



# **VISHWESHWARAYYA INSTITUTE OF MANAGEMENT AND TECHNOLOGY, LATUR**

Vishweshwarpuram, Near Iskcon Temple, Ring Road, Latur

## **Citizen's Charter – 2025–26**

**Website:** [www.vimtlatur.com](http://www.vimtlatur.com)

### **1. Vision**

To provide **quality education, ethical values, and inclusive learning opportunities** for students while ensuring a safe, respectful, and supportive environment for all stakeholders.

### **2. Mission**

1. To **impart technical and managerial education** in accordance with AICTE and UGC guidelines.
2. To create a **safe, harassment-free, and inclusive campus** through Anti-Ragging and POSH Committees.
3. To encourage **academic excellence, professional skills, and social responsibility** among students and staff.
4. To provide **transparent grievance redressal mechanisms** for students, staff, and visitors.

### **3. Scope**

This Citizen's Charter applies to:

- Students and their parents/guardians
- Faculty and staff
- Visitors and other stakeholders

It covers:

- Admission and academic processes
- Student support and mentoring
- Anti-Ragging and Sexual Harassment Prevention (POSH) measures



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**Website**

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- Grievance redressal and complaint resolution
- Administrative services and certifications

## 4. Services Provided

Service	Description	Responsible Officer	Timeline
Admission & Enrollment	Admission guidance, verification of documents, and registration	Admission Cell	Within 7 working days
Academic Records	Issuance of mark sheets, transcripts, and certificates	Academic Office	Within 10 working days
Anti-Ragging Complaint Handling	Registration, inquiry, and action against ragging incidents	Anti-Ragging Committee	Within 15 working days
POSH Complaint Handling	Registration, investigation, and resolution of sexual harassment complaints	POSH Committee	Within 30 working days
Student Support	Counseling, mentoring, and career guidance	Student Affairs	As per schedule
General Grievances	Complaints related to infrastructure, services, or staff behavior	Grievance Redressal Officer	Within 15 working days
Library Services	Access to books, journals, and digital resources	Librarian	Immediate on request
IT & Technical Support	Access to labs, Wi-Fi, and technical help	IT Department	Within 3 working days

## 5. Rights and Responsibilities

### For Citizens (Students, Staff, Parents):

- Right to **safe and secure campus** free from harassment and discrimination.
- Right to **timely information** regarding academic and administrative services.
- Obligation to **follow institute rules and regulations**.
- Obligation to **respect others' rights, dignity, and diversity**.



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## For Institute:

- Provide quality education and support services.
- Ensure transparent, fair, and timely grievance redressal.
- Maintain a safe and harassment-free environment.

## 6. Grievance Redressal Mechanism

Committee	Contact Person	Email / Phone	Complaint Registration Mode	Timeline
Anti-Ragging Committee	Principal / Convener	<a href="mailto:antiragging@vimtlatur.com">antiragging@vimtlatur.com</a>	Written / Email / Online Form	Within 15 days
POSH Committee	Member Secretary	<a href="mailto:posh@vimtlatur.com">posh@vimtlatur.com</a>	Written / Email / Online Form	Within 30 days
General Grievance	Grievance Officer	<a href="mailto:grievance@vimtlatur.com">grievance@vimtlatur.com</a>	Written / Email / Suggestion Box	Within 15 days

## Procedure:

- Complaint submitted to respective committee/officer.
- Acknowledgment issued within 2 working days.
- Inquiry conducted and action recommended.
- Resolution communicated to complainant.
- Escalation to higher authority if unsatisfied.

## 7. Feedback Mechanism

- Feedback forms available online at [www.vimtlatur.com](http://www.vimtlatur.com) and offline.
- Suggestions and complaints can be submitted via email, suggestion boxes, or in-person.
- Feedback reviewed quarterly by Quality Assurance & Grievance Cell.



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Vishweshwarayya Institute of Management and Technology commits to:

## 8. Commitment

- **Transparency** in all academic and administrative matters
- **Accountability** for timely and effective service delivery
- **Respect** for rights, dignity, and safety of all stakeholders
- **Continuous improvement** through regular review of services and processes



  
Principal  
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