CIRCULAR

REF No: MLRS/SGC-01/2025-2026   **Date: 16-02-2026**

This is to inform you that a meeting of the *Grievances Redressal Committee* is scheduled as per the details given below:

Meeting: Grievances Redressal *Committee*
Date: 24-02-2026
Time: 2:00 PM
Venue: Yukti board room

All the members are requested to attend the meeting without fail.

Agenda for the Meeting:

1. Action taken report for previous minutes
2. Academic-Related Grievances
3. Faculty-Related Grievances
4. Infrastructure-Related Grievances
5. Campus Facilities and Student Welfare–Related Grievances
6. Administrative and Support Services–Related Grievances
7. Hostel and Transport–Related Grievances
8. Discipline, Safety, and Campus Environment
9. Any Other Matter with the Permission of the Chair

Director

DIRECTOR
MARRI LAXMAN REDDY
INSTITUTE OF TECHNOLOGY AND MANAGEMENT
DUNDIGAL, QUTHBULLAPUR,HYD-43, TELANGANA

Copy to:

1. Principal Office
2. IQAC

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MINUTES OF MEETING

Chairperson, formally welcomed the members of the faculty grievances redressal committee to the meeting held on 24.02.2026 at 2 pm. Venue: Yukti Board room, MLRITM

The following members were present:

S. No	Committee members	Designation	Role
1	Dr. R. Murali Prasad	Principal	Convenor
2	Dr. K. Vijaya Kumar	University Nominee to the Grievance Redressal Committee	University Nominee
3	Dr. R. Sayanna	University nominee-OMBUDS Person (Retired Professor)	University Nominee
4	Dr. P. Sridhar	Director	Member
5	Dr. K. Abdul Basith	Convenor, Faculty Grievance HOD - CSE	Member
6	Dr. B. Ravi Prasad	HOD-CSM, Dean Academics	Member
7	Dr. K. Ashok	Convenor, Student Grievance, HOD-H&S	Member
8	Dr. V. Vara Lakshmi	Professor, Civil	Member
9	Dr. K. Sravanthi	Convenor, Internal Compliance Committee,	Member
10	Dr. G. Kalyani	NGO (Swarna Foundation)	Member
11	Ms. A. Varshini	CSE-III Year Student	Member
12	Ms. Swathi	CSE-II Year Student	Member
13	Mrs. M. Anuradha	Non-Teaching	Member
14	Dr. K. Chaithanya	Dean IQAC	Member
15	Dr. K. Veeraiah	HOD-MBA, Disciplinary	Member
16	Dr. Amarender Reddy	Additional Controller of Examination	Member
17	Mr. K. Naga Bhushanam	Controller of Examination	Member
18	Dr. G. Narsing Rao	Dean R&D	Member
19	Dr. N. Srinivas	HOD-ECE	Member
20	Dr. A. Vinod	HOD-EEE	Member
21	Dr. A. Arun Kumar	HOD-CSD	Member
22	Dr. I. Adum Babu	Dean-HR	Member
23	Mr. Y. Apparao	Dean-Student Affairs	Member
24	Dr. M. Naga Lakshmi	HOD-IT	Member
25	Mr. Ayush Mahanthi	III Year Student	Member
26	Mr. Bhavik Varma	II Year Student	Member

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The following points were discussed in the Meeting:

Item No.1: Action taken report for previous minutes

Item No.2: Academic-related grievances

Item No.3: Faculty-related grievances

Item No.4: Infrastructure-related grievances

Item No.5: Campus facilities and student welfare–related grievances

Item No.6: Administrative and support services–related rrievances

Item No.7: Hostel and transport–related grievances

Item No.8: Discipline, safety, and campus environment

Item No.9: Any other matter with the permission of the chair

Institutional Commitment to Academic Excellence

- MLRITM is committed to providing a transparent, inclusive, and student-centered teaching–learning environment.
- A structured academic grievance redressal and monitoring framework has been established to identify academic concerns at an early stage and provide timely intervention.
- Through systematic mechanisms, academic-related grievances are proactively minimized, ensuring a positive and enriching learning experience.
- MLRITM has adopted a preventive and participatory academic governance model.

