



## **BHARAT INSTITUTE OF TECHNOLOGY**

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

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

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### **ANNUAL REPORT OF GRIEVANCES FOR THE YEAR 2022-23**

Meeting Number	Date	Minutes of meeting	Number of grievances received	Number of grievances solved
1.	10/06/2022	Discuss functions and scope of newly appointed committee  Discuss procedure for submitting grievances	5	Solved
2.	13/9/2022	Time bound redressal of grievances		
3.	22/11/2022	Time bound redressal of grievances		

### **ANNUAL REPORT OF GRIEVANCES FOR THE YEAR 2021-22**

Meeting Number	Date	Minutes of meeting	Number of grievances received	Number of grievances solved
1.	22/07/2021	Discuss functions and scope of newly appointed committee  Discuss procedure for submitting grievances	4	Solved
2.	13/10/2021	Time bound redressal of grievances		
3.	18/11/2021	Time bound redressal of grievances		



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## **ANNUAL REPORT OF GRIEVANCES FOR THE YEAR 2020-21**

Meeting Number	Date	Minutes of meeting	Number of grievances received	Number of grievances solved
1.	10/06/2020	Discuss functions and scope of newly appointed committee Discuss procedure for submitting grievances	4	Solved
2.	14/9/2020	Time bound redressal of grievances		
3.	18/03/2021	Time bound redressal of grievances		

## **ANNUAL REPORT OF GRIEVANCES FOR THE YEAR 2019-20**

Meeting	Date	Minutes of meeting	Number of	Number of grievances
1.	12/06/2019	Discuss functions and scope of newly appointed committee	4	Solved
2.	19/9/2019	Time bound redressal of grievances		
3.	14/03/2020	Time bound redressal of grievances		

## **ANNUAL REPORT OF GRIEVANCES FOR THE YEAR 2018-19**

Meeting	Date	Minutes of meeting	Number of	Number of grievances
1.	26/11/2018	Discuss functions and scope of newly appointed committee	5	Solved
2.	20/2/2019	Time bound redressal of grievances		
3.	05/03/2019	Time bound redressal of grievances		





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Date: 03/03/2022

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

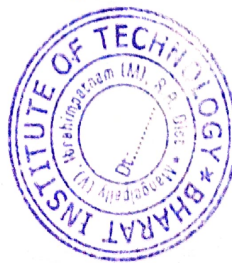
The function of the cell is to look into the complaints lodged by any student or staff on their consent. The grievance cell is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the department members in person or consult with the student's council. In 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 atmosphere 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 students of the college with the following objectives:

1. Upholding the dignity of college by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student – teacher relationships etc. Encourage students to express their Grievances/ problems freely and frankly, without the fear of being victimized.
2. 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.
3. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any one for any reason.
4. Ragging in any form is strictly prohibited inside and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of Principal.



*A. K. Murthy*  
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5. 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..

## MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are themselves stakeholders 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 protection of human rights is essential for the all-round development of an individual's personality. To realize the primary needs of the students, staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for all kinds of grievances as mentioned in UGC regulation.

The Grievances may broadly include the following complaints from aggrieved students

- **Academic grievances** that include complaints related to classroom teaching, classroom management and completion of syllabus.
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- **Grievance related to Assessment** that includes complaints on delay in declaration of results, non transparent or unfair evaluation process, etc.
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## COMMITTEE:

There will be Grievance Redressal Committees at the Institute level deals with the grievances of the students and staff.

The Institute level Grievance Redressal Committee will be as under:

1. Chairman
2. Up to a minimum of 5 (five) faculties to be nominated by the chairman

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

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	COMMITTEE MEMBERS	DESIGNATION	POSITION	MOBILE NUMBERS
1	Dr. Mohamed MutaharRK	Principal	Chairman	9640909061
2	Dr.Arifa Begum	HOD Dept.of Pharmaceutical chemistry	Secretary	8555045478
3	Dr.Shibnath	HOD Dept.of Pharmacy Practice	Member	9618326545
4	Dr.Kalyani	HOD Dept.of Pharmacology	Member	8884084246
5	Dr.Bhaskar	Associate Professor	Member	9704333793
6	Dr.Shrikanth	Assistant Professor	Member	9440737600



*A.K. Mutahar*  
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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

The aggrieved student will submit the application of Grievance or appeal to the Institute level committee, through the, grievance cell faculty members or Head of Departments addressing to the Head of Institute (Chairman of grievance committee) concerned.

