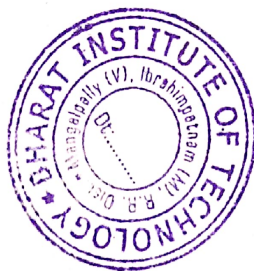
21/07/2021

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 22/07/2021.

Agenda of Meeting:

1. To discuss about the action plan to be executed by student grievance redressal committee to maintain the college free from grievances for the academic year 2021-2022.
2. To acknowledge Dr. R.K. Mutahar as the Chairman for Grievance redressal committee and all the activities of the team will be done under her Supervision from July for the academic year 2021-2022



R.K. Mutahar
CHAIRMAN
(Grievance redressal
Committee)
Mangalpally (VI), Ibrahimpatnam (M),
R.R. District, PIN-501510, Telangana
PRINCIPAL
Institute of Technology

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

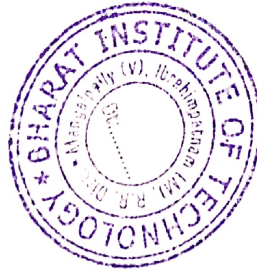
Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510
(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 22/07/2021 which is the previous meeting.

MEMBERS PRESENT:

Sl.No	COMMITTEE MEMBERS	DESIGNATION	POSITION
1.	Dr. Mohamed Mutahar RK	Principal	Chairman
2.	Dr.Arifa Begum	HOD Dept. of Pharmaceutical chemistry	Secretary
3.	Dr. Shibhinath	HOD Dept. of Pharmacy Practice	Member
4.	Dr.Kalyani	HOD Dept. of Pharmacology	Member
5.	Dr.Bhaskar	HOD Dept. of Pharmaceutics	Member
6.	Dr.Shrikanth	Assistant Professor	Member



A.K. Mutahar
CHAIRMAN

(Grievance redressal Committee)

PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510. Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

12/10/2021

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in
The chamber under signed on 13/10/2021.

To discuss about

Agenda of Meeting:

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



A. K. Murthy
CHAIRMAN
(Grievance redressal
Committee)
Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam
R.R. Dist - 501 510. Tele

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 13/10/2022 which is the previous meeting.

MEMBERS PRESENT:

Sl.No	COMMITTEE MEMBERS	DESIGNATION	POSITION
1.	Dr. Mohamed Mutahar RK	Principal	Chairman
2.	Dr.Arifa Begum	HOD Dept. of Pharmachemistry	Secretary
3.	Dr. Shibhinath	HOD Dept. of Pharmacy Practice	Member
4.	Dr.Kalyani	HOD Dept. of Pharmacology	Member
5.	Dr.Bhaskar	HOD Dept. of Pharmaceutics	Member
6.	Dr.Shrikanth	Assistant Professor	Member



A. C. Mutahar
CHAIRMAN
(Grievance redressal
Committee)
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

17/11/2021

CIRCULAR

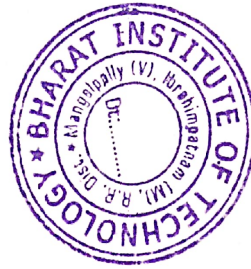
All the members of student grievance redressal committee are informed to attend a meeting in

The chamber under signed on 18/11/2021.

To discuss about

Agenda of Meeting:

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



A.K. Mubarek

CHAIRMAN

(Grievance redressal
Committee)

PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee

T



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 18/11/2021 which is the previous meeting.

MEMBERS PRESENT:

Sl.No	COMMITTEE MEMBERS	DESIGNATION	POSITION
7.	Dr. Mohamed Muthahar RK	Principal	Chairman
8.	Dr.Arifa Begum	HOD Dept. of Pharmaceutical chemistry	Secretary
9.	Dr. Shibhinath	HOD Dept. of Pharmacy Practice	Member
10.	Dr.Kalyani	HOD Dept. of Pharmacology	Member
11.	Dr.Bhaskar	HOD Dept. of Pharmaceutics	Member
12.	Dr.Shrikanth	Assistant Professor	Member



A. K. Muthahar
CHAIRMAN

(Grievance Redressal Committee)

Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510. Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

21/12/2021

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in

The chamber under signed on 22/12/2021.

