



St. Mary's
Rehabilitation
University

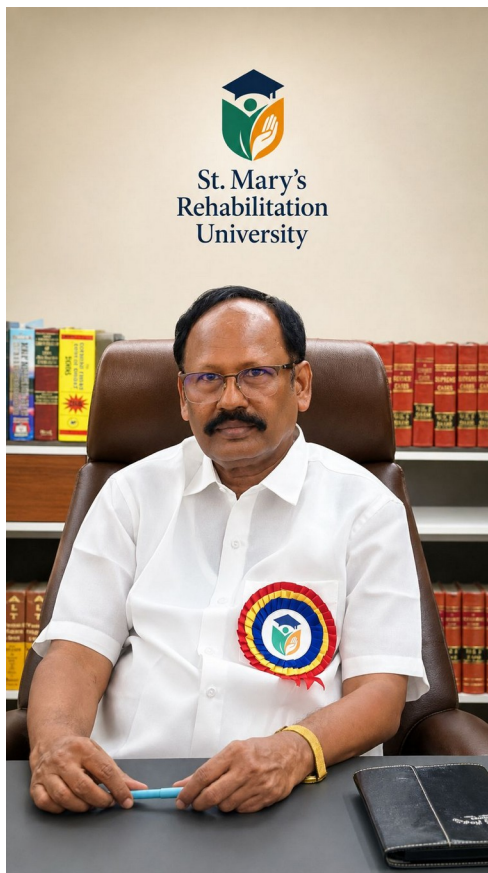
School of Engineering & Emerging Technologies

**Student Academic Handbook
for B. Tech Programs 2026-27**





Message from the Chancellor



Dear Students,

Welcome to the academic community of St. Mary's Rehabilitation University.

The journey of St. Mary's began with a commitment to service, discipline and academic excellence. From its beginnings, the institution has grown while remaining faithful to the belief that education must not only impart knowledge but also inspire compassion and responsible action.

The establishment of St. Mary's Rehabilitation University marks a significant new chapter in this continuing legacy. Our purpose is to educate and empower students across disciplines to use their knowledge, skills and professional abilities to improve lives, advance technology, strengthen healthcare, enhance human well-being, uphold justice, promote inclusion and contribute responsibly to society.

At St. Mary's Rehabilitation University, learning must extend beyond classrooms and examinations. It should encourage you to understand the needs of individuals and communities, engage in meaningful research, apply knowledge responsibly and contribute constructively to society.

I encourage you to pursue your education with sincerity, discipline and compassion. Make full use of the opportunities provided by the University, learn from your teachers and peers, participate actively in academic, research and community initiatives, and remain committed to the values of integrity and service.

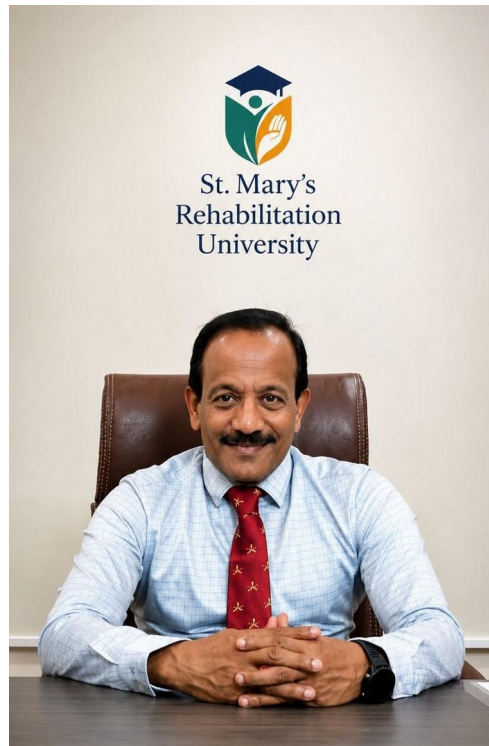
May your years at St. Mary's Rehabilitation University deepen your knowledge, strengthen your character and prepare you to carry forward the University's legacy of service, compassion and responsible action.

My best wishes to you as you begin this important academic journey.

Dr. Rev. K. V. K. Rao
Chancellor



Message from the Vice-Chancellor



Dear Students,

Welcome to the academic community of St. Mary's Rehabilitation University.

You are entering higher education at a time when technology, science, healthcare systems and society are changing faster than ever before. This rapid change presents new opportunities as well as new responsibilities.