## Procedure for lodging complaint:

1. 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.
2. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
4. The Grievance cell member after verifying the facts will try to redress the grievance within a reasonable time.
5. If the student is not satisfied with the verdict or solution of the concerned faculty member, then the same should be placed before the total Grievance redressal committee.
6. The Chairman of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the committee members will place the matter in meeting or shall pass appropriate order in the best possible manner within a reasonable time.
7. The committee at all levels will observe the law of natural justice and hear the complaint and concerned people.
8. The relevant provisions of the Act/ Regulations shall be kept in mind while passing an order on any Grievance at any level and no such order shall be passed in contradiction of the same.



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## Scope:

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

### 1. Academic Matters:

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

### 2. Financial matters:

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

### 3. Other Matters:

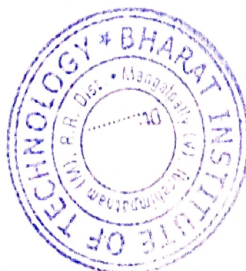
Related to certain misgivings about sanitation conditions, food preparation, availability of transport, victimization by teachers, etc.

## Functions:

1. The cases will be attended to promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management policy.
3. 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.

## Responsibility for Redressal

1. The final responsibility for grievance Redressal rests with the Chairman / Head of the Institution.
2. The college expects that grievance Redressal to be time-bound and result-oriented.
3. Every grievance is expected to be resolved within a reasonable period.
4. The Grievance Redressal Cell of the college shall monitor the status and progress of Grievance Redressal and shall furnish the proper solutions.



*A. K. Muthu*

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## Powers:

1. In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.
2. If the members fail to find out any solution, the matter is referred to the Principal for a final commitment the matter.
3. 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.
4. If anybody is found to be guilty of any kind of nuisance he or she is given punishment with due consideration by the Principal.
5. 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:

1. Decisions of the Governing body, Academic council, Board of studies, and other administrative or academic committees constituted by the University.
2. Decisions about the award of scholarships, fee concessions, medals, etc; Decisions made by the University regarding boundary matters and misconduct.
3. Decisions of the University about admissions in any courses offered by the institute.
4. Decisions by a competent authority on assessment and examination results.

## Reconstitution of Grievance Redressal Cell:

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



*A.K. Mutang*

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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

**CHAIRMAN**  
(Grievance redressal  
Committee)

### Copies to:

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



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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**  
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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:

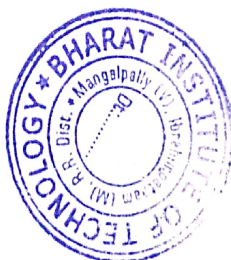
To discuss about

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

**CHAIRMAN**  
(Grievance redressal  
Committee)

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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)

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*[Signature]*  
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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)

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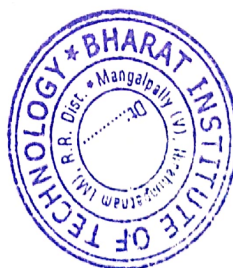
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**Tabulation of student grievance redressal (2022-2023)**

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



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Date: 21/07/2021

## GRIEVANCE REDRESSAL CELL (GRC)- AND GRIEVANCE REDRESSAL CELL COMMITTEE FOR THE ACADEMIC YEAR 2021-2022.

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## COMMITTEE:

There will be Grievance Redressal Committees at the Institute level deals with the grievances of the students and staff.

The Institute level Grievance Redressal Committee will be as under:

1. Chairman
2. Up to a minimum of 5 (five) faculties to be nominated by the chairman

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

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 21/07/2021, to redress the grievances and complaints of the students.