To discuss about

Agenda of Meeting:

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



A. C. Mubarek

CHAIRMAN

(Grievance redressal
Committee)

Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Tabulation of Student Grievance Redressal (2021-2022)

S.No	Date of Receipt	Student Name	Grievance	Status of redressal
1.	13/10/2021	A. Vamshi	Requested for remedial classes for organic chemistry	Solved
2.	18/12/2021	B.Nissi	Requested for conducting mock examination before sessionals	Solved
3.	04/02/2022	Y. Sushma	Requested for allotment of more hours for practice school	Solved
4.	19/03/2022	N. Supratheeka	Requested for repair of desk in their class room	Solved



A. K. Mahalingam
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam
R.R. Dist - 501 510, Telangana



BHARAT INSTITUTE OF TECHNOLOGY
Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510
(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

STUDENT GREIVENCE FORM

Student details: A. Vanni

Name of the Student	A. Vanni
Student ID	201120001
Program	B. Pharmacy
Semester/Year	III / IV

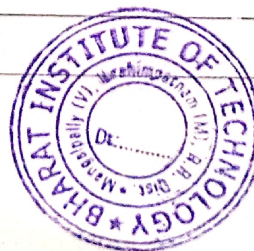
Grievance Details:

Requested for Remedial Class of organic chemistry

When Did the Issue happen?

27/7

Date of filing the grievance	13/10/21
Signature of the faculty	



PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
Dist - 501 510, Telangana



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

09/06/2020

GRIEVANCE REDRESSAL CELL (GRC)- AND GRIEVANCE REDRESSAL CELL COMMITTEE FOR THE ACADEMIC YEAR 2020-2021

The function of the cell is to look into the complaints lodged by any student and staff on their merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or consult with the Students council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox / suggestion box of the Grievance cell at administrative block.

Objective:

The objective of the Grievance cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute.

A Grievance cell should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

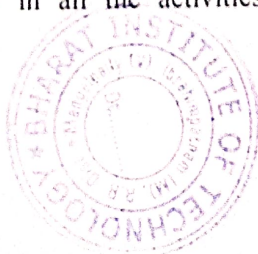
Upholding the dignity of the College by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student- teacher relationships etc. Encouraging the students to express their grievances / Problems freely and frankly, without any fear of being victimized.

A Suggestion/Complaint Box is installed in front of the BIT Administrative block in which the student who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college advising students to refrain from inciting Students against other Students, Teachers and College administration. Advise all staff to be affectionate to the students and not behave in vindictive manners towards any of them for reason.

Ragging in any form is strictly prohibited in and outside the institution. Any Violation of ragging and disciplinary rules should be urgently brought to the notice of the BIT principal.

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are the main stake holders in any institution imparting education, and we endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit into



Ch. S. C. S. S.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (R),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

consideration the institute has decided to provide a mechanism to students for Redressal of their grievances as:

The Grievances may broadly include the following complaints of the aggrieved students

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging fees
- Grievance regarding conducting of Examinations
- Harassment by colleague's students or teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for the all-around Development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is intended to find solutions for problems like,

(i) Sexual harassment - any kind of physical or mental harassment

(ii) Complaints regarding classroom teaching - classroom management, completion of syllabus, teaching methods, etc., if and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

COMMITTEE:

There will be Grievance Redressal Committees at the Department/Institute/Central level to deal with the grievances of the students and staff.

The department level Grievance Redressal Committee will be as under: Head of the Department-Chairman

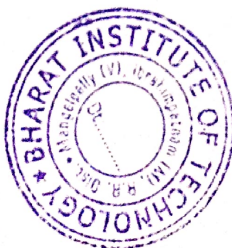
Upto 3 (three) faculties to be nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

Institute level Grievance Redressal Committee will be as under:

Dean (Students' Welfare)-Chairman

Upto 5(five) senior faculties to be appointed by the Head of Institute as members



Handwritten signature and stamp:
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

This committee will deal with all the Grievances directly which is related to the common problems at the Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

Central Grievance Redressal Committee will be as under:

1. Principal-Chairman
2. Convenor-Dean (Students' Welfare)
3. Head of Department concerned
4. Senior professor.

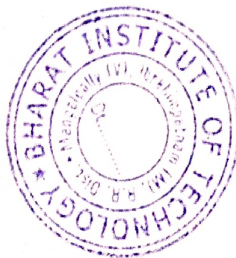
This committee will deal with all the Grievances directly which is related to the common problems at the institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by students against the decision of the Institute level committee.