Our mission is to prepare you for the future by enabling you to keep pace with emerging technologies and contribute meaningfully to advances in patient care and health sciences research. We also seek to develop graduates who value justice, uphold the rule of law and contribute responsibly to society.

We have created an academic environment focused on outcome-based learning, contemporary teaching practices, experiential learning, multidisciplinary education and partnerships with industry.

I encourage you to look beyond the classroom. Explore research opportunities, make full use of the University's laboratories and learning resources, participate actively in student projects, and make the most of the University's natural surroundings, academic opportunities and campus life.

Use your time at the University to innovate, experiment, collaborate, think globally and develop the knowledge, competence and character required to make a meaningful difference.

My best wishes to you for a purposeful, rewarding and successful academic journey.

Lt. Gen. Pradeep C. Nair
Vice-Chancellor



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PART I — BEGINNING YOUR JOURNEY AT SMRU

1. Purpose, Status and Applicability

This handbook is for students enrolled in B.Tech programmes under the School of Engineering and Emerging Technologies of St. Mary's Rehabilitation University (SMRU). It explains what students need to know about academics, attendance, assessment, conduct, student support and official communication.

This handbook provides practical guidance for day-to-day academic conduct and student responsibility.

Authorised University Authority: The University officer, committee or body officially empowered to decide a particular matter.

1.1 How students should use this handbook

- Use this handbook together with the official academic documents and communications applicable to your programme.
- Do not treat it as an approval for any course, specialisation, internship, skill track or degree title unless the same is approved and officially notified by SMRU.
- Where a detailed University rule applies, students must follow that rule.

2. Student Academic Journey at a Glance

A student's academic journey normally follows the stages shown below. The exact requirements will depend on the applicable curriculum and University notifications.

Stage	Academic Step	Student Meaning
1	Admission confirmation	You complete eligibility, application, fee payment and document requirements.
2	Document verification	The University verifies your original and digital records.
3	Orientation	You learn about SMRU systems, School rules, support services and academic expectations.
4	ERP/LMS/email activation	You activate and use the official SMRU email, ERP and LMS.
5	Course registration	You register semester courses through the official University process.
6	Class/lab allotment	The School allots your section, laboratory batch, mentor group and project group.
7	Teaching and continuous assessment	You attend classes and labs and complete assignments, quizzes, skill sessions and reviews.
8	Examinations	You complete the applicable internal, practical and end-semester assessments.
9	Projects/internships/skill tracks	You complete the prescribed practical, project, internship and partner-supported learning components.
10	Results and grievance window	You check your results and use the official correction, revaluation or grievance process when needed.
11	Progression	You progress after meeting attendance, academic and other prescribed requirements.
12	Final award readiness	You complete all prescribed credits and mandatory academic requirements and then finish the required administrative formalities.



3. Regulatory Framework and Order of Precedence

SMRU follows the applicable State framework, UGC requirements, AICTE requirements wherever applicable, and the University's approved academic rules.

3.1 Order of precedence

When two documents appear to say different things, the following order will be followed:

1. Applicable law, Government notifications, statutory directions and orders of courts or other legally authorised bodies.
2. Binding regulations, standards and directions issued by UGC, AICTE and other applicable statutory or regulatory authorities.
3. The SMRU Act, Statutes, Ordinances and approved University Regulations.
4. Approved University academic policies, manuals and implementation guidelines.
5. Approved School Regulations and programme curriculum.
6. This handbook, academic calendar, timetable, circulars and operating instructions.

Where two approved documents at the same level apply, the more specific and more recently approved rule will be followed.

3.2 Key regulatory principles for students

- Students should rely only on programmes and academic arrangements formally approved and notified by SMRU.
- Use only official SMRU notifications for information about the programme name, degree title, curriculum, credits, assessment, internships, progression and degree requirements.
- Do not rely on informal promises about the degree, curriculum, internships, placements or salary outcomes. Such information is valid only when officially notified by SMRU.
- SMRU alone issues and controls the degree, transcripts, results and official academic records.

4. About the School and Student Development Philosophy

The School of Engineering and Emerging Technologies prepares students for technology-driven professional roles, higher studies, research, innovation, entrepreneurship and socially responsible engineering practice. The School integrates core engineering foundations with computing, artificial intelligence, data science, digital systems, interdisciplinary learning, value education, project-based learning and industry-linked skill development, subject to approved curriculum and University rules.

As part of SMRU, the School also contributes to the University's wider multidisciplinary mission by preparing engineers and technologists for responsible applications in computing, AI, data science, automation, assistive technology, rehabilitation engineering, health-tech innovation, accessibility, inclusion and socially useful technology solutions wherever such learning is approved under the programme structure.