Item No.1: Action taken report for previous minutes

Refer MLRS/FGC-26/24-25

Item No.2:

Academic-Related Grievances

a) Teaching–Learning Process: A Proactive Support System

Identification of Slow Learners

- Based on student performance in Unit Tests I & II and Mid-Term Examination–I, Merit–II lists are prepared to identify slow learners.

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- Remedial and extra classes are conducted to strengthen understanding of difficult subjects, clarify fundamental concepts, and resolve student doubts, thereby improving academic performance.

Online Feedback Mechanism

- Student feedback is collected through an online system to assess teaching effectiveness and identify areas for improvement.
- Students submit feedback on individual faculty members through the Anvaya portal.
- Based on the feedback received, senior faculty members are assigned to mentor concerned faculty to enhance teaching practices.

Feedback through Class Representatives (CRs)

- Heads of Departments (HoDs) regularly conduct meetings with Class Representatives to obtain feedback on academic and classroom-related issues.
- Appropriate and timely corrective measures are implemented to address concerns related to the teaching–learning process.

Feedback through Mentoring System

- Feedback is also gathered through the mentoring system to identify student concerns and provide necessary academic guidance.
- Each faculty member is assigned approximately 20 students for mentoring. Attendance, academic performance, and co-curricular activities are continuously monitored.
- Mentors maintain regular interaction with students and parents to support the holistic development of learners.

b) Curriculum Coverage and Academic Workload

- Effective curriculum coverage and implementation of the teaching–learning process are ensured through continuous monitoring and review meetings conducted in the presence of Course Coordinators, Class In-charges, and Class Representatives.
- Additional classes are organized for slow learners and academically non-compliant students to improve subject comprehension and performance.
- Students with low attendance are counselled to enhance attendance and complete academic requirements.

c) Evaluation Methods, Internal Assessments, and Examinations

- A well-defined mechanism is in place to address examination-related grievances promptly, ensuring transparency and fairness in the evaluation process.

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- Students are provided access to their Continuous Internal Evaluation (CIE) marks and are encouraged to consult the respective faculty members for clarification and academic improvement.

d) Availability of Learning Resources

- Learning resources are provided through ICT-enabled tools, including digital content, online learning materials, and smart classroom facilities, to enhance the effectiveness of the teaching–learning process.

- A well-equipped central library and digital library are available to support students' academic and research needs.

Item No.3:

Faculty-Related Grievances

a) Teaching effectiveness and classroom interaction

- Various measures are implemented to improve teaching effectiveness. We encourage students to have active interaction with faculty with the help of digital tools, interactive sessions, lectures sessions and student participation activities.

- To further support this, we provide well-equipped laboratories, and digital classrooms equipped with smart boards and projectors to create an engaging and technology-driven learning environment. We also implemented Active Learning Process (ALP) such as Collaborative Learning, Flipped Classroom, Muddiest Point, Think-Pair-Share and Stump Your Partner in teaching-learning to enhance the creativity and interactive learning abilities of the students.

- ALPs are used for student friendly learning and assessment.

- Regular feedback is taken by HODs on teaching efficiency of the faculty members. Keeping both student and HOD feedback into consideration, regular Faculty Improvement Mechanism (FIM) is maintained.

b) Approachability and mentoring support

- A structured mentor–mentee system has been implemented to ensure regular interaction and strong teacher-student relationship, academic guidance and to address student concerns.

- Each faculty member is assigned a small group of students consisting of 16 to 20 students to monitor their academic progress, address personal or emotional challenges, and guide them in career planning.

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- Regular one-on-one meetings are conducted to deal with their personal issues and to build a strong teacher-student relationship. The core objective of this system is to identify the indiscipline learners and to support them to make them disciplined.

- We are conducting periodic mentor-parents meeting to resolve students' academic and disciplinary issues.

c) Communication and feedback practices

- **Telephone calls:** Communication is maintained through regular telephone calls to parents to ensure timely dissemination of information and prompt resolution of student grievances.