PROCEDURE FOR REDRESSAL OF GRIEVANCES

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of the Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department level committee. If the student is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The convenor of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.

If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of the decision with the relevant details.



B. S. V. S. P.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist. - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Members for Grievance redressal cell 2020-21

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Marina G. D'Souza	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



R. S. V. V. P.
CHAIR PERSON
PRINCIPAL
(Grievance redressal cell committee)
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

09/06/2020

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 10/06/2020.

Agenda of Meeting:

1. To discuss about the action plan to be executed by student grievance redressal committee to maintain the college free from grievances for the academic year 2020-2021.
2. To acknowledge Dr. Ch. Vijaya Vani as the Chairperson for Grievance redressal committee and all the activities of the team will be done under her Supervision from June 2020 for the academic year 2020-2021



G. S. Siva
Principal
CHAIR PERSON
Grievance redressal
Committee
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510. Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 10/06/2020.

MINUTES OF MEETING

- 1) To introduce the scope and functions to the newly appointed committee.
- 2) To discuss procedure for submitting grievances.
- 3) To discuss fresh representations received from students

MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Marina G. D'Souza	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501510, Andhra Pradesh.
CHAIRPERSON
(Grievance redressal
Committee)

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

12/09/2020

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in

The chamber under signed on 14/09/2020.

To discuss about

Agenda of Meeting:

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



PRINCIPAL
CHAIR PERSON
Grievance redressal
Committee
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501510 (Telangana)

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

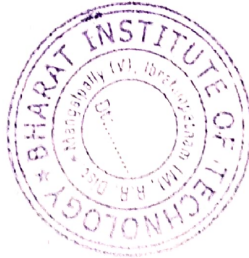
The minutes of student grievance redressal committee meeting held on 14/09/2020.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 10/06/2020 which is the previous meeting.

MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Marina G. D'Souza	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



CH. S. Vijaya Vani
CHAIRPERSON
(Grievance redressal
Committee)

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

17/03/2021

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 18/03/2021.

Agenda of Meeting:

To discuss about

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



B.S. 18/3/21
CHAIRPERSON
(Grievance redressal
Committee)
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUHH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 18/03/2021.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students.

MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Marina G. D'Souza	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



Ch.S. Vijaya Vani
CHAIRPERSON
(Grievance redressal
Committee)
Mangalpally (VI), Ibrahimpatnam (M)
R.R. Dist - 501510, Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee.



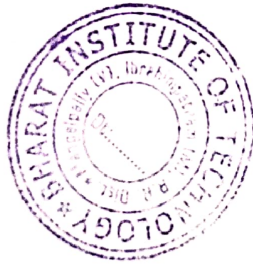
BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Tabulation of Student Grievance Redressal (2020-2021)

S.No	Date of Receipt	Student Name	Grievance	Status of redressal
1.	16/07/2020	S RANJITH REDDY	Requested remedial online class for supplementary students	Solved
2.	20/08/2020	VARAGANTI SAIPRASANNA	Requested for replacement of their class representative	Solved
3.	13/11/2020	SHREEYA SALUNKE	Requested for alternative taps for damaged taps in ladies wash area	Solved
4.	05/01/2020	SIRIGIRI BHARGAVI	Requested for free sanitizers distribution to students	Solved



R.S. Pappu
Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

STUDENT GREIVENCE FORM

Student details:

Name of the Student	S. Rangith Reddy
Student ID	1817120058
Program	Biopharmacy
Semester/Year	III/IV ✓

Grievance Details:

Requested online Remedial Class for Supplementary Students.

When Did the Issue happen?