4.1 Educational philosophy

- Strong foundation in mathematics, computing, engineering sciences and problem-solving.
- Outcome-based learning with emphasis on demonstrable competence, not only syllabus completion.
- Balanced exposure to theory, programming, laboratories, projects, internships and communication skills.
- Responsible use of emerging technologies such as artificial intelligence, machine learning, data science, cloud systems, cyber systems, automation and digital innovation, wherever included in the approved curriculum.



- Ethical, inclusive and socially responsible use of technology.

4.2 Student development focus

Students are expected to develop technical competence, analytical thinking, programming ability, design capability, laboratory discipline, communication skills, teamwork, ethical judgement, innovation mindset and readiness for lifelong learning.

5. B.Tech Programme Overview

5.1 Programme Summary

Your B.Tech programme combines foundational learning, engineering sciences, discipline-specific courses, laboratory and practical work, projects, internships, communication skills, value education and industry-linked learning.

During the programme, you will register for courses, attend classes and laboratories, complete continuous assessments, take part in projects and internships, appear for the prescribed examinations and satisfy the academic requirements for progression and completion.

The exact courses, credits, assessment pattern, project and internship requirements, and degree-completion conditions applicable to you are given in your approved programme curriculum and official University regulations.

6. Admission, Enrolment and Academic Identity

Your admission is confirmed only after you meet the eligibility requirements, complete the admission process, pay the applicable fees, submit the required documents and receive University confirmation. A provisional admission may be cancelled if eligibility or document verification is not completed successfully.

6.1 Documents normally required

- Qualifying examination marks memos and certificates.
- Transfer certificate / migration certificate, wherever applicable.
- Proof of date of birth.
- Identity proof and address proof.
- Category / reservation / EWS / PwBD certificates, if claimed and applicable.
- Ten (10) passport-size photographs and digital student profile details.
- ABC/APAAR details as required by the University.
- Any other document specified in the admission notification or University circular.



6.2 Student obligations after admission

- Attend orientation and complete enrolment formalities within the notified time.
- Verify personal data in University records and report errors immediately.
- Submit pending documents before the last date notified by the University.
- Read the programme curriculum, academic calendar and timetable carefully.
- Use only the official student email, ERP, LMS or communication channel notified by SMRU.

6.3 Personal identity records

Students must keep their personal identity details, including name, date of birth, parent/guardian details, category details, admission number, ABC/APAAR details, email ID and mobile number, accurate in University records. Corrections must be requested through the official student records process with documentary proof.



PART II — PARTICIPATING IN THE ACADEMIC PROGRAMME

7. Academic Calendar, Course Registration and Timetable

Follow the SMRU academic calendar for orientation, course registration, commencement of classes, assessments, examinations, internships, project reviews, holidays and other important academic dates.

ST. MARY'S REHABILITATION UNIVERSITY

B.Tech Academic Calendar 2026-27

First Year -Academic Calendar

A. Basic Calendar Details

Particulars	Details
Academic Year	2026-27
Programme	B.Tech - First Year
Academic Session Commencement	17.08.2026
Orientation / Induction Programme	17.08.2026 to 22.08.2026
Commencement of Regular Classwork	24.08.2026

B. I Semester Academic Calendar - 2026

S. No.	Activity	From	To	Duration	Remarks
1	Orientation / Induction Programme	17.08.2026	22.08.2026	1 Weeks	University orientation, programme orientation, academic rules, examination rules, library/lab familiarization, mentoring and student onboarding.
2	First Spell of Instructions	24.08.2026	03.10.2026	6 Weeks	Theory, practical/lab, tutorials, assignments, mentoring and course delivery as per timetable.
3	First Mid-Term Examinations	05.10.2026	10.10.2026	1 Week	Mid-I examinations / internal assessments as per approved assessment pattern.
4	Second Spell of Instructions	12.10.2026	28.11.2026	7 Weeks	Continuation of classwork, laboratory sessions, tutorials, assignments, remedial and advanced learning activities.
5	Second Mid-Term Examinations	30.11.2026	05.12.2026	1 Week	Mid-II examinations / internal assessments and completion of pending internal components.
6	Preparation, Practical Examinations and Internal Marks Finalization	07.12.2026	12.12.2026	1 Week	Lab/practical examinations, viva, records verification, internal marks finalization and attendance eligibility verification.
7	End Semester Examinations	14.12.2026	24.12.2026	2 Weeks	Theory/practical/project/viva examinations as applicable.
8	Semester Break / Result Processing	26.12.2026	03.01.2027	1 Week	Valuation, moderation, result processing and semester break.