- Everyday parents of absentee students are called to ensure the reason of their absence.

- Each mentor maintains a mentor register to systematically record details such as student attendance, academic performance, absences, and counselling sessions for continuous monitoring and support.

Item No.4:

Infrastructure-Related Grievances

Smart Classrooms and Laboratories

- Smart classrooms enhance the effectiveness and ease of the teaching–learning process. Digital boards are installed in all classrooms to facilitate audio-visual learning.

- Discipline specific Laboratories are well equipped. Computer labs are equipped with computer systems installed with the related software to support practical learning.

- Adequate seating arrangements, proper lighting, fans, and ventilation facilities are provided in both classrooms and laboratories to ensure a comfortable learning environment.

Library Facility

- The institute provides adequate and comfortable seating arrangements, proper lighting, ventilation, and a peaceful reading atmosphere in the library.

- In addition to prescribed textbooks, the library is regularly updated with reference books, e-books, e-journals, and online databases through the digital library to support students' academic and research requirements.

Infrastructure Maintenance

- The Maintenance Department is responsible for the regular cleaning and upkeep of classrooms, furniture, and campus infrastructure.

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- Potable water systems and filtration units are periodically inspected and maintained in all blocks and floors.

- Housekeeping staff ensure regular cleaning of corridors, floors, classrooms, and washrooms to maintain a hygienic, healthy, and work-friendly campus environment.

Wi-Fi and Internet Availability

- The institute provides free Wi-Fi connectivity across the campus, including classrooms, laboratories, the library, and common areas.

- Internet-enabled computer systems are available in the digital library and laboratories for academic and research purposes.

- Students utilize campus Wi-Fi to access e-books, e-journals, digital libraries, online courses, and other academic learning resources.

Item No.5:

Campus Facilities and Student Welfare-Related Grievances

The institution is committed to provide vibrant, clean, affordable, and comfortable campus life for all students.

Clean and safe campus

- The institute Installed CCTV cameras for monitoring and adequate lighting is provided in the campus premises for safety. The surveillance of the CCTV ensures safety and cleanliness compliance.

- It creates a disciplined and monitored campus which further ensure safe and secure environment of the institute.

- The campus maintenance department looks after the cleanliness of the premises, corridors, classrooms and washrooms.

Sports facilities

- Indoor and outdoor sports facilities are provided to promote holistic development of the students.

- The institute provides the following sports facilities.

  Indoor facilities – badminton, table tennis, chess, carroms.

  Outdoor facilities – basketball, football, cricket, tennis.

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Canteen facilities

Nutritional and Food Quality

- Food Committee and canteen in-charge ensured nutritious meals in affordable price. They continuously check raw material quality, update the menu, inspect the cooking areas and make a hygiene environment around the canteen.

- The students have health-conscious food and they are assured of safe and hygienic meals.

Hygiene and Sanitation

- The food committee clearly instructs canteen staff to do immediate cleaning of dining tables after use. The committee regularly inspects the food preparation and food preparation areas, and ensure proper waste disposal.

- These actions improved sanitation standards and make the canteen a comfortable and clean dining environment.

Drinking Water Facility

- One canteen staff has been assigned to monitor potable and safe drinking water. He regularly monitors water availability, cleanliness of surrounding area and maintenance and supervision of filters.

- It assures access to safe drinking water, clean and hygiene environment.

Seating facilities

- Separate and adequate seating arrangements for seniors and juniors is implemented to avoid overcrowding, congestion and overlapping during peak hours. This step along with extra seating arrangements ensure orderly dining experience. Faculty members are assigned with discipline duty in the canteen premises.

- This seating arrangement help smooth flow of students, and comfortable and stress-free dining experience.

Item No.6

1. Administrative And Support Services Related Grievances

MLRITM handles administrative and support services grievances primarily through its internal documented processes, student handbook guidelines, and online portals, with escalation possible to state-level systems like CPGRAMS if unresolved.