S.No	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



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





# BHARAT INSTITUTE OF TECHNOLOGY

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(Affiliated to JNTU, Recognised by AICTE & Approved by Pharmacy Council of India)  
Mangalpally (Village), Ibrahimpatnam, Ranga Reddy District - 501 510.  
Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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

The aggrieved student will submit the application of Grievance or appeal to the Institute level committee, through the, grievance cell faculty members or Head of Departments addressing to the Head of Institute (Chairman of grievance committee) concerned.

## Procedure for lodging complaint:

1. 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.
2. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
4. The Grievance cell member after verifying the facts will try to redress the grievance within a reasonable time.
5. If the student is not satisfied with the verdict or solution of the concerned faculty member, then the same should be placed before the total Grievance redressal committee.
6. The Chairman of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the committee members will place the matter in meeting or shall pass appropriate order in the best possible manner within a reasonable time.
7. The committee at all levels will observe the law of natural justice and hear the complaint and concerned people.
8. The relevant provisions of the Act/ Regulations shall be kept in mind while passing an order on any Grievance at any level and no such order shall be passed in contradiction of the same.



*K. M. M. M.*  
Principal  
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## Scope:

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

### 1. Academic Matters:

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

### 2. Financial matters:

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

### 3. Other Matters:

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

## Functions:

1. The cases will be attended to promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management policy.
3. 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.

## Responsibility for Redressal

1. The final responsibility for grievance Redressal rests with the Chairman / Head of the Institution.
2. The college expects that grievance Redressal to be time-bound and result-oriented.
3. Every grievance is expected to be resolved within a reasonable period.
4. The Grievance Redressal Cell of the college shall monitor the status and progress of Grievance Redressal and shall furnish the proper solutions.



*A. K. Mutam*  
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## Powers:

1. In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.
2. If the members fail to find out any solution, the matter is referred to the Principal for a final commitment the matter.
3. 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.
4. If anybody is found to be guilty of any kind of nuisance he or she is given punishment with due consideration by the Principal.
5. 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:

1. Decisions of the Governing body, Academic council, Board of studies, and other administrative or academic committees constituted by the University.
2. Decisions about the award of scholarships, fee concessions, medals, etc; Decisions made by the University regarding boundary matters and misconduct.
3. Decisions of the University about admissions in any courses offered by the institute.
4. Decisions by a competent authority on assessment and examination results.

## Reconstitution of Grievance Redressal Cell:

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



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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.

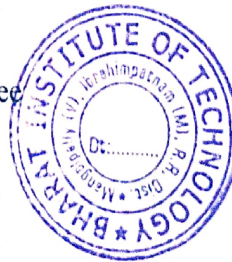
### Agenda of Meeting:

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

**CHAIRMAN**  
(Grievance redressal  
Committee)

### Copies to:

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



*R.K. Mutahar*  
**PRINCIPAL**  
Bharat Institute of Technology  
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The minutes of student grievance redressal committee meeting held on 22/07/2021.

## 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

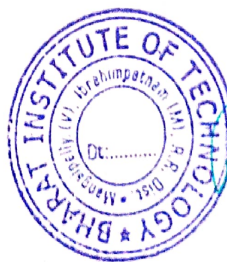
## MEMBERS PRESENT:

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

**CHAIRMAN**  
(Grievance redressal  
Committee)

## Copies to:

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*M. C. Mutahar*  
**PRINCIPAL**  
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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.

**CHAIRMAN**  
(Grievance redressal  
Committee)

### Copies to:

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*A.K. Mutam*  
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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

The minutes of student grievance redressal committee meeting held on 12/10/2021

## MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 13/10/2021 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 Pharmachemistry	Secretary
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4.	Dr.Kalyani	HOD Dept. of Pharmacology	Member
5.	Dr.Bhaskar	HOD Dept. of Pharmaceutics	Member
6.	Dr.Shrikanth	Assistant .Professor	Member

CHAIRMAN  
(Grievance redressal  
Committee)

### Copies to:

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- 3) Members of student grievance redressal committee



*Dr. K. Mutahar*  
**PRINCIPAL**  
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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.