C. II Semester Academic Calendar - Tentative

S. No.	Activity	From	To	Duration	Remarks
1	First Spell of Instructions	04.01.2027	20.02.2027	7 Weeks	Theory, practical/lab, tutorials, assignments and continuous assessment activities.
2	First Mid-Term Examinations	22.02.2027	27.02.2027	1 Week	Mid-I examinations / internal assessments as per approved assessment pattern.
3	Second Spell of Instructions	01.03.2027	17.04.2027	7 Weeks	Continuation of classwork, lab work, tutorials, assignments and course completion activities.
4	Second Mid-Term Examinations	19.04.2027	24.04.2027	1 Week	Mid-II examinations and completion of internal assessment components.
5	Preparation, Practical Examinations and Internal Marks Finalization	26.04.2027	01.05.2027	1 Week	Lab/practical examinations, viva, internal marks and attendance eligibility verification.
6	Summer Break / Result Processing	03.05.2027	29.05.2027	4 Weeks	Valuation, result processing, supplementary planning and summer break.
7	End Semester Examinations	31.05.2027	12.06.2027	2 Weeks	Theory/practical/project/viva examinations as applicable.



7.1 Course registration, sections and timetable

Complete course registration through the official University process and attend only the section, laboratory batch, mentor group, project group and timetable allotted to you. Any change, addition or withdrawal must be officially approved. Attending an unregistered or unauthorised course will not make you eligible for credit or assessment.

8. Curriculum, Credits, Outcomes and Learning Pathways

Each B.Tech curriculum is credit-based and focused on what students are expected to learn and demonstrate. To become eligible for the degree, you must complete all prescribed courses, credits, assessments, projects, internships and other academic requirements.

8.1 Meaning and Earning of Credit

A credit represents the academic workload of a course, laboratory, project, internship, seminar, skill module or other approved learning activity. You earn the assigned credits only after completing the required work and assessments and securing the prescribed passing result. Attendance makes you eligible for the applicable assessments, but attendance alone does not earn credit. Laboratories, projects, internships and other performance-based courses also require the prescribed records, activities, reviews and evaluations.

8.2 Curriculum components

Component	Student Meaning
Humanities and Social Sciences	Learning in communication, society, ethics, management and human values.
Basic Sciences / Mathematics	Foundation for engineering analysis, computing and problem-solving.
Engineering Sciences	Introductory engineering concepts, tools and practices.
Programme Core	Essential courses of the degree discipline.
Professional / Programme Elective	Advanced courses selected from approved elective baskets.
Open Elective / Multidisciplinary Course	Courses that broaden learning beyond the major discipline, where permitted.
Ability Enhancement Course	Communication and other ability-enhancement learning as prescribed.
Skill Enhancement Course	Practical and employability-oriented skill development as prescribed.
Value-Added Course	Value, ethics, citizenship or complementary learning as prescribed.
Laboratory / Practical	Hands-on learning, programming, design, experimentation and technical practice.
Project / Capstone	Design, development, research or problem-solving work under supervision.
Internship / Industry Exposure	Approved field, industry, research or professional exposure.
Minor / Honours Pathway	Additional structured learning pathway, wherever approved.
Seminar / Research Component	Guided presentation, study or research work, wherever prescribed.
Mandatory Non-credit / Audit Course	Compulsory learning requirement without grade-point credit, as prescribed.



8.3 Programme and Course Outcomes

Each approved programme curriculum specifies the Programme Outcomes and Programme-Specific Outcomes, while the approved course documents specify the Course Outcomes. These outcomes explain what you are expected to know, apply and demonstrate during each course and by the completion of the programme. Refer to the approved programme curriculum and course documents for the outcomes applicable to you.

9. Teaching, Laboratories, Projects, Internships and Skill Tracks

Your programme includes the approved teaching, practical, project, internship and skill-development activities described below.

9.1 Laboratory learning and safety

- Attend laboratories only in the assigned batch and time slot.
- Maintain lab records, observations, code submissions, design files, datasets and reports as prescribed.
- Use laboratory hardware, software, networks, cloud resources and datasets only for authorised academic purposes.
- Do not install unauthorised software, copy protected content, tamper with systems, misuse credentials or share access.
- Do not use lab systems for gaming, unauthorised downloads, hacking attempts, cryptocurrency mining, offensive content or illegal activity.
- Report damaged equipment, unsafe wiring, system failure, fire risk, accident, injury or cyber incident immediately.
- Students may be required to compensate for loss or damage caused by negligence or misconduct.

