



I.T.S Mohan Nagar, Ghaziabad

**STUDENT GENERAL RULE BOOK &
CODE OF CONDUCT**

1. Preamble

The **I.T.S, Mohan Nagar, Ghaziabad** is committed to fostering an environment that promotes **academic excellence, discipline, inclusivity, ethical conduct, and holistic student development**. This Rule Book serves as a guiding framework to ensure that students understand their responsibilities, rights, and expected standards of conduct. Adherence to these rules is essential for maintaining institutional harmony and a productive learning ecosystem.

All students admitted to I.T.S are required to **read, understand, and strictly comply** with the rules and regulations mentioned herein.

2. Vision, Values & Student Responsibilities

(a). Vision

Creating Thinking Professional Order

(b). Mission

To make incessant endeavour to create learning processes in response to changing managerial paradigms

(c). Objectives

1. **Generating new Learning techniques**
2. **Improving the teaching process**
3. **Expanding the Information & technology capacity**
4. **Strengthening the Industry's interactive network**
5. **Facilitating professional practitioners in searching their potential**
6. **Inculcating team spirit among the learners**

Quality Policy:

I.T.S. is focused to become fountainhead among academic institutions in India. The Institute is committed to impart professional education of excellent quality for all-round development of the students seeking career in Management as well as in IT and to develop capabilities and skills of working executives through EDP's and MDO's. Each faculty and staff member shall be well-trained and motivated so that he/she can understand the desired functions and shall be empowered to carry them out effectively. Involvement of students, Parent, Industry and Society at large is encouraged for continual improvement in every sphere of Institute's activities.

I.T.S believes in nurturing students who are not only academically competent but also socially responsible and ethically grounded. Students are expected to:

- Academic excellence and integrity
- Discipline, respect, and professionalism
- Ethical conduct and responsible citizenship
- Demonstrate **integrity and honesty** in academic and personal conduct
- Respect diversity, inclusivity, and social responsibility and the dignity of all individuals
- Uphold institutional values both on and off campus
- Contribute positively to academic, cultural, and social activities

Students represent the Institute and are expected to act as its **responsible ambassadors** at all times.

3. Admission & Enrolment

Admission to I.T.S is governed by norms laid down by **approving authority/ affiliating University and statutory authorities**.

- All documents submitted during admission must be genuine
- Any misrepresentation, concealment, or falsification may result in **cancellation of admission at any stage**
- Enrolment remains provisional until all eligibility criteria, attendance, and fee requirements are fulfilled

4. Identity Card Regulations

The Institute Identity Card is an official document.

- Carrying the ID card on campus is **mandatory**
- It must be produced on demand by faculty or administrative staff
- ID cards are required for entry to classrooms, labs, library, examinations, and events
- Loss or damage must be reported immediately; misuse is a **disciplinary offence**

5. Attendance Rules

1. Mandatory Attendance

Regular and punctual attendance in all **theory classes, practical sessions, tutorials, seminars, workshops, internal assessments, and institutional activities** is mandatory for every student enrolled at the Institute.

2. Minimum Attendance Requirement

- Students must maintain **minimum attendance as prescribed by the affiliating University/ approving authorities and regulatory bodies**.
- Generally, a minimum of **75% attendance** in each subject is required to be eligible for end-semester/university examinations, unless otherwise notified by the University.

3. Attendance Monitoring

- Attendance shall be recorded **daily** by faculty members through the prescribed system (manual or digital).
- Students are advised to regularly monitor their attendance status through the **Learning Management System (LMS)/ ERP**.

4. Condonation of Attendance Shortage

- Shortage of attendance may be considered **only in genuine and documented cases**, only up to the prescribed norms of the University. such as:
 - Medical emergencies (supported by valid medical certificates)
 - Participation in university/Institute-approved sports, cultural, academic, or co-curricular events
 - Other exceptional circumstances approved by the competent authority
- Condonation, if permitted, shall be **as per University and Institute norms**.

5. Consequences of Attendance Shortage

Students failing to meet the minimum attendance requirement may face one or more of the following actions:

- Debarment from internal assessments or practical examinations
- Withholding of admit card for end-semester/university examinations
- Imposition of disciplinary action as per Institute policy

6. Special Categories

- Students representing the Institute or University in **sports, cultural, technical, or research events** shall be granted attendance relaxation as per approved guidelines.
- Attendance benefits for **other approved activities** shall be governed by Institute's norms.