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Office Procedures and Response Time

MLRITM follows a structured code of conduct requiring strict adherence to documented administrative processes, often conducted online for efficiency. Response times for routine procedures like admissions or fee-related issues align with national standards (up to 21 days max for public grievances), though internal handling via the principal's office or grievance cell aims for quicker resolution per the student handbook. Students can track via unique IDs or contact admin at **info@mlritm.ac.in**.

Certificates, Documentation, and Approvals

Admissions and approvals at MLRITM require submission of documents like EAMCET rank cards, TC, caste/income certificates, and study certificates from VI to XII, processed online via the institute's portal. Delays in issuance or verification (e.g., migration or conduct certificates) should be reported to the administrative office; Telangana General Administrative Department (GAD) oversees related attestations if external. Attach originals during application for approvals, with management quota seats confirmed post-fee payment.

Communication from Administrative Offices

MLRITM mandates clear, documented communication for all admin activities, with the principal (Dr. R. Murali Prasad) overseeing via email- principal@mlritm.ac.in or toll-free (1800 572 4363). Grievances on poor responses go through the student handbook's channels or NAAC-monitored cells; use Telangana's Varadhi for escalation. Online handbooks emphasize timely SMS/email acknowledgments for transparency.

Item No.7

Hostel And Transport Related Grievances

Transportation availability, safety, scheduling

- We strictly monitor punctuality by preparing bus schedules and also maintain bus/route specific WhatsApp group to avoid confusion and at the peak hours. If necessary number of bus trips are increased.
- We carry out maintenance for safety checks regularly.
- Professional bus drivers are appointed.
- The bus timings are scheduled according to class timings to reduce waiting time and inconvenience.
- Separate seating arrangement is maintained for seniors and juniors under the monitoring of faculty members
- Bus incharges are appointed and travel in the buses overseeing discipline in the buses.
- CC cameras are installed in the buses.

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Hostel facilities and maintenance:

- Female security personnel and support staff have been appointed in the hostels to ensure the safety and well-being of female students.

- Two supervised study hours are scheduled daily for hostel students, with experienced faculty members providing academic guidance and support.

- CCTV surveillance systems and adequate lighting have been installed across hostel premises to enhance safety, particularly during nighttime.

- For outings, students are required to obtain parental confirmation through a phone call and apply for an online out-pass, along with valid proof, to be submitted to the concerned security personnel and hostel warden.

- Parents are permitted to visit students during designated evening hours, and visitor out-passes are validated for a duration of 1–2 hours only.

- Rooms are allotted with limited occupancy to ensure comfort and a conducive living environment.

- Uninterrupted power supply and high-speed internet facilities are provided with appropriate backup systems.

- CCTV cameras have been installed throughout the hostel premises, and trained security guards (both male and female) are deployed to strengthen security.

- Teaching staff periodically monitor the quality of food served in the hostel mess on a weekly or bi-monthly basis, and necessary corrective instructions are issued when required.

- Regular maintenance and timely renovation of hostel rooms are undertaken. Periodic pest control measures are carried out in washrooms and common areas.

- A continuous supply of potable water is ensured, supported by periodic water quality testing.

- Feedback on food quality is regularly collected from students and members of the student mess committee.

- Washing machine facilities are provided for student convenience.

- Fitness and sports facilities are available, with dedicated trainers appointed separately for male and female students.

Item No.8

Discipline, Safety and Campus Environment

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Discipline Monitoring and Maintenance

Discipline committee of the institute closely monitors the discipline on the campus.

Everyday faculty members are assigned to oversee the students code of conduct in the different location of the campus such as canteen, playing ground, each floor of the buildings, entrance gate of each building etc.

Discipline and Behavioral Codes

- **Code of Conduct:** to maintain a respectful atmosphere, the institute strictly follows the rules against ragging, harassment, drug usage, caste discriminations, and unauthorized activities (e.g., student unions)

- **Behavioral Expectations:** Students must maintain decorum, respect faculty members, and avoid rowdy behavior.

- **Academic Integrity & Attendance:** minimum 75% attendance is mandatory in each course. timely submission of projects, assignments, lab records and academic honesty are compulsory.

- **Prohibited Activities:** Smoking, alcohol consumption, drug use, and unauthorized disruptive activities are punishable offence.