9.2 Projects, capstone and technical documentation

Students must complete projects, mini-projects, capstone work, design assignments, technical documentation, code repositories, demonstrations and viva requirements as prescribed in the approved curriculum or course plan. Project work must be original, supervised and properly documented.

9.3 Internship and industry exposure

- Students must undertake only those internships, projects or field activities that are approved or recognised under the programme rules.
- The School or Department will inform you about the internship start date, duration, mentor, supervisor, report format and evaluation method.
- Students must maintain records such as logbooks, weekly reports, certificates, Git/code repositories or technical documentation as prescribed.
- Paid or unpaid internships must not conflict with regular academic requirements unless approved.
- Internship or project work involving confidential, sensitive, personal or institutional data must follow data privacy and ethical requirements.

An internship certificate is only one supporting document. To complete the internship and earn credit, you must also meet the prescribed duration and participation requirements, maintain the required logbook or work diary, submit progress evidence and the final report, and complete the supervisor evaluation, University review, presentation and viva wherever prescribed.



9.4 SMRU academic control and partner-supported learning

Even when an industry, training, technology, content, internship or skill partner supports your learning, you remain a student of SMRU and must follow SMRU's approved academic and administrative rules.

A partner-supported session counts as part of your academic programme only when it appears in the University-approved curriculum, timetable or academic plan. An external partner cannot independently change the curriculum, credits, attendance, assessment, progression, examinations or degree requirements.

A certificate issued by an external partner is separate from your SMRU academic record unless it has been formally included in the approved curriculum or assessment scheme.

PART III — ATTENDANCE

10. Attendance Requirements

10.1 Minimum attendance

Regular attendance is important because classes, laboratories, coding practice, assessments, projects and peer learning are connected. You must maintain at least 75% aggregate attendance in the semester. This percentage is calculated by combining the scheduled sessions conducted in your registered theory, tutorial, laboratory, practical, project, studio and other academic components. Even after meeting the attendance requirement, you must complete all compulsory experiments, records, assignments, project reviews, internship requirements and other prescribed activities.

10.2 Attendance shortage

- If your attendance falls short, you may receive a warning, be asked to meet your mentor or Dean, or be required to submit an explanation with supporting documents.
- Condonation, where permitted, can be granted only by the dean/director and only within the limits set by University rules.
- Medical or other emergencies must be reported promptly with valid documents. Late claims may not be accepted.
- If you do not meet the attendance requirement, you may not be allowed to appear for the applicable semester examinations and the University rules will apply.

10.3 Academic engagement beyond attendance

Attendance alone is not enough. You are expected to take part in assignments, quizzes, laboratory work, coding practice, seminars, project reviews, tutorials, mentoring, remedial classes, industrial visits and internship preparation. Continuous Academic Engagement and Effort may carry a few marks in CIA. These marks will be based on visible effort, preparation, completion of activities, timely submission, response to feedback and professional participation. Simply being present in person or online will not earn these marks.

PART IV — ASSESSMENT AND ACADEMIC PROGRESS

11. Assessment, Examinations, Grading and Progression

Your assessment will follow the approved University Regulations, course syllabus and assessment plan. Depending on the course, it may include CIA, internal tests, quizzes, assignments, coding tests, laboratory work, viva, project reviews, presentations, practical examinations and end-semester examinations.

Approved Assessment Framework: Every course follows the assessment pattern assigned under the SMRU A1-A9 Assessment Framework and the approved curriculum. At the beginning of the course, you will be informed about the applicable internal, external, practical, project, internship or other assessment components. Refer to the approved course documents and University Regulations for details.



Component	Examples
Internal Assessment	Assignments, quizzes, internal tests, coding exercises, tutorials and evidence-based academic engagement, as prescribed for the course.
Laboratory Assessment	Lab performance, records, experiments, coding, viva, demonstrations and practical output.
Project / Capstone Assessment	Problem statement, design, implementation, review presentations, documentation, originality and final demonstration.
End-Semester Examination	Theory or practical examination conducted under University examination rules.
Skill / Internship Assessment	Supervisor feedback, report, presentation, work diary, logbook and other prescribed evidence.

