



GRIEVANCE REDRESSAL SYSTEM

1. Any student of the Khammam Institute of Technology and Sciences may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint should be submitted by email or in writing or <https://kits.edu.in/stud%20griev%20reform.html>.
4. Received complaint should forward to Convener of Grievance Redressal Committee (GRC) immediately.
5. The Convener of the Committee will send a response to the complainant of grievance immediately.
6. At this stage, based on the nature of the complaint and severity of its possible impact, the Convener may take one of the two options to proceed on addressing the concerns while keeping the Chairperson, GRC copied in all communication:

OPTION 1 which can be exercised on matters that could be more routine operation:

- i. The Convener of the Committee may address the issue directly with the help of the ~~convener~~ department.
- ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
- iii. Once the matter has been resolved the Convener will send a final update to the complainant on the matter.

PRINCIPAL
KHAMMAM INSTITUTE OF TECHNOLOGY & SCIENCES
Ponnekal (V), Khammam (Rural), Khammam (Dist) -507170
Phone: 08742 - 285399, 9908567792

OPTION 2 which can be exercised on matters of very serious concern, in consultation with the Chairperson:

- i. The Convener may also call for a meeting of the GRC.
 - ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
 - iii. Final decision of the GRC has to be communicated to the complainant within 15 days of the receipt of the complaint.
 - iv. The Convener of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the Principal.
7. The Convener will maintain an updated record of all complaints, actions taken and closure status.
8. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

Estd: 2008



Sri Kavitha Educational Society's

KHAMMAM INSTITUTE OF TECHNOLOGY & SCIENCES

(Affiliated to JNTUH & Approved by AICTE, New Delhi)

Ponnekal (Village), Khammam (Rural), Khammam (Dist) -507170

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STUDENT GRIEVANCE FORM

1) Student Name: _____ Hall Ticket No. _____

2) Year & Branch : _____

3) Date :

4) Mobile No.: _____

5) E-mail : _____

6) Area of Grievance : Academic

Administrative

7) Duration / Date of the Problem or Incident : _____

8) Description of the Problem / Incident : _____

Student Signature:

Date:

A handwritten signature in blue ink, appearing to be 'Sri Kavitha', is written over the printed name of the Principal.

PRINCIPAL

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Khammam (Dist.) T.S.