- **Uniform and ID:** Students must carry and display their ID cards and adhere to dress code.

- **Consequences:** Disciplinary actions: warnings, fines, and suspension, will be taken against the violation of institutional rules and norms.

- **Helmet wearing** is mandatory and triple riding is banned in the campus premises.

- **Technology Use:** Use of mobile phones in classrooms, laboratories and libraries is strictly prohibited.

Safety, Campus Environment and Support:

- **Mental Health Services:** to take care the mental and physical health, such as stress, anxiety, depression, and personal challenges, routine wise workshops, seminars and sessions are conducted for a better, confidential and supportive environment. Dr. K. Srinivas, a visiting psychologist, is available in campus to counsel the students.

- **Emergency Preparedness:** Regular safety drills and emergency notification systems are documented for fire, medical, natural disasters, and security emergencies.

- **Safe Community:** the institute nurtures a supportive, and inclusive culture that promotes mental well-being and reduces crime.

- **Drug free campus:** Many sleeping ambassadors are present among the students to report cases of drug usage to the police.

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- **Physical Security Measures:** Entry and exit points are monitored by the security and authorized personnel. Visitor entry is permitted only upon verification and issuance of temporary passes.

    - **Infrastructure:** The campus boundary walls are secured to prevent intruder. There are three entry and exit operational gates for strict monitoring and smooth running of the institute. Lighting in parking areas and walkways are well-maintained to eliminate hiding spots.

    - **Bicycles** are provided to the students

    - **Surveillance:** CCTV cameras, alarm systems, and emergency call boxes (blue lights) are operational in 24/7.

    - **Staffing:** to ensure safety, the institute maintains round-the-clock security, such as security guards and staff also, if required.

    - **Access Control:** to maintain campus security, the institute enforces Identity card verification desk and maintain a visitor register at the security desk.

Reporting Mechanisms:

Help lines are accessible for reporting grievances based on gender, caste, religion, disability, ragging or any other grounds.

Suggestions Proposed:

1. Periodic review of unresolved cases strengthens institutional accountability and responsiveness.

2. Regular consultative meetings with student representatives enable early identification of concerns and collaborative problem-solving.

3. Evidence-based corrective measures ensure continuous quality enhancement.

4. Increasing awareness on grievance mechanism promotes responsible reporting and minimizes misinformation-based grievances.

5. Periodic monitoring reports are to be generated to assess response time and closure rate.

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The meeting concluded with thanks to the members:

| S.no	Name	Designation	Role	Signature of the faculty
1	Dr. R. Murali Prasad	Principal		
2	Dr. K. Vijaya Kumar	University Grievance Redressal Person		
3	Dr. Sayanna	OMBUDS Person (Retired Professor)		
4	Dr. K. Abdul Basith	Convenor, Faculty Grievance HOD - CSE		
5	Dr. B. Ravi Prasad	HOD-CSM, Dean Academics		
6	Dr. K. Ashok	Convenor, Student Grievence, HOD-H&S		
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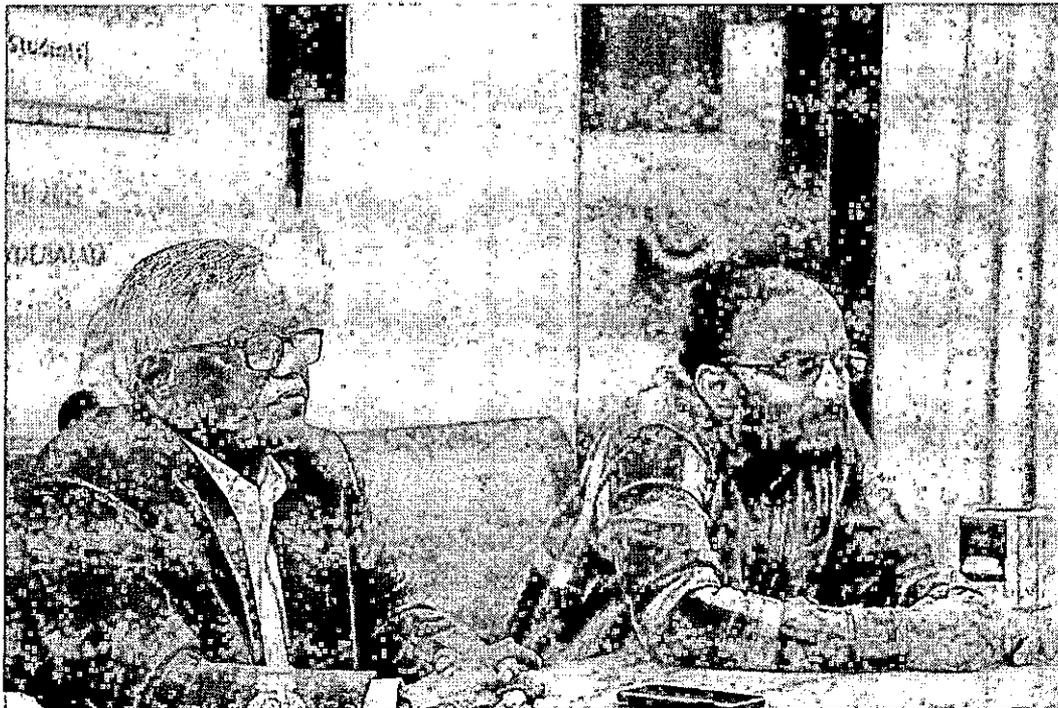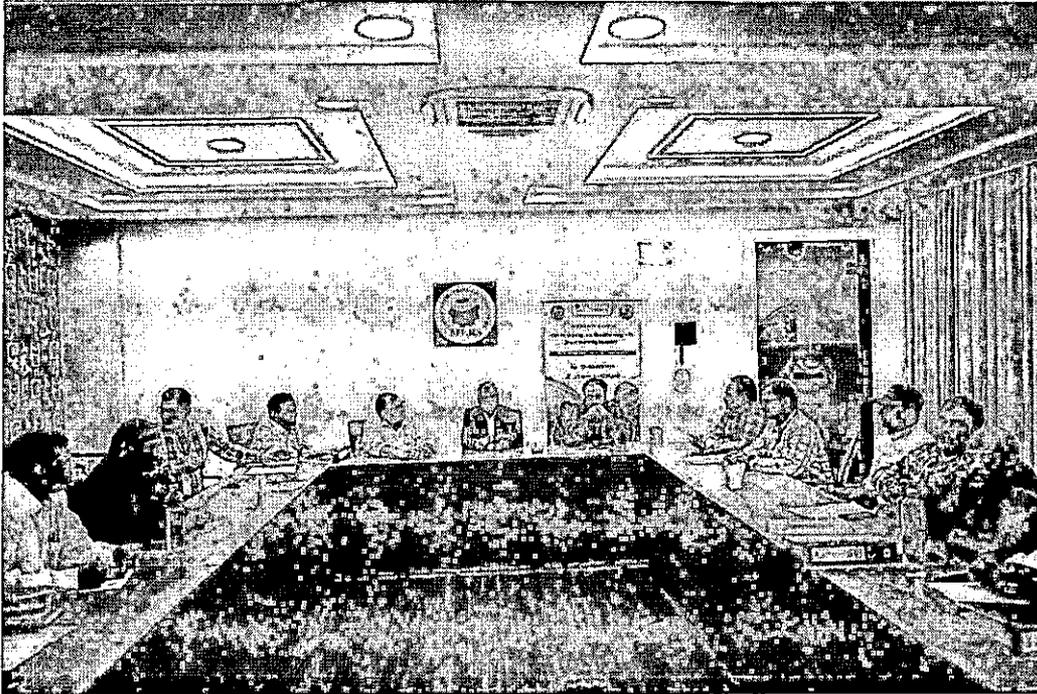
Dr. R. Sayanna, University nominee-OMBUDS Person (Retired Professor) (on the left)

Dr. K. Vijaya kumar, University Nominee to the Grievance Redressal Committee (on the right)

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