



Mangalore Institute of Technology & Engineering

(A Unit of Rajalaxmi Education Trust ®, Mangalore)

Autonomous Institute Affiliated to VTU, Belagavi, Approved by AICTE, New Delhi

Accredited by NAAC with A+ Grade & ISO 9001:2015 Certified Institution

Students Grievance Redressal Committee (SGRC)

Annual Report 2024-25



Mangalore Institute of Technology & Engineering

(A Unit of Rajalaxmi Education Trust @, Mangalore)

Autonomous Institute Affiliated to VTU, Belagavi, Approved by AICTE, New Delhi

Accredited by NAAC with A+ Grade & ISO 9001:2015 Certified Institution

The Members of the Students Grievance Redressal Committee for the academic year 2024-25:

Sl. No	Name	Designation	Role
1	Dr. Prashanth C M	Principal	Chairperson
2	Dr. Pradeep B S	Professor (Dept. of CSE) & Dean (Research)	Convener
3	Mrs. Deepthi Shetty	Senior Assistant Professor, Dept. of ECE	Member
4	Mr. Sridhar D R	Senior Assistant Professor, Dept. of ME	Member
5	Dr. K G Madhwaraj	Professor & HoD, Dept. of MCA	Member
6	Ms. Dravya R Shetty	3 rd year student - 4MT22EC035 Dept. of ECE	Student Representative



Mangalore Institute of Technology & Engineering

(A Unit of Rajalaxmi Education Trust @, Mangalore)

Autonomous Institute Affiliated to VTU, Belagavi, Approved by AICTE, New Delhi

Accredited by NAAC with A+ Grade & ISO 9001:2015 Certified Institution

About Students Grievance Redressal Committee (SGRC)

The *Student Grievance Redressal Committee (SGRC)* has been reconstituted for the academic year 2024-25 with effect from 20.09.2024, in accordance with the AICTE revised notification dated 31.03.2023 (F. No. 1-101/AICTE/PGRC/Regulation/2019).

Students having any grievances may report them:

- Directly to the SGRC members (in person or in writing), or
- Through their Class Advisor / Mentor / HoD, or
- Using the DHI App, or
- Via the Grievance Box available at the college office.

The Students' Grievance Redressal Committee (SGRC) meetings for the academic year 2024-25 were conducted periodically to review and discuss any academic or non-academic grievances reported by students. The committee ensured that:

- Any grievance received through any mode was promptly acknowledged and addressed.
- Issues were resolved within a stipulated period of two weeks, as per norms.
- Committee members actively interacted with departments to gather feedback and strengthen the grievance mechanism.
- Awareness was created among students regarding the existence and functioning of the SGRC, thereby inculcating confidence in the redressal process.
- The closing meeting of the SGRC Annual Report 2024-25 was held on 19.08.2025, during which the following points were discussed:
 1. Grievances reported if any since last meeting
 2. Review of grievances received/action taken and pending cases if any during 2024-25
 3. Suggestions for improving awareness creation
 4. Closing of SGRC 2024-25 annual report and uploading in college website
 5. Any other points with the permission of chair.

Grievances reported if any since last meeting

The last meeting of the Students' Grievance Redressal Committee (SGRC) was held on 26.05.2025. Since then, no grievances have been reported to the committee members through any of the available modes (direct reporting, Class Advisor/HoD/Mentor, DHI App, or grievance box) or through their departments also with respect to academic, non-academic, or infrastructure-related matters.



Mangalore Institute of Technology & Engineering

(A Unit of Rajalaxmi Education Trust @, Mangalore)

Autonomous Institute Affiliated to VTU, Belagavi, Approved by AICTE, New Delhi

Accredited by NAAC with A+ Grade & ISO 9001:2015 Certified Institution

Review of grievances received / action taken and pending cases if any during the year 2024-25

During the academic year 2024-25, no major grievances were reported to the Students' Grievance Redressal Committee. However, a few minor issues were brought to the notice of the committee during the semester, which included: Functioning of classroom air-conditioners, Availability of seats in college bus transportation, Quality and service-related concerns in the college canteen.

All these issues were promptly addressed and resolved to the satisfaction of the students. The Chairperson emphasized that even for minor grievances, it is important to convene a meeting immediately to discuss and resolve the matter without delay. The committee was advised to continue this practice in the future, ensuring that any issue, however small, is addressed in a timely, smooth, and effective manner.

Suggestions for improving awareness creation

The committee suggested the following measures to enhance awareness among students regarding the existence and functioning of the SGRC:

1. Display of Information – Details of the SGRC members (names, designations, and contact information) to be displayed throughout the year on the notice boards of every department.
2. Classroom Circulars – A circular containing brief information about the committee and its responsibilities to be sent to every classroom and read out to students.
3. Orientation/Induction at Semester Beginning – At the commencement of each semester, a meeting of all Class Representatives (CRs) may be organized to formally introduce the SGRC members, highlight their roles, and explain the functioning of the committee.

These measures are expected to strengthen student confidence in the grievance redressal system and ensure wider awareness of the available channels for grievance reporting.

Closing of SGRC 2024-25 annual report and uploading in college website

The Chairperson addressed the committee and noted that the SGRC was reconstituted on 20.09.2024 in line with the implementation of the AICTE Regulation dated 31.03.2023. All instructions contained in the AICTE notification were duly complied with in the formation of the committee, dissemination of information, and in creating awareness among students.



Mangalore Institute of Technology & Engineering

(A Unit of Rajalaxmi Education Trust @, Mangalore)

Autonomous Institute Affiliated to VTU, Belagavi, Approved by AICTE, New Delhi

Accredited by NAAC with A+ Grade & ISO 9001:2015 Certified Institution

It was further informed that the details of the SGRC were furnished to VTU as per the University's instructions and also updated in the AICTE Google spreadsheet. With regard to the appointment of the Ombudsperson, the Chairperson clarified that it is under the discretion of the University as per AICTE regulations.

The Chairperson placed on record appreciation for the sincere efforts of all committee members during the academic year and urged them to continue working with greater effectiveness, particularly in creating awareness among all students and staff across the MITE campus and concluded to close the annual report for the year 2024-25.

Any other points with the permission of chair

There were no other points discussed during the meeting and minutes were recorded for the compilation of annual report. With this, the Annual Report of the SGRC for the year 2024-25 was formally closed.