12/8/2020

Date of filing the grievance	20/8/2020
Signature of the faculty	



PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

11/06/2019

**GRIEVANCE REDRESSAL CELL (GRC)-
AND
GRIEVANCE REDRESSAL CELL COMMITTEE
FOR THE ACADEMIC YEAR 2019-2020**

The function of the cell is to look into the complaints lodged by any student and staff on their merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or consult with the Students council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox / suggestion box of the Grievance cell at administrative Block.

Objective:

The objective of the Grievance cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute. A Grievance cell should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

Upholding the dignity of the College by ensuring a strife-free atmosphere in the College through promoting cordial student-student relationships and student- teacher relationships etc. Encouraging the Students to express their grievances / Problems freely and frankly, without any fear of being victimized.

A Suggestion/Complaint Box is installed in front of the BIT Administrative block in which the student who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college.

Advising Students to refrain from inciting Students against other Students, Teachers and College administration.

Advise all staff to be affectionate to the students and not behave in vindictive manners towards any of them for reason.

Ragging in any form is strictly prohibited in and outside the institution. Any Violation of ragging and disciplinary rules should be urgently brought to the notice of the BIT principal.



(Signature)
PRINCIPAL

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510. Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUII, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are the main stake holders in any institution imparting education, and we endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit into consideration the institute has decided to provide a mechanism to students for Redressal of their grievances as:

The Grievances may broadly include the following complaints of the aggrieved students

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging fees
- Grievance regarding conducting of Examinations
- Harassment by colleague's students or teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for the all-around Development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is intended to find solutions for problems like,

(i) Sexual harassment - any kind of physical or mental harassment (ii) Complaints regarding classroom teaching - classroom management, completion of syllabus, teaching methods, etc., if and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

COMMITTEE:

There will be Grievance Redressal Committees at the Department/Institute/Central level to deal with the grievances of the students and staff.

The department level Grievance Redressal Committee will be as under: Head of the Department- Chairman

Upto 3 (three) faculties to be nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

Institute level Grievance Redressal Committee will be as under:

Dean (Students' Welfare)-Chairman



G. S. S. S.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Upto 5(five) senior faculties to be appointed by the Head of Institute as members

This committee will deal with all the Grievances directly which is related to the common problems at the Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

Central Grievance Redressal Committee will be as under:

1. Principal-Chairman
2. Convenor-Dean (Students' Welfare)
3. Head of Department concerned
4. Senior professor.

This committee will deal with all the Grievances directly which is related to the common problems at the institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by students against the decision of the Institute level committee.

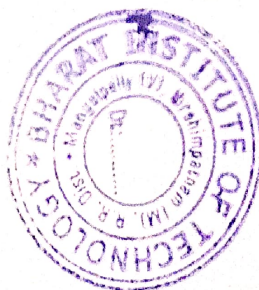
PROCEDURE FOR REDRESSAL OF GRIEVANCES

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of the Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department level committee.

If the student is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The convenor of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.

If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of the decision with the relevant details.



B.S.V.G.P.
PRINCIPAL

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Members for Grievance redressal cell 2019-20

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Marina G. D'Souza	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



CHAIR PERSON

(Grievance redressal cell committee)



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 12/06/2019.

MINUTES OF MEETING

- 1) To introduce the scope and functions to the newly appointed committee.
- 2) To discuss procedure for submitting grievances.
- 3) To discuss fresh representations received from students

MEMBERS PRESENT:

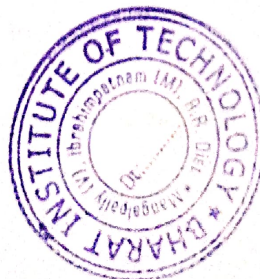
S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Mrinmay Das	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member

Ch. S. R. V.
CHAIRPERSON
(Grievance redressal
Committee)
Mangalpally, Ibrahimpatnam
R.R. Dist - 501 510, Telangana

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee

P. R. V.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

18/09/2019

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in
The chamber under signed on 19/09/2019.

To discuss about

Agenda of Meeting:

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



Ch. S. S. R.
PRINCIPAL
CHAIR PERSON
(Grievance redressal
Committee)
Bharat Institute of Technology
Mangalpally, Ibrahimpatnam (N
R.R. Dist - 501510

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 19/09/2019.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 12/06/2019 which is the previous meeting.