11.1 Passing, backlog and degree award readiness

- Students must secure the minimum prescribed marks or grades in each course and required component wherever separate passing is prescribed.
- Backlogs, supplementary examinations, improvement and readmission will be handled according to the applicable University rules.
- A student shall become academically eligible for the award of the degree only after completing all prescribed credits, mandatory courses, non-credit requirements, projects, internships and other academic requirements specified in the approved curriculum and University Regulations.
- Issue of the degree certificate, transcript or other academic records may be subject to completion of prescribed administrative formalities, submission of required documents and clearance of authorised University dues in accordance with applicable rules.
- Assessment malpractice and related consequences are governed by Section 12 and the applicable University examination rules.

11.2 Assessment review and grievance

You may apply for recounting, scrutiny or revaluation only for written examination components declared eligible under University rules. Laboratory and practical examinations, viva, projects, capstones, internships, presentations and CIA are normally not revalued. However, you may raise a procedural grievance about a calculation error, incorrect mark entry, failure to follow the approved assessment pattern or denial of a prescribed assessment opportunity.

PART V — CONDUCT AND RESPONSIBILITY

12. Academic Integrity, Responsible AI Use, IP and Data Responsibility

Academic integrity is central to engineering education. Students must submit original work, acknowledge sources, avoid plagiarism, follow programming ethics and use digital tools responsibly.

12.1 Prohibited academic practices

- Copying assignments, lab records, code, reports, presentations or project work from other students, websites, repositories or AI systems without authorization and acknowledgement.
- Submitting purchased, outsourced or ghost-written work.
- Manipulating data, results, screenshots, attendance, certificates or internship records.
- Using unauthorised devices, notes, communication tools or software during examinations.



- Sharing University credentials, question papers, assessment material or confidential data.

12.2 Responsible use of Artificial Intelligence tools

Use AI tools only as allowed for the concerned course or assessment. Disclose important AI use wherever required. You remain responsible for the originality, accuracy, ethics and confidentiality of your work. Do not use AI in examinations or restricted assessments unless expressly permitted, and never use it to fabricate records, data, citations, code, project results, attendance or internship evidence.

12.3 Intellectual property, publication and data responsibility

- Student project ownership, publication, startup use or commercialisation shall be subject to applicable University policy and any written agreement connected with the project, laboratory, partner or funding source.
- Institutional, partner, patient, user, community or personal data shall not be collected, used, shared or published without required permission and ethical clearance, where applicable.
- Public release of code, datasets, reports, videos, photographs or GitHub repositories must not disclose confidential information or violate University, partner or legal requirements.
- If University facilities, faculty supervision, partner data or sponsored resources are used, students must seek appropriate approval before external publication, competition submission or commercialisation.

13. Student Conduct, Safety, Anti-Ragging and Digital Behaviour

Behave with dignity, respect and professional responsibility in classrooms, laboratories, hostels, buses, online spaces, partner sessions, internships, industry visits and any place where you represent SMRU.

13.1 Expected conduct

- Respect faculty, staff, fellow students, visitors, mentors and industry representatives.
- Attend classes and laboratories on time and follow the instructions of faculty and coordinators.
- Maintain cleanliness and care for classrooms, labs, equipment, furniture and campus facilities.
- Use laptops, mobiles and digital devices only in the manner permitted by the teacher or lab instructor.
- Follow all notified conduct and safety requirements.

13.2 Anti-ragging, harassment, discrimination and campus safety

- Ragging, bullying, harassment, intimidation, discrimination, retaliation, physical violence, cyber abuse and damage to property are prohibited.
- Students must report such incidents through the notified anti-ragging, grievance, student welfare, hostel, disciplinary or safety channels, depending on the nature of the issue.
- Complaints should include facts, dates, names, locations, screenshots, messages, witnesses or other evidence wherever available.
- The University may take interim safety measures and disciplinary action as per applicable rules.
- Action may be taken only when a complaint is found, after due process, to have been knowingly false, malicious or deliberately fabricated. A complaint will not be treated as false merely because it could not be fully proved.



13.3 Digital behaviour

Use University email, ERP, LMS, online classes, discussion forums and official groups responsibly. Cyber abuse, impersonation, unauthorised recording or sharing of classes, misuse of photographs or videos, disclosure of confidential academic material, or knowingly spreading false information that disrupts academic or administrative work may lead to action. Genuine questions, complaints, criticism or requests for clarification raised through proper channels are not misconduct.

13.4 Emergency responsibility

In case of medical emergency, fire, accident, security risk, cyber incident or serious misconduct, students must immediately inform faculty, lab staff, security, hostel warden, mentor or the notified emergency contact. Students must not spread rumours or obstruct emergency response.