7. Responsibility of the Student

- Maintaining the required attendance is the **sole responsibility of the student**.
- Ignorance of rules, late admission, or personal reasons shall **not be accepted as valid grounds** for attendance relaxation.

6. Academic Discipline

The Institute is committed to providing a safe, inclusive, disciplined, and academically stimulating environment conducive to learning, research, and holistic development. Every student is expected to uphold the values of **integrity, respect, responsibility, and professionalism** at all times within the campus and during off-campus activities organized by the Institute. . **Code of Conduct – General Expectations.**

Students shall:

- Maintain **discipline, decorum, and dignity** in classrooms, laboratories, libraries, hostels, and common areas
- Show **respect to faculty, staff, visitors, and fellow students**
- Follow all academic rules, examination regulations, and institutional policies
- Carry and display **valid Identity Cards** while on campus
- Use institutional facilities responsibly and maintain cleanliness
- Comply with instructions issued by institutional authorities
- Students must show **due respect and courtesy** to faculty members, administrative staff, technical staff, and fellow students at all times.
- Any form of disrespectful behavior, intimidation, or insubordination will invite disciplinary action.
 - Students must adhere to the **prescribed dress code** of the Institute.
 - Students shall be in the prescribed Uniform of the Institute only on all week days and whenever in the Campus except when they are specifically communicated.
 - Indecent, inappropriate, or offensive attire is not permitted on campus
 - Wearing identity cards on campus is mandatory.

Students must ensure:

1. Classroom Decorum

Students are expected to maintain **proper discipline, decorum, and respectful behavior** in classrooms, laboratories, seminars, workshops, and all academic spaces. Silence and attentiveness must be observed during lectures and academic discussions.

2. Punctuality

- Students must report to classes, labs, and academic activities **on time**.
- Late entry into classrooms may not be permitted and shall be treated as absence at the discretion of the faculty member.

3. Preparation and Participation

- Students are expected to come **well-prepared for classes**, complete assigned readings, practical work, and academic tasks on time.
 - Active and constructive participation in classroom discussions, presentations, group work, and academic activities is encouraged.
4. **Use of Electronic Devices**
- Use of mobile phones, smart devices, or electronic gadgets during classes is **strictly prohibited**, unless explicitly permitted by the faculty for academic purposes.
 - Unauthorized recording of lectures or classroom activities is not allowed.
 - All electronic devices must be kept on silent mode while in the Institute
5. **Academic Integrity**
- Students must adhere to the highest standards of **academic honesty**.
 - Plagiarism, copying assignments, falsification of data, impersonation, or any form of academic misconduct is strictly prohibited and shall be dealt with as per Institute and University norms.
6. **Submission of Assignments and Projects**
- All assignments, lab work, projects, and academic submissions must be completed **within the stipulated deadlines**.
 - Requests for extensions may be considered only in exceptional cases with prior approval of the concerned faculty.
7. **Group Work and Team Conduct**
- During group projects and collaborative tasks, students must demonstrate **team spirit, fairness, accountability, and ethical conduct**.
 - Any complaint related to unfair contribution or misconduct will be reviewed by the academic authority.
8. **Attendance in Academic Events**
Participation in **seminars, workshops, guest lectures, conferences, industrial visits, and academic events** organized by the Institute is considered an integral part of academic discipline and learning.
9. **Behavioral Discipline**
The following behaviours are strictly prohibited:
- Any form of **ragging**, harassment, bullying, or intimidation
 - Disruptive behaviour in academic or administrative areas
 - Use of abusive, offensive, or derogatory language (verbal, written, or online)
 - Physical violence or threats against any individual
 - Damage to institutional property or misuse of facilities
 - Consumption or possession of alcohol, drugs, tobacco, or intoxicating substances
 - Carrying weapons, sharp objects, or hazardous materials
 - Any other activity that may have negative impact in campus or image of the Institute
 -

The Institute follows a **zero-tolerance policy towards ragging**, in line with Institute/ University/ UGC/ AICTE and Supreme Court guidelines.