CHAIRMAN  
(Grievance redressal  
Committee)

### Copies to:

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- 3) Members of grievance redressal committee



*A. K. Muthu*  
Principal  
Bharat Institute of Technology  
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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

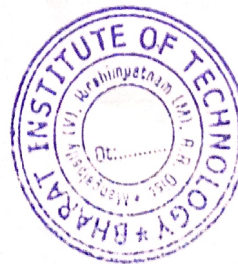
### Agenda of Meeting:

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2. Time bound redressal of grievances received if any.
3. Procedure of submitting grievance.

**CHAIRMAN**  
(Grievance redressal  
Committee)

### Copies to:

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



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The minutes of student grievance redressal committee meeting held on 18/11/2021

## MINUTES OF MEETING

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

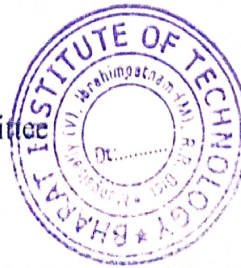
### MEMBERS PRESENT:

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7.	Dr. Mohamed Mutahar RK	Principal	Chairman
8.	Dr.Arifa Begum	HOD Dept. of Pharmaceutical chemistry	Secretary
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10.	Dr.Kalyani	HOD Dept. of Pharmacology	Member
11.	Dr.Bhaskar	HOD Dept. of Pharmaceutics	Member
12.	Dr.Shrikanth	Assistant Professor	Member

CHAIRMAN  
(Grievance redressal  
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*A.K. Mutahar*  
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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.

CHAIRMAN  
(Grievance redressal  
Committee)

### Copies to:

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*A. K. Mutum*  
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The minutes of student grievance redressal committee meeting held on 22/12/2021

## MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
- 2) To discuss fresh representations received from students after 22/12/2021 which is the previous meeting.

## MEMBERS PRESENT:

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CHAIRMAN  
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*A.K. Mutahar*  
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## Tabulation of Student Grievance Redressal (2021-2022)

S.No	Date of Receipt	Student Name	Grievance	Status of redressal
1.	13/10/2021	A. Vamsi	Requested for remedial classes of organic chemistry	Solved
2.	18/12/2021	B. Nissi	Requested for conducting mock exam before Sessional	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 class room	Solved

*A.K. Mutang*  
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# 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 GRIEVANCE FORM

Student details: B. Vamsi

Name of the Student	<u>B. Vamsi</u>
Student ID	<u>2018/10001</u>
Program	<u>Biphamary</u>
Semester/Year	<u>III/18</u>

Grievance Details:

Requested for Remedial Class of organic chemistry

When Did the Issue happen?

20/10/18

Date of filing the grievance	<u>15/10/18</u>
Signature of the faculty	<u>[Signature]</u>



B.V. **PRINCIPAL**  
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Dist - 501 510, Telangana





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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

Date: 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 or staff on their consent. The grievance cell is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the department members in person or consult with the student's 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 atmosphere 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 students of the college with the following objectives:

1. Upholding the dignity of college by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student – teacher relationships etc. Encourage students to express their Grievances/ problems freely and frankly, without the fear of being victimized.
2. 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.
3. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any one for any reason.
4. Ragging in any form is strictly prohibited inside and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of Principal.



CA. S. C. C. S.  
PRINCIPAL  
Bharat Institute of Technology  
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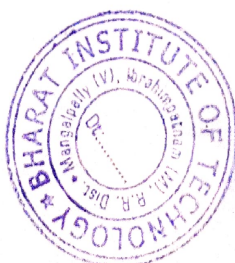
5. A Suggestion/Complaint box is installed in front of the BIT Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college..

## MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are themselves stakeholders 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 protection of human rights is essential for the all-round development of an individual's personality. To realize the primary needs of the students, staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for all kinds of grievances as mentioned in UGC regulation.