PART VI — STUDENT SUPPORT

14. Mentoring, Counselling, Inclusion and Grievance Redressal

SMRU provides mentoring and student-support systems to help you adjust to university life, understand academic expectations, improve your learning and raise concerns through the proper channels.

14.1 Mentoring system

Every student will be allotted a faculty mentor or mentor group. Use mentor meetings to discuss attendance, academic progress, learning difficulties, adjustment to university life and career direction. Mentoring provides support, but it does not replace formal approvals or University rules.

14.2 Counselling, wellness and psycho-social support

Students facing stress, anxiety, adjustment issues, academic pressure, social difficulty, emotional distress or related concerns may approach the notified counselling, wellness or student support office. SMRU may provide counselling, referral support, peer support, wellness programmes, life-skills sessions, crisis response and reasonable academic support through designated University mechanisms and approved collaborations, including professional support through Dr. Bharathi Rao Advanced Comprehensive Rehabilitation Centre where notified.

- Counselling will be handled sensitively and with reasonable confidentiality, subject to safety and legal requirements.
- Students should seek help early and not wait for a crisis.
- Faculty mentors may refer students to counselling or student support services where academic or behavioural indicators show concern.
- Emergency or high-risk cases will be referred immediately to the designated University authority or emergency-support system.

14.3 Inclusion, accessibility and reasonable accommodation

If you need disability-related support or reasonable academic accommodation, approach the designated University office with the required documents. SMRU will consider appropriate support in accordance with law, University policy and approved procedures, while maintaining the essential academic and professional requirements of the programme.

14.4 Grievance redressal route

Raise concerns through the notified channel and provide relevant facts, dates and documents wherever possible. The matrix below identifies common student issues and the usual escalation route for each category.

Normally, begin with the first escalation point shown. You may directly approach a higher or designated University authority when the matter concerns the first-contact person, involves a conflict of interest, requires confidentiality, presents an immediate safety risk, or relates to ragging, harassment or retaliation.



