



Marri Laxman Reddy Institute of Technology and Management
(UGC Autonomous)

Dundigal, Hyderabad – 500043

Grievance Redressal Policy

With effect from 06th June 2016

Grievance Redressal Policy

1. Preamble

The All-India Council for Technical Education (AICTE) has mandated the establishment of a Grievance Redressal Mechanism in all AICTE-approved technical institutions. This policy ensures transparency in admissions, academic processes, and institutional practices, while also preventing unfair practices. It provides a structured mechanism for students and faculty members to seek redressal for their grievances in a fair and timely manner.

2. Definition of Grievance

A grievance refers to any communication expressing dissatisfaction, distress, or harassment related to conduct, service deficiency, or any act of omission or commission, with the objective of seeking remedial action.

Grievances may broadly include, but are not limited to, the following categories:

- Academic Grievances
- Non-Academic Grievances
- Assessment-related Grievances
- Grievances related to Victimization
- Attendance-related Issues
- Excessive Fee Charges
- Examination-related Concerns
- Harassment by Students or Faculty Members
- Workplace Harassment, including Harassment of Women
- Discrimination or Harassment of SC/ST Students and Faculty

3. Objectives

This policy establishes a structured approach for receiving, handling, and resolving grievances against individuals, departments, or the institution. All grievances will be handled with fairness, transparency, and adherence to the principles of natural justice.

The key objectives of this policy include:

- Ensuring equal and fair treatment for all stakeholders without any bias.
- Addressing and resolving grievances with courtesy, professionalism, and within stipulated timelines.
- Developing an efficient and transparent framework for prompt grievance resolution.
- Providing easy accessibility for stakeholders to register grievances and seek redressal.

4. Modes of Raising a Grievance

Stakeholders can submit grievances through the following channels:

1. **SMS/Call:** Grievances can be registered by calling or messaging the contact number available on the MLRITM website.

2. **Email:** Complaints may be submitted via the official email address specified on the website.
3. **Written Letter:** A grievance may be submitted in writing to the designated authorities.
4. **Institution Website:** A grievance form can be downloaded from the institutional portal and submitted accordingly.

5. Maintenance of Records & Reporting

The Chairman of the Grievance Committee is responsible for maintaining all records related to grievances, including receipt, resolution, and closure. Complaints shall be forwarded to the relevant department within three working days, and the resolution process shall be completed within 20 days from the date of complaint submission.

6. Closure of Grievance

Every grievance must be addressed and resolved within 20 days of receipt. Upon resolution or rejection of a complaint, the complainant will receive a final response detailing the decision and the rationale behind it.

7. Escalation of Unresolved Grievances

If a grievance remains unresolved within 20 days or if the complainant is dissatisfied with the resolution, they may escalate the issue by submitting an appeal to the Head of the Institution for further review and necessary action.

8. Policy for Handling Major Grievances

- **Legal Matters:** Grievances involving legal issues shall be referred to the management of MLRITM, which will take appropriate action in accordance with legal guidelines.
- **External Agency Involvement:** If a grievance requires external intervention, the matter shall be escalated to the appropriate authorities for further action.

This Grievance Redressal Policy ensures a fair, structured, and effective mechanism for handling concerns while fostering a transparent and inclusive academic environment at MLRITM.