The Grievances may broadly include the following complaints from aggrieved students

- **Academic grievances** that include complaints related to classroom teaching, classroom management and completion of syllabus.
- **Non-Academic grievances** such as discipline issues, any kind of physical or mental harassment, etc.
- **Grievance related to Assessment** that includes complaints on delay in declaration of results, non transparent or unfair evaluation process, etc.
- **Grievance related to Victimization** that includes complaints on alleged discrimination of students from backward castes, women and minority sections.
- **Grievance related to Attendance** that includes complaints regarding improper maintenance of student attendance records.
- **Grievance related to Charging fees** that include complaints on demand of money in excess of that specified in declared admission policy or approved by competent authority to be charged by the institution.
- **Grievance regarding conducting of Examinations** includes complaints regarding delay in conduction of examinations beyond that specified in academic calendar.



CH-S.G.P.

PRINCIPAL

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## COMMITTEE:

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The Institute level Grievance Redressal Committee will be as under:


1. Chairman
2. Up to a minimum of 5 (five) faculties to be nominated by the chairman

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

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 09/06/2020, to redress the grievances and complaints of the students.

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

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.

  
28.5.2021  
PRINCIPAL  
Bharat Institute of Technology  
Mangalpally (V), Ibrahimpatnam (Dist - 501 510, Telangana)



# BHARAT INSTITUTE OF TECHNOLOGY

(Sponsored by Chinta Reddy Madhusudhan Reddy Educational Society)  
(Affiliated to JNTU, Recognised by AICTE & Approved by Pharmacy Council of India)  
Mangalpally (Village), Ibrahimpatnam, Ranga Reddy District - 501 510.  
Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

## Procedure for Redressal of Grievances

The aggrieved student will submit the application of Grievance or appeal to the Institute level committee, through the, grievance cell faculty members or Head of Departments addressing to the Head of Institute (Chairman of grievance committee) concerned.

### Procedure for lodging complaint:

1. 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.
2. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
4. The Grievance cell member after verifying the facts will try to redress the grievance within a reasonable time.
5. If the student is not satisfied with the verdict or solution of the concerned faculty member, then the same should be placed before the total Grievance redressal committee.
6. The Chairman of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the committee members will place the matter in meeting or shall pass appropriate order in the best possible manner within a reasonable time.
7. The committee at all levels will observe the law of natural justice and hear the complaint and concerned people.
8. The relevant provisions of the Act/ Regulations shall be kept in mind while passing an order on any Grievance at any level and no such order shall be passed in contradiction of the same.



Ch. S. V. S. R.

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## Scope:

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

### 1. Academic Matters:

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

### 2. Financial matters:

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

### 3. Other Matters:

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

## Functions:

1. The cases will be attended to promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management policy.
3. 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.

## Responsibility for Redressal

1. The final responsibility for grievance Redressal rests with the Chairman / Head of the Institution.
2. The college expects that grievance Redressal to be time-bound and result-oriented.
3. Every grievance is expected to be resolved within a reasonable period.
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3. 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.
4. If anybody is found to be guilty of any kind of nuisance he or she is given punishment with due consideration by the Principal.
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The Grievance Redressal cell shall not entertain the following issues:

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## Reconstitution of Grievance Redressal Cell:

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



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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

**CHAIR PERSON**  
(Grievance redressal  
Committee)



*Ch. S. G. H.*  
**PRINCIPAL**  
Bharat Institute of Technology  
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### Copies to:

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



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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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

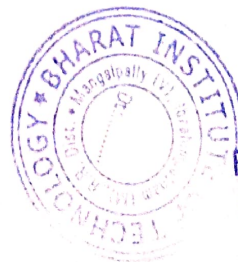
## MEMBERS PRESENT:

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

**CHAIRPERSON**  
(Grievance redressal  
Committee)

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*Ch. S. V. Vani*  
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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.

**CHAIR PERSON**  
(Grievance redressal  
Committee)

### Copies to:

- 1) Principal Office
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*Ch S. U. B.*  
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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
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8.	Mohammed Omer	Student Member
9.	Sub Inspector, Ibrahimpatnam PS	Member

**CHAIRPERSON**  
(Grievance redressal  
Committee)

## Copies to:

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*Ch. S. V. V.*

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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.