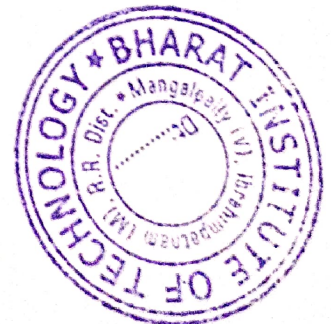
MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Mrinmayi Das	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee

CH. S. V. V. V.
PRINCIPAL
Bharat Institute of Technology
(Grievance redressal)
Mangalpally (V), Ibrahimpatnam
R.R. Dist - 501 510. Telangana
Committee





BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

13/03/2020

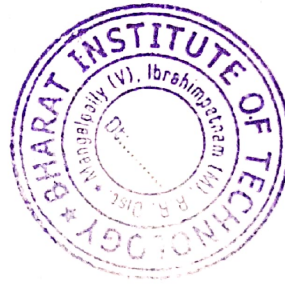
CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 14/03/2020.

Agenda of Meeting:

To discuss about

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.



Principal
Bharat Institute of Technology
(Grievance redressal
Committee)
Mangalpally (V), Ibrahimpatnam
R.R. Dist - 501510

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

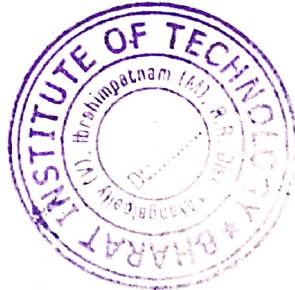
The minutes of student grievance redressal committee meeting held on 14/03/2020.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students.

MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Mrinmayi Das	Member
4.	Mrs. P. Haritha	Member
5.	Ms. G. Sathvika	Student Member
6.	Sultan Chakravarthi	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



ch-s.v.v.
CHAIRPERSON

(Grievance redressal
Committee)

PRINCIPAL
Bharat Institute of Technology

Mangalpally (V), Ibrahimpatnam

R.R. Dist - 501 510. Tel.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee.



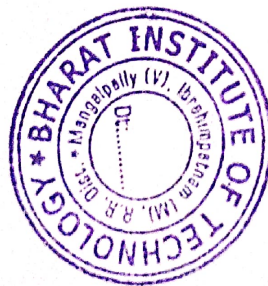
BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Tabulation of Student Grievance Redressal (2019-2020)

S.No	Date of Receipt	Student Name	Grievance	Status of redressal
1.	15/07/2019	Pannala keerthi	Requested for refilling the first aid health kit in laboratory	Solved
2.	19/08/2019	Rathnavath mounika	Requested for replacement of expired chemicals in laboratory	Solved
3.	20/11/2019	Pisati mounika reddy	Requested for alternative fans for damaged fans in their class rooms	Solved
4.	06/01/2020	Keesara srivathsa	Requested for free sanitizers distribution to students	Solved
5.	07/02/2020	Punukula harichandana	Requested for replacement of her Lost ID Card	Solved
6.	02/03/2020	Munagala laharika	Requested for replacement of damaged stool on their lab	Solved



PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

STUDENT GREIVENCE FORM

Student details: Pannala Keerthi

Name of the Student	Pannala Keerthi
Student ID	15121T0003
Program	B.pharmacy
Semester/Year	IV / IV

Grievance Details: Requested for Refilling the first aid health kit
in laboratory

When Did the Issue happen? 15/7/2019

Date of filing the grievance	15/7/2019
Signature of the faculty	Mona



PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

25/11/2018

GRIEVANCE REDRESSAL CELL (GRC)- AND GRIEVANCE REDRESSAL CELL COMMITTEE FOR THE ACADEMIC YEAR 2018-2019

The function of the cell is to look into the complaints lodged by any student and staff on their merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or consult with the Students council. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox / suggestion box of the Grievance cell at administrative Block.

Objective:

The objective of the Grievance cell is to develop a responsive and accountable attitude among all the stake holders to maintain a harmonious educational atmosphere in the institute.