10. Consequences of Indiscipline

Violation of academic discipline may result in any or all of the following:

- Verbal or written warning
- Reduction of internal assessment marks
- Suspension from classes or specific academic activities
- Any other action deemed appropriate by the competent authority

7. Examination Rules & Prevention of Unfair Means

1. Applicability of Rules

These rules apply to **all internal assessments, sessional tests, practical examinations, mid-term evaluations, end-semester/university examinations, and viva-voce** conducted by the Institute or affiliating University (AKTU Lucknow).

2. Eligibility for Examinations

- Only students who fulfill the **minimum attendance requirement** and meet academic prerequisites shall be permitted to appear in examinations.
- Students with pending dues (library, hostel, fees, equipment, etc.) may be **debarred** from examinations.

3. Admit Card / Identity Verification

- Students must carry their **Institute Identity Card and University/Institute Admit Card** to the examination hall.
- Entry without valid identification is **strictly prohibited**.

4. Reporting Time & Seating

- Students must report to the examination venue **at least 30 minutes before** the scheduled start time.
- Seating arrangements must be followed strictly as per the displayed plan or instructions of the invigilator.

5. Permitted & Prohibited Items

- Only authorized stationery and materials (as notified) are permitted inside the examination hall.
- Mobile phones, smart watches, Bluetooth devices, programmable calculators (unless permitted), books, notes, or any electronic gadgets are **strictly prohibited**.

6. Conduct During Examination

- Students must maintain **silence and discipline** throughout the examination.
- Any form of communication with fellow students is not allowed.
- Queries, if any, must be addressed only to the invigilator.

7. Unfair Means (UFM)

The following shall be treated as use of unfair means:

- Possession or use of unauthorized materials
- Copying, plagiarism, or assisting others
- Impersonation or allowing impersonation
- Exchange of answer scripts or rough sheets
- Tampering with answer books or examination records

8. **Action Against Unfair Means**

- Any student found indulging in unfair means shall be **booked under UFM** and dealt with as per **University and Institute regulations**.
- Punishment may include cancellation of paper(s), debarring from examinations, suspension, or other penalties as prescribed.

9. **Submission of Answer Scripts**

- Students must submit their answer sheets and supplementary sheets properly before leaving the examination hall.
- Leaving the hall without submitting the answer script shall be treated as a case of Unfair Means (UFM).

10. **Re-evaluation / Grievance Related to Examinations**

- Requests for re-evaluation, scrutiny, or grievance redressal must be submitted **within the stipulated time frame** as notified by the University/Institute.
- Decisions of the University/Competent Authority shall be final.

11. **Responsibility of Students**

- Students are responsible for being aware of **examination schedules, rules, instructions, and notifications** issued from time to time.
- Ignorance of rules shall not be accepted as a valid excuse.

8. **Library Rules & Learning Resource Usage**

1. **Library as a Learning Resource**

The Library is a central academic facility of the Institute, supporting **teaching, learning, research, and innovation**. Students are expected to use library resources responsibly and ethically.

2. **Membership & Access**

- All enrolled students are registered as library members and may access library facilities upon production of a **valid Institute Identity Card**.
- Library access timings shall be notified separately and must be strictly adhered to.

3. **Issue & Return of Books**

- Books shall be issued as per the **borrowing limits and duration** prescribed by the Library.
- Borrowed books must be returned or renewed **on or before the due date**.

4. **Late Return & Penalties**

- Late return of books will attract **overdue fines** as per Library rules.
- Continuous delay or loss/damage of books shall invite replacement cost and/or disciplinary action.

5. Care of Library Resources

- Writing, marking, tearing, folding pages, or damaging books, journals, magazines, or digital resources is **strictly prohibited**.
- Students are responsible for the condition of the books issued in their name.

6. Use of Digital & E-Resources

- Access to e-books, e-journals, databases, and online repositories is provided for **academic and research purposes only**.
- Downloading or sharing copyrighted material for non-academic or commercial use is prohibited.

7. Reading Room Discipline

- Absolute silence must be maintained in the reading areas.
- Mobile phones must be kept on silent mode.
- Consumption of food and beverages inside the library is not permitted.

8. Reference Materials

- Reference books, journals, newspapers, and periodicals are to be consulted **within the library premises only**, unless otherwise permitted.