**CHAIRPERSON**  
(Grievance redressal  
Committee)

### Copies to:

- 1) Principal Office
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Ch. S. U. R.

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

## MINUTES OF MEETING

- 1) To discuss procedure for submitting grievances.
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## MEMBERS PRESENT:

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1.	Dr.Ch.S. Vijaya Vani	Chair Person
2.	Dr Shibnath Kamila	Member
3.	Dr. Marina G. D'Souza	Member
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CHAIRPERSON  
(Grievance redressal  
Committee)

## Copies to:

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Principal

Bharat Institute of Technology  
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## 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. K. R.

**PRINCIPAL**

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## 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. Raghav Reddy
Student ID	1812120058
Program	B.Tech
Semester/Year	II/2018

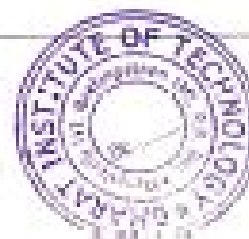
#### Grievance Details:

Requested online Remedial Class for Supplementary Students.

#### When Did the Issue happen?

18/12/2018

Date of filing the grievance	20/12/2018
Signature of the faculty	



Principal  
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Date: 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 or staff on their consent. The grievance cell is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the department members in person or consult with the student's 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 atmosphere 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 students of the college with the following objectives:

1. Upholding the dignity of college by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student – teacher relationships etc. Encourage students to express their Grievances/ problems freely and frankly, without the fear of being victimized.
2. 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.
3. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any one for any reason.
4. Ragging in any form is strictly prohibited inside and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of Principal.



*Ch. S. U. S. R.*  
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5. 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..

## MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are themselves stakeholders 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 protection of human rights is essential for the all-round development of an individual's personality. To realize the primary needs of the students, staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for all kinds of grievances as mentioned in UGC regulation.

The Grievances may broadly include the following complaints from aggrieved students

- **Academic grievances** that include complaints related to classroom teaching, classroom management and completion of syllabus.
- **Non-Academic grievances** such as discipline issues, any kind of physical or mental harassment, etc.
- **Grievance related to Assessment** that includes complaints on delay in declaration of results, non transparent or unfair evaluation process, etc.
- **Grievance related to Victimization** that includes complaints on alleged discrimination of students from backward castes, women and minority sections.
- **Grievance related to Attendance** that includes complaints regarding improper maintenance of student attendance records.
- **Grievance related to Charging fees** that include complaints on demand of money in excess of that specified in declared admission policy or approved by competent authority to be charged by the institution.
- **Grievance regarding conducting of Examinations** includes complaints regarding delay in conduction of examinations beyond that specified in academic calendar.



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## COMMITTEE:

There will be Grievance Redressal Committees at the Institute level deals with the grievances of the students and staff.

The Institute level Grievance Redressal Committee will be as under:

1. Chairman
2. Up to a minimum of 5 (five) faculties to be nominated by the chairman

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

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 11/06/2019, to redress the grievances and complaints of the students.

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

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.

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*A.S. Q. 8*

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11/06/2019

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### 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 2019-2020.
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 2019 for the academic year 2019-2020

CHAIR PERSON  
(Grievance redressal  
Committee)



G. S. V. S.

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



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Mangalpally (Village), Ibrahimpatnam, Ranga Reddy District - 501 510.  
Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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

CHAIRPERSON  
(Grievance redressal  
Committee)



*A. S. V. S.*  
PRINCIPAL

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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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.

CHAIR PERSON  
(Grievance redressal  
Committee)



*A.S.G. 18/9*  
PRINCIPAL  
Bharat Institute of Technology  
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R.R. Dist - 501 510, Telangana.

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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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

CHAIRPERSON  
(Grievance redressal  
Committee)

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Ph : 958414252645, (Admin. Office : 91-040-27676372, 27645849)

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.

