Ref. No.: TIT/Dir./2024/08   Date: 23.07.2024

Office Order

Establishment of online Grievances Redressal Mechanism

As per the directives of the AICTE, Technocrats Institute of Technology, Bhopal (M.P.) constituted Grievance Redressal Committee with the objective of resolving the grievances of students and their parents. All aggrieved students and their parents may submit their grievances online and the Grievance Redressal Committee will address their issues. The grievances may include:

- Withhold or refuse to return any certificates
- Demand of money in excess specified
- Complaints of alleged discrimination (SC/ST, OBC, Women, minority or PH)
- Non –payments or delay in payment of scholarship to students
- Delay in conduct of examinations or declaration of result
- Withholding students amenities
- Denial of quality education
- Non transparent or unfair evaluation practices
- Harassment and victimization of students including sexual harassment
- Refund of fees on withdrawal of admission, etc.
- Any other relevant issue.

All the students and their parents may henceforth approach the Grievance Redressal Committee and submit any grievance online. The GRC shall meet as and when requires and assess the merit of the complaint. The decision of the GRC will be intimated to the complainant by email or by phone. In case of any false/frivolous complaint, the GRC will take appropriate action against the complainant.

Students can choose to contact the authorities of the institute on any of the three options given below:

1. Institute Web Site: https://technocratsbhopal.net for registering the complaint.
2. Institute Contact Email Id: titbhopal2000@gmail.com
3. Institute contact no available on website.
4. Use of suggestion box available at Director's office for dropping a complaint.

(Director)
Director
Technocrats Institute of Technology
Bhopal

Copy to:
1. All the concerned faculty/staff members: for information.
2. P A to Hon'ble Chairperson: for kind information please.
3. Principal/All HODs/IQAC coordinator/ Functional Heads: for information and necessary action.
4. All Notice Boards: for information to the students.
5. Website of the Institute.