9. Loss of Library Card / Identity Card

- Loss of identity card must be reported immediately to the Library and concerned authority.
- Duplicate cards shall be issued on payment of prescribed charges.

10. Clearance & No-Dues

- Library clearance is mandatory at the time of **semester completion, program completion, or withdrawal**.
- Students with pending library dues shall not be issued certificates or results.

11. Disciplinary Action

- Violation of library rules may lead to **suspension of library privileges** and/or disciplinary action by the Institute.

9. Computer Lab & ICT Usage Rules

1. Purpose of Computer Labs

The Computer Labs and ICT facilities are established to support **academic learning, practical training, research, innovation, and skill development**. These resources must be used strictly for academic and institutional purposes.

2. Access & Authorization

- Only registered students with valid **Institute Identity Cards** are permitted to use computer lab facilities.
- Entry to labs is allowed only during notified hours and under the supervision of authorized faculty or lab staff.

3. User Credentials & Security

- Students shall use only their **authorized login credentials**.
 - Sharing of passwords, user IDs, or access credentials is strictly prohibited.
4. **Acceptable Use Policy**
- ICT resources must not be used for **illegal, unethical, offensive, or non-academic activities**, including gaming, social media misuse, or downloading unauthorized software/content.
 - Visiting inappropriate or restricted websites is prohibited.
5. **Software & Hardware Usage**
- Students must use only **licensed software** installed by the Institute.
 - Installation, modification, deletion, or configuration of software or system settings without permission is not allowed.
6. **Data Integrity & Storage**
- Students are advised to maintain personal backups of their work.
 - The Institute shall not be responsible for loss of data due to system maintenance or technical issues.
7. **Care of Equipment**
- Any damage, misuse, or tampering with computers, peripherals, networking equipment, or lab infrastructure will attract **penalties and disciplinary action**.
 - Faults or malfunctions must be reported immediately to lab staff.
8. **Internet Usage & Cyber Ethics**
- Internet access is provided primarily for academic and research purposes.
 - Students must adhere to **cyber laws, data privacy norms, and ethical usage guidelines** while accessing online resources.
9. **Prohibited Activities**
- Unauthorized access to servers, networks, or databases
 - Hacking, spreading malware, or attempting to breach security
 - Sharing or accessing pirated content
10. **Monitoring & Compliance**
- The Institute reserves the right to **monitor, audit, and log system usage** to ensure compliance with policies and security requirements.
11. **Disciplinary Action**
- Violation of ICT usage rules may result in suspension of lab access, financial penalty, or disciplinary action as per Institute norms.

10. Campus Discipline & Code of Conduct

1. General Conduct on Campus

The Institute campus is a place of learning and professional development. Students are expected to maintain **discipline, dignity, and decorum** at all times within classrooms, laboratories, hostels, playgrounds, common areas, and during Institute-organized activities both on and off campus.

2. **Noise & Public Conduct**

- Loud music, shouting, or creating disturbances is not permitted.
- Students must ensure that their conduct does not disturb academic activities or the peaceful environment of the campus.

3. **Safety & Security Compliance**

- Students must follow all **safety instructions, security protocols, and emergency procedures** issued by the Institute.
- Students must adhere to safety instructions issued by the Institute
- Any incident related to harassment, discrimination, or safety concerns must be reported immediately
- The Institute ensures equal opportunity and maintains committees such as:
 - Internal Complaints Committee (ICC)
 - Anti-Ragging Committee
 - Grievance Redressal Committee
 - SC/ST and Minority Cell
- Tampering with fire safety equipment, CCTV cameras, or security systems is a serious offence.

4. **Use of Campus Facilities**

- Campus facilities such as classrooms, laboratories, hostels, sports facilities, and common areas must be used responsibly.
- Any damage caused intentionally or negligently will be recoverable from the student(s) concerned.

5. **Off-Campus Conduct**

- Misconduct outside the campus that adversely affects the reputation of the Institute or involves students in criminal or unethical activities may also attract disciplinary action.
- During institutional events, industrial visits, internships, and tours:
 1. Students shall maintain exemplary conduct as ambassadors of the Institute
 2. Any misconduct will be treated as a serious violation of discipline

6. **Responsibility of Students**

- Each student is responsible for upholding the **values, reputation, and discipline** of the Institute.
- Ignorance of rules shall not be accepted as a valid excuse.