A Grievance cell should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

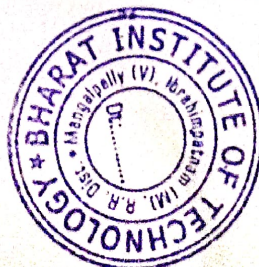
Upholding the dignity of the College by ensuring a strife-free atmosphere in the College through promoting cordial student-student relationships and student- teacher relationships etc., encouraging the Students to express their grievances / Problems freely and frankly, without any fear of being victimized.

A Suggestion/Complaint Box is installed in front of the BIT Administrative block in which the student who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college advising Students to refrain from inciting Students against other Students, Teachers and College administration. Advise all staff to be affectionate to the students and not behave in vindictive manners towards any of them for reason.

Ragging in any form is strictly prohibited in and outside the institution. Any Violation of ragging and disciplinary rules should be urgently brought to the notice of the BIT principal.

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are the main stake holders in any institution imparting education, and we endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit into



Principal
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

consideration the institute has decided to provide a mechanism to students for Redressal of their grievances as:

The Grievances may broadly include the following complaints of the aggrieved students

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging fees
- Grievance regarding conducting of Examinations
- Harassment by colleague's students or teachers etc.

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for the all-around Development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for problems like,

(i) Sexual harassment - any kind of physical or mental harassment (ii) Complaints regarding classroom teaching - classroom management, completion of syllabus, teaching methods, etc. ,if and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

COMMITTEE:

There will be Grievance Redressal Committees at the Department/Institute/Central level to deal with the grievances of the students and staff.

The department level Grievance Redressal Committee will be as under: Head of the Department-
Chairman

Upto 3 (three) faculties to be nominated by the Head of Department

This committee will deal with the Grievance related to Academic and Administrative matters of the Department.

Institute level Grievance Redressal Committee will be as under:

Dean (Students' Welfare)-Chairman

Upto 5(five) senior faculties to be appointed by the Head of Institute as members



Ch. S. G. Y.
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

This committee will deal with all the Grievances directly which is related to the common problems at the Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

Central Grievance Redressal Committee will be as under:

1. Principal-Chairman
2. Convenor-Dean (Students' Welfare)
3. Head of Department concerned
4. Senior professor.

This committee will deal with all the Grievances directly which is related to the common problems at the institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by students against the decision of the Institute level committee.

PROCEDURE FOR REDRESSAL OF GRIEVANCES

An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of the Department after verifying the facts will try to redress the grievance within a reasonable time. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department level committee.

If the student is not satisfied with the decision of the Department committee, he/she can submit an appeal to the Institute level grievance committee within a week from the date of the receipt of the reply from the Department level committee.

The convenor of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the Chairman of the Department committee will place the matter before the Institute level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time.

If the student is not satisfied with the Redressal offered by the Institute level committee and feels that his/her Grievance is not redressed, he/she can submit an appeal to the central grievance committee within a week from the date of receipt of the decision with the relevant details.



Ch. S. S. R. S.
PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Members for Grievance redressal cell 2018-19

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Gyathi Shilakari	Member
4.	Mrs. P. Haritha	Member
5.	Dr. Phalguna	Member
6.	Dr.Sandhya Rani	Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member

Ch S. V. Vani
CHAIR PERSON



Grievance redressal cell committee

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

25/11/2018

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 26/11/2018.

Agenda of Meeting:

1. To discuss about the action plan to be executed by student grievance redressal committee to maintain the college free from grievances for the academic year 2018-2019.
2. To acknowledge Dr. Ch. Vijaya Vani as the Chairperson for Grievance redressal committee and all the activities of the team will be done under her Supervision from November 2018 for the academic year 2018-2019.



[Signature]
CHAIR PERSON
(Grievance redressal
Committee)

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 26/11/2018.

MINUTES OF MEETING

- 1) To introduce the scope and functions to the newly appointed committee.
- 2) To discuss procedure for submitting grievances.
- 3) To discuss fresh representations received from students

MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Gyathi Shilakari	Member
4.	Mrs. P. Haritha	Member
5.	Dr. Phalguna	Member
6.	Dr.Sandhya Rani	Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee


CHAIRPERSON
(Grievance redressal
Committee)
Principal
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

19/02/2018

CIRCULAR

All the members of student grievance redressal committee are informed to attend a meeting in

The chamber under signed on 20/02/2018.