CHAIRPERSON  
(Grievance redressal  
Committee)



*Ch. S. G. Y. S.*

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

### Copies to:

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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

## 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



Ch. S. Y. 181  
PRINCIPAL  
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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 GRIEVANCE FORM

Student details: Pamula Keeshi

Name of the Student	<u>Pamula Keeshi</u>
Student ID	<u>1512170003</u>
Program	<u>B-pharmacy</u>
Semester/Year	<u>IV / 2017</u>

Grievance Details: Requested for Refilling the first aid heater  
in laboratory

When Did the Issue happen? 15/2/2017

Date of filing the grievance	<u>15/2/2017</u>
Signature of the faculty	<u>Mam</u>



**Principal**  
Bharat Institute of Technology  
Mangalpally P.O., Ibrahimpatnam Dist.  
501 510, Telangana



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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

Date: 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 or staff on their consent. The grievance cell is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the department members in person or consult with the student's 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 atmosphere 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 students of the college with the following objectives:

1. Upholding the dignity of college by ensuring a strife-free atmosphere in the college through promoting cordial student-student relationships and student – teacher relationships etc. Encourage students to express their Grievances/ problems freely and frankly, without the fear of being victimized.
2. 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.
3. Advising all staff to be affectionate to the students and not behave in a vindictive manner towards any one for any reason.
4. Ragging in any form is strictly prohibited inside and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of Principal.



*[Signature]*  
**PRINCIPAL**  
Bharat Institute of Technology  
Mangalpally (V), Ibrahimpatnam (R)  
Dist. Ranga Reddy - 501 510, Telangana





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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.

## MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The students are themselves stakeholders 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 protection of human rights is essential for the all-round development of an individual's personality. To realize the primary needs of the students, staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for all kinds of grievances as mentioned in UGC regulation.

The Grievances may broadly include the following complaints from aggrieved students

- **Academic grievances** that include complaints related to classroom teaching, classroom management and completion of syllabus.
- **Non-Academic grievances** such as discipline issues, any kind of physical or mental harassment, etc.
- **Grievance related to Assessment** that includes complaints on delay in declaration of results, non transparent or unfair evaluation process, etc.
- **Grievance related to Victimization** that includes complaints on alleged discrimination of students from backward castes, women and minority sections.
- **Grievance related to Attendance** that includes complaints regarding improper maintenance of student attendance records.
- **Grievance related to Charging fees** that include complaints on demand of money in excess of that specified in declared admission policy or approved by competent authority to be charged by the institution.
- **Grievance regarding conducting of Examinations** includes complaints regarding delay in conduction of examinations beyond that specified in academic calendar.



*[Signature]*  
**PRINCIPAL**

Bharat Institute of Technology  
Mangalpally, Ranga Reddy District (M)







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## COMMITTEE:

There will be Grievance Redressal Committees at the Institute level deals with the grievances of the students and staff.

The Institute level Grievance Redressal Committee will be as under:

1. Chairman
2. Up to a minimum of 5 (five) faculties to be nominated by the chairman

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

A Centralized Confidential Students Grievance Redressal Committee has been reconstituted on 25/11/2018, to redress the grievances and complaints of the students.

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

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

The aggrieved student will submit the application of Grievance or appeal to the Institute level committee, through the, grievance cell faculty members or Head of Departments addressing to the Head of Institute (Chairman of grievance committee) concerned.



*Ch. S. V. Vani*  
PRINCIPAL

Bharat Institute of Technology  
Mangalpally (V), Ibrahimpatnam (M)  
Ranga Reddy District - 501 510, Telangana





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## Procedure for lodging complaint:

1. 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.
2. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
4. The Grievance cell member after verifying the facts will try to redress the grievance within a reasonable time.
5. If the student is not satisfied with the verdict or solution of the concerned faculty member, then the same should be placed before the total Grievance redressal committee.
6. The Chairman of the Institute grievance committee, after verifying the facts and the papers concerned and discussing with the committee members will place the matter in meeting or shall pass appropriate order in the best possible manner within a reasonable time.
7. The committee at all levels will observe the law of natural justice and hear the complaint and concerned people.
8. The relevant provisions of the Act/ Regulations shall be kept in mind while passing an order on any Grievance at any level and no such order shall be passed in contradiction of the same.