11. **Anti-Ragging, Gender Sensitization & Safety Policies**

The UGC Guidelines on Ragging related matter are available @ <https://www.ugc.gov.in/oldpdf/ragging/minuterag230409.pdf>

1. **Zero Tolerance to Ragging**

fThe Institute strictly follows a **zero-tolerance policy towards ragging** in any form, in compliance with **UGC regulations and directives of the Supreme Court of India.**

2. **Definition of Ragging**

Ragging includes any act that causes or is likely to cause:

- Physical or psychological harm
- Fear, shame, or embarrassment
- Teasing, abuse, or harassment of junior students
- Any conduct that disrupts a student's academic or personal well-being

3. **Anti-Ragging Committee & Squad**

- The Institute has a duly constituted **Anti-Ragging Committee and Anti-Ragging Squad**.
- Regular monitoring and preventive measures are undertaken to ensure a safe campus environment.

4. **Reporting of Ragging**

- Students are encouraged to report incidents of ragging without fear of retaliation.
- Complaints may be made to faculty members, mentors, wardens, or through official grievance mechanisms.

5. **Punishment for Ragging**

Students found guilty of ragging shall face **strict disciplinary action**, which may include:

- Suspension or expulsion from the Institute
- Cancellation of admission
- Debarment from examinations
- Filing of FIR with police authorities, as applicable

6. **Gender Sensitization & Respect**

- The Institute promotes **gender equality, mutual respect, and inclusivity**.
- Discrimination or harassment on the basis of gender, caste, religion, disability, or background is strictly prohibited.

7. **Sexual Harassment Policy (POSH Compliance)**

- The Institute has an **Internal Complaints Committee (ICC)** in accordance with the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**.
- Complaints are addressed confidentially and promptly.

8. **Campus Safety Measures**

- The campus is monitored through **security personnel and CCTV surveillance**.
- Emergency contact numbers and safety protocols are displayed prominently.

9. **Student Responsibilities**

- Students must contribute to maintaining a **safe, inclusive, and respectful campus**.
- Any form of bullying, harassment, or discriminatory behavior will invite disciplinary action.

10. **Awareness & Sensitization Programs**

- The Institute regularly organizes **orientation programs, workshops, and awareness sessions** on anti-ragging, gender sensitization, and student safety.

12. Digital Conduct and Social Media Usage

Students must:

- Use institutional IT resources responsibly and ethically
- Refrain from posting or sharing content that may harm the reputation of the Institute or any individual
- Avoid cyberbullying, unauthorized recording, or sharing of classroom activities
- Comply with IT security, data protection, and cyber laws of India

13. Disciplinary Authority and Mechanism

- The Institute has a **Disciplinary Committee** to address cases of misconduct
- Students will be given an opportunity to present their case following the principles of natural justice
- The decision of the disciplinary authority shall be final and binding

Disciplinary Process Flow

1. Observation / Complaint Received
2. Preliminary Review by Department / Proctor
3. Issue of Notice to Student
4. Student Explanation / Hearing
5. Review by Disciplinary Committee
6. Decision & Penalty (if any)
7. Communication to Student & Record Maintenance

Penalties and Disciplinary Actions

Depending on the severity of misconduct, actions may include:

- Verbal or written warning
- Fine or penalty
- Suspension from classes or activities
- Fine or penalty and Suspension from classes or activities both
- Rustication or expulsion from the Institute

14. Hostel Rules & Residential Conduct

1. Hostel Allotment

- Hostel accommodation is provided subject to availability and is allotted on a **first-come-first-served basis** or as per Institute policy.
- Allotment is for **one academic session** and must be renewed as per prescribed procedure.