To discuss about

Agenda of Meeting:

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.




CHAIR PERSON

(Grievance redressal
Committee)

PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana.

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 20/02/2018.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 26/11/2018 which is the previous meeting.

MEMBERS PRESENT:

S.No	Name	Designation
		Chair Person
1.	Dr.Ch.S. Vijaya Vani	Member
2.	Dr Shibnath Kamila	Member
3.	Dr. Gyathi Shilakari	Member
4.	Mrs. P. Haritha	Member
5.	Dr. Phalguna	Member
6.	Dr.Sandhya Rani	Student Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Member
9.	Sub Inspector, Ibrahimpatnam PS	



CHAIRPERSON
(Grievance Redressal
Committee)
Bharat Institute of Technology
Mangalpally

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

05/03/2019

CIRCULAR


All the members of student grievance redressal committee are informed to attend a meeting in the chamber under signed on 06/03/2019.

Agenda of Meeting:

To discuss about

1. Scope of the committee.
2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.




PRINCIPAL
CHAIRPERSON
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana
(Grievance redressal
Committee)

Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee.



BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

The minutes of student grievance redressal committee meeting held on 06/03/2019.

MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students.

MEMBERS PRESENT:

S.No	Name	Designation
1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Gyathi Shilakari	Member
4.	Mrs. P. Haritha	Member
5.	Dr. Phalguna	Member
6.	Dr.Sandhya Rani	Member
7.	K. Harshitha	Student Member
8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member



Copies to:

- 1) Principal Office
- 2) All HODs circulation
- 3) Members of student grievance redressal committee.

Ch. S. Vijaya Vani
CHAIRPERSON

(Grievance redressal
Committee)

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M)
R.R. Dist - 501 510, Telangana



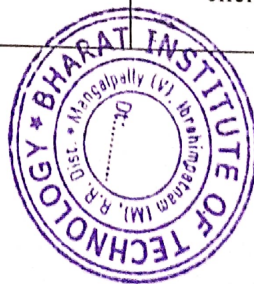
BHARAT INSTITUTE OF TECHNOLOGY

Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510

(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

Tabulation of Student Grievance Redressal (2018-2019)

S.No	Date of Receipt	Student Name	Grievance	Status of redressal
1.	13/06/2018	K Sharat venkat reddy	Requested remedial classes for supplementary students	Solved
2.	16/08/2018	S Vinay kumar	Requested for tube light in their class room	Solved
3.	19/09/2018	Syed Najamuddin Khudmiri	Requested for replacement of broken test tubes in their laboratory	Solved
4.	20/12/2018	Rangineni Parikshith reddy	Requested for distribution of free scribbling for rough work during seminars	Solved
5.	21/02/2019	G Nikitha	Requested for requisition of heating mantles for their chemistry lab	Solved



[Signature]
PRINCIPAL

Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510. Talangana.



BHARAT INSTITUTE OF TECHNOLOGY
Mangalpally, Ibrahimpatnam, R.R. District, PIN-501510
(Affiliated to JNTUH, Approved by AICTE and PCI, New Delhi. Accredited by NAAC)

STUDENT GREIVENCE FORM

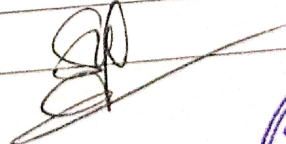
Student details: K. Shalath Bpharm Final Year

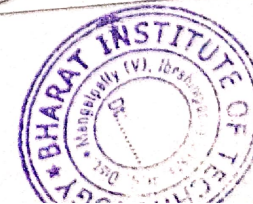
Name of the Student	K. Shalath Venkat
Student ID	1512170041
Program	B.pharmacy
Semester/Year	IV/IV

Grievance Details:

Requested for Remedial Classes for Supplementary Students

When Did the Issue happen? — NA —

Date of filing the grievance	13/6/2019
Signature of the faculty	



PRINCIPAL
Bharat Institute of Technology
Mangalpally (V), Ibrahimpatnam (M),
R.R. Dist - 501 510, Telangana.