## Scope:

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

### 1. Academic Matters:

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

### 2. Financial matters:

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



*On 8.4.18*  
Principal  
Bharat Institute of Technology  
Mangalpally (V), Ibrahimpatnam (Tal),  
R.R. Dist - 501 510, Telangana.





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## 3. Other Matters:

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

### Functions:

1. The cases will be attended to promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management policy.
3. 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.

### Responsibility for Redressal

1. The final responsibility for grievance Redressal rests with the Chairman / Head of the Institution.
2. The college expects that grievance Redressal to be time-bound and result-oriented.
3. Every grievance is expected to be resolved within a reasonable period.
4. The Grievance Redressal Cell of the college shall monitor the status and progress of Grievance Redressal and shall furnish the proper solutions.

### Powers:

1. In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.
2. If the members fail to find out any solution, the matter is referred to the Principal for a final commitment the matter.
3. 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.
4. If anybody is found to be guilty of any kind of nuisance he or she is given punishment with due consideration by the Principal.
5. 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 institution.



*A. S. V. G.*

**PRINCIPAL**

Bharat Institute of Technology  
Mangalpally (V), Ibrahimpatnam  
Ranga Reddy Dist - 501 510, Telangana







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## Exclusions:

The Grievance Redressal cell shall not entertain the following issues:

1. Decisions of the Governing body, Academic council, Board of studies, and other administrative or academic committees constituted by the University.
2. Decisions about the award of scholarships, fee concessions, medals, etc; Decisions made by the University regarding boundary matters and misconduct.
3. Decisions of the University about admissions in any courses offered by the institute.
4. Decisions by a competent authority on assessment and examination results.

## Reconstitution of Grievance Redressal Cell:

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



*Ch. S. V. S.*  
PRINCIPAL  
Bharat Institute of Technology  
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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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.



*Ch. S. G. S.*  
**CHAIR PERSON**  
(Grievance redressal  
Committee)

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

### Copies to:

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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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



Dr. S. G. 81

CHAIRPERSON  
(Grievance redressal  
Committee)

## Copies to:

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PRINCIPAL  
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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

19/02/2018

## CIRCULAR

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

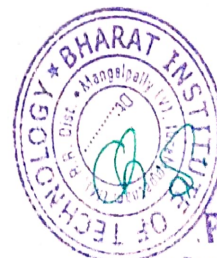
The chamber under signed on 20/02/2018.

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  
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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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.

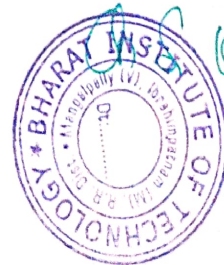
## MEMBERS PRESENT:

S.No	Name	Designation
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

CHAIRPERSON  
(Grievance redressal  
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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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.

CHAIRPERSON

(Grievance redressal  
Committee)

### Copies to:

- 1) Principal Office
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*B.S. K. R.*  
  
**PRINCIPAL**  
Bharat Institute of Techno  
Mangalpally (V), Ibrahimpatnam  
R.R. Dist - 501 510, Telan







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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

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

**CHAIRPERSON**  
(Grievance redressal  
Committee)

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Ch. S. V. Vani



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Ph : 958414252645, (Admn. Office : 91-040-27676372, 27645849)

## 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

Ch. S. V. R.



# 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 GRIEVANCE FORM


Student details: K. Shalash Bpharm final year

Name of the Student	K. Shalash Venkat
Student ID	1512170021
Program	Bpharmacy
Semester/Year	IV/VI

### Grievance Details:

Requested for Remedial classes for Supplementary Students

When Did the Issue happen? — No —

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



**Principal**  
Bharat Institute of Technology  
Mangalpally (VI), Ibrahimpatnam (RD),  
R.R. Dist. 501 510, Telangana.