2. Hostel Discipline

- Hostel residents must strictly adhere to **hostel rules, timings, and codes of conduct**.
 - Discipline within the hostel premises is considered an extension of campus discipline.
3. **Attendance & Entry Timings**
 - Residents must adhere to **entry and exit timings** as notified by the Hostel Warden.
 - Late entry or night-out requires prior written permission from the Warden.
 4. **Visitor Policy**
 - Visitors are permitted only in designated areas and during specified hours.
 - Entry of unauthorized persons into hostel rooms is strictly prohibited.
 5. **Safety & Security**
 - Students must cooperate with hostel security staff and comply with safety protocols.
 - Electrical appliances other than those permitted are not allowed in hostel rooms.
 6. **Cleanliness & Hygiene**
 - Hostel rooms, corridors, washrooms, and common areas must be kept clean.
 - Damage to hostel property shall be recoverable from the concerned resident(s).
 7. **Prohibited Activities**
 - Ragging, substance abuse, gambling, or any form of violence is strictly prohibited in hostels.
 - Possession or consumption of alcohol, drugs, or tobacco is not allowed.
 8. **Mess Rules**
 - Residents must follow mess timings and rules.
 - Wastage of food should be avoided, and proper behavior in the dining area is expected.
 9. **Leave & Vacating Hostel**
 - Students must inform the Warden before leaving the hostel for vacations or personal reasons.
 - Hostel rooms must be vacated as per Institute schedule at the end of the session.
 10. **Disciplinary Action**
 - Violation of hostel rules may lead to fine, suspension of hostel facility, or expulsion from the hostel.

15. Transport Rules & Conduct

1. **Availability of Transport Facility**
The Institute provides transport facilities to students on designated routes and schedules for safe and convenient commuting between their residences and the campus.

2. **Eligibility & Registration**
 - Students opting for Institute transport must register and pay the prescribed transport fee.
 - Transport facility is subject to availability and route feasibility.
3. **Bus Timings & Routes**
 - Students must strictly adhere to the notified **bus timings and pickup/drop points**.
 - Routes and schedules may be modified by the Institute in the interest of safety and operational efficiency.
4. **Identity & Access**
 - Only students possessing valid **Institute Identity Cards** are allowed to use Institute transport.
 - Transfer or misuse of transport passes is prohibited.
5. **Conduct in Transport Vehicles**
 - Students must maintain discipline and decorum inside buses.
 - Standing on footboards, leaning out of windows, shouting, or distracting the driver is strictly prohibited.
6. **Safety Guidelines**
 - Students must board and alight from buses only at designated stops.
 - Emergency instructions issued by drivers or transport staff must be followed at all times.
7. **Damage & Liability**
 - Any damage to transport vehicles caused by students shall be recovered from the concerned individual(s).
 - The Institute shall not be responsible for loss of personal belongings during transit.
8. **Cancellation of Transport Facility**
 - Repeated violation of transport rules may lead to cancellation of transport facility.
9. **Emergency Situations**
 - In case of breakdowns or emergencies, students must cooperate with transport staff and avoid panic.
10. **Responsibility of Students**
 - Use of Institute transport is a privilege, and students must act responsibly to ensure safety and convenience for all.

16. Training, Internship & Placement Guidelines

1. **Objective of Training & Placement Cell**

The Training, Internship & Placement (TIP) Cell facilitates **industry exposure, skill development, internships, and placement opportunities** to enhance students' employability and career readiness.

2. **Student Eligibility & Participation**
 - Participation in training, internships, and placement activities is subject to **eligibility criteria** such as attendance, academic performance, and conduct.
 - Students must register with the TIP Cell and comply with its guidelines.
3. **Professional Conduct**
 - Students must maintain **professional behavior, punctuality, and discipline** during training sessions, internships, interviews, and interactions with recruiters.
 - Any misconduct may result in disqualification from placement activities.
4. **Internship Guidelines**
 - Internships may be mandatory as per curriculum requirements.
 - Students must submit internship reports, completion certificates, and evaluations within the stipulated timelines.
5. **Placement Policy**
 - Students are expected to adhere to the **“One Student–One Opportunity”** or other placement policies as notified by the Institute.
 - Once a student accepts an offer, withdrawal is discouraged and may attract penalties and debarring from any subsequent Placement opportunities..
6. **Pre-Placement Training**
 - Attendance in **soft skills, aptitude, technical, and career-readiness programs** organized by the Institute is mandatory.
7. **Communication & Compliance**
 - Students must regularly check official notices, emails, and portals for placement-related updates.
 - Failure to respond or attend scheduled activities may result in exclusion.
8. **Misrepresentation & Ethics**
 - Providing false information to recruiters or the Institute is a serious offence and may lead to disciplinary action.
9. **Role of the Institute**
 - The Institute facilitates opportunities but does not guarantee placement.
 - Final selection rests solely with the recruiting organization.
10. **Alumni & Industry Engagement**
 - Students are encouraged to engage with alumni networks and industry mentors to enhance career prospects.

17. Student Grievance Redressal Mechanism

1. The Institute has a formal **Student Grievance Redressal Committee (SGRC)**.
2. Grievances related to academics, facilities, harassment, or administration may be submitted in writing or through prescribed channels.
3. Complaints are addressed confidentially and fairly within a stipulated timeframe.

4. Students are encouraged to resolve issues amicably through mentoring and counselling first.

Student Grievance Redressal Mechanism (SGRM) – Policy & Process

1. Objective

The Student Grievance Redressal Mechanism (SGRM) provides a fair, transparent, and timely process for addressing student concerns related to academic, administrative, and welfare issues within the institution. The system aims to protect student rights and improve institutional functioning.

2. Composition of Student Grievance Redressal Committee (SGRC)

- Chairperson – Senior Faculty Member
- Member – Faculty Representative
- Member – Administrative Representative
- Member – Student Representative
- Member – Student Counselor / Welfare Officer

3. Types of Grievances Covered

- Academic Issues – attendance, internal marks, evaluation
- Administrative Issues – admission, fees, scholarships
- Infrastructure Issues – classrooms, labs, library, hostel
- Student Welfare Issues – harassment, discrimination, discipline concerns

4. Step-by-Step Grievance Redressal Process

Step 1: Submission of Grievance – Students submit complaints through online portal, email, written form, or complaint box.

Step 2: Registration – Complaint is recorded and acknowledgement issued within 2 working days.

Step 3: Preliminary Scrutiny – Grievance officer reviews complaint and forwards it to the relevant authority.

Step 4: Investigation – SGRC reviews documents, interacts with concerned parties, and conducts inquiry.

Step 5: Committee Deliberation – Committee evaluates findings and determines corrective actions.

Step 6: Decision & Resolution – Formal decision is approved by the Chairperson/Principal.

Step 7: Communication – Decision communicated to student via email or written notice.

Step 8: Implementation – Concerned department implements the decision.

Step 9: Appeal – Student may appeal within 15 days if dissatisfied with the outcome.

5. Standard Resolution Timeline

- Acknowledgement: Within 2 days
- Preliminary Review: Within 3 days
- Investigation: Within 7–10 days

Final Decision: Within 15 days

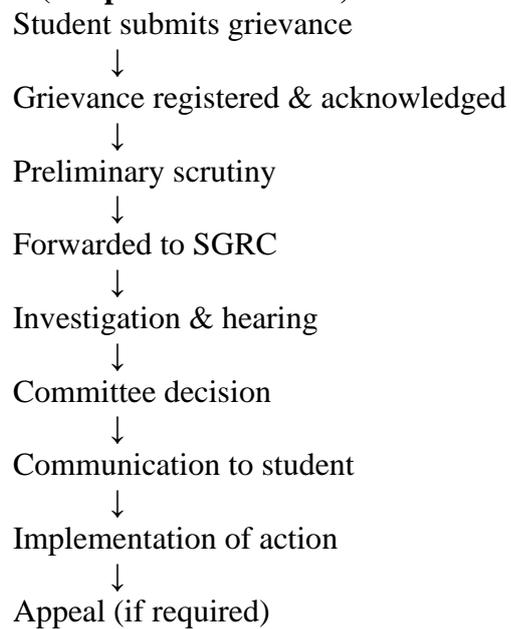
6. Guiding Principles

- Transparency
- Confidentiality
- Fair hearing
- Timely resolution
- Student welfare

7. Monitoring and Review

The Grievance Redressal Cell maintains records, reviews trends in complaints, and submits periodic reports to institutional authorities for quality improvement.

8. Process Flow (Simplified Flowchart)



Student Declaration

All students admitted to I.T.S, Mohan Nagar, Ghaziabad are deemed to have read, understood, and agreed to abide by this Student General Rule Book.

I hereby declare that I have read, understood, and agree to abide by all the rules, regulations, and codes of conduct of the Institute. I shall maintain discipline and uphold the values and reputation of the Institute.

Student Name: _____

Enrolment No.: _____

Signature: _____

Date: _____