Student Problem Categories and Escalation Matrix

S. No.	Category No.	Category	Problem No.	Typical Problem / Student Issue	First Escalation Point	Second Escalation Point	Third Escalation Point	Final Escalation / Authority
1	1	Academic Issues	1	Timetable clash, incorrect class/lab allotment, or a scheduled class/lab not being conducted.	Director Academic Affairs – Dr. D. Sasi Raja Sekhar	Vice-Chancellor	CEO	-
2	1	Academic Issues	2	Attendance incorrectly recorded, attendance not updated, or discrepancy between actual participation and attendance shown.	Director Academic Affairs – Dr. D. Sasi Raja Sekhar	Vice-Chancellor	CEO	
3	1	Academic Issues	3	Issue relating to CIA/internal marks, assignment evaluation, laboratory/practical marks, or a missed/denied assessment opportunity.	Director Academic Affairs – Dr. D. Sasi Raja Sekhar	Vice-Chancellor	CEO	
4	1	Academic Issues	4	Problem with course registration, elective selection, curriculum requirements, backlog/progression, or interpretation of an academic rule.	Director Academic Affairs – Dr. D. Sasi Raja Sekhar	Vice-Chancellor	CEO	
5	2	Administrative Issues	1	Error in student name, date of birth, programme, registration number, category, or other University record.	Registrar – Dr. M. Satyanarayana	Vice-Chancellor	CEO	
6	2	Administrative Issues	2	Delay or problem in obtaining student ID card, bonafide certificate, transfer/migration certificate, transcript, or another official document.	Registrar – Dr. M. Satyanarayana	Vice-Chancellor	CEO	
7	2	Administrative Issues	3	Fee-payment acknowledgement, incorrect dues, receipt, refund, or other approved fee-related issue.	Registrar – Dr. M. Satyanarayana	Vice-Chancellor	CEO	
8	2	Administrative Issues	4	Problem with admission/enrolment status, submission of documents, verification of documents, or completion of registration formalities.	Registrar – Dr. M. Satyanarayana	Vice-Chancellor	CEO	
9	3	Academic Infrastructure & Facility Maintenance	1	Classroom projector, display, smart board, microphone, speakers, or other teaching equipment not functioning.	Infrastructure & Maintenance Coordinator – Mr. Raghu Babu	Registrar	Vice-Chancellor	CEO
10	3	Academic Infrastructure & Facility Maintenance	2	Laboratory computer, instrument, equipment, licensed software, electrical point, or other lab resource not functioning.	Infrastructure & Maintenance Coordinator – Mr. Raghu Babu	Registrar	Vice-Chancellor	CEO
11	3	Academic Infrastructure & Facility Maintenance	3	Damaged desks/chairs, poor lighting, fan/AC problem, cleanliness issue, drinking-water issue, or another classroom facility problem.	Infrastructure & Maintenance Coordinator – Mr. Raghu Babu	Registrar	Vice-Chancellor	CEO
12	3	Academic Infrastructure & Facility Maintenance	4	Wi-Fi/network connectivity or other infrastructure required for classroom/laboratory learning not functioning.	Infrastructure & Maintenance Coordinator – Mr. Raghu Babu	Registrar	Vice-Chancellor	CEO
13	4	Campus Life, Hostel & Common Facility Issues	1	Hostel room allotment, room condition, water supply, electricity, housekeeping, or basic hostel-facility problem.	COO – Mrs. Indu Aparna	Vice-Chancellor	CEO	
14	4	Campus Life, Hostel & Common Facility Issues	2	Mess/food quality, hygiene, quantity, timing, or dining-facility problem.	COO – Mrs. Indu Aparna	Vice-Chancellor	CEO	
15	4	Campus Life, Hostel & Common Facility Issues	3	Problem relating to campus security, common areas, sports/recreation facilities, washrooms, or other student amenities.	COO – Mrs. Indu Aparna	Vice-Chancellor	CEO	
16	4	Campus Life, Hostel & Common Facility Issues	4	Roommate, hostel discipline, common-facility use, or another residential/campus-life issue outside the academic building.	COO – Mrs. Indu Aparna	Vice-Chancellor	CEO	
17	5	Transport Issues	1	Bus route, boarding point, pickup point, drop point, or route-allocation problem.	Transport In-Charge – Jagjeevan / Jagannadha Rao	Registrar	Vice-Chancellor	CEO
18	5	Transport Issues	2	Bus delay, non-arrival, unscheduled departure, or student being left without transport after an approved academic activity.	Transport In-Charge – Jagjeevan / Jagannadha Rao	Registrar	Vice-Chancellor	CEO
19	5	Transport Issues	3	Overcrowding, unsafe driving, seating, vehicle condition, or other transport safety concern.	Transport In-Charge – Jagjeevan / Jagannadha Rao	Registrar	Vice-Chancellor	CEO
20	5	Transport Issues	4	Transport pass, route change, pickup/drop change, or lack of communication regarding transport schedules.	Transport In-Charge – Jagjeevan / Jagannadha Rao	Registrar	Vice-Chancellor	CEO
21	6	Student Welfare, Safety & Grievance Issues	1	Ragging, bullying, harassment, discrimination, intimidation, retaliation, or humiliation.	Student Welfare & Grievance Coordinator – B. Lalitha Kameswari	COO	Vice-Chancellor	CEO



S. No.	Category No.	Category	Problem No.	Typical Problem / Student Issue	First Escalation Point	Second Escalation Point	Third Escalation Point	Final Escalation / Authority
22	6	Student Welfare, Safety & Grievance Issues	2	Mental-health, emotional, adjustment, counselling, stress, or psycho-social support concern.	Student Welfare & Grievance Coordinator – B. Lalitha Kameswari	COO	Vice-Chancellor	CEO
23	6	Student Welfare, Safety & Grievance Issues	3	Conflict with another student or concern involving faculty/staff that requires confidential grievance handling or mediation.	Student Welfare & Grievance Coordinator – B. Lalitha Kameswari	COO	Vice-Chancellor	CEO
24	6	Student Welfare, Safety & Grievance Issues	4	Disability-related support, reasonable accommodation, medical emergency, personal-safety concern, or another student-welfare need.	Student Welfare & Grievance Coordinator – B. Lalitha Kameswari	COO	Vice-Chancellor	CEO
25	7	Digital & IT Support	1	Unable to access or activate University email, ERP/student portal, LMS, or another official digital platform.	IT Support Team – Mr. Harish Reddy / Uday	Registrar	Vice-Chancellor	CEO
26	7	Digital & IT Support	2	Password reset, login failure, account lockout, incorrect user credentials, or access-permission problem.	IT Support Team – Mr. Harish Reddy / Uday	Registrar	Vice-Chancellor	CEO
27	7	Digital & IT Support	3	ERP/LMS data not displaying correctly, course not visible, timetable/attendance/marks not appearing, or portal information not updating.	IT Support Team – Mr. Harish Reddy / Uday	Registrar	Vice-Chancellor	CEO
28	7	Digital & IT Support	4	Campus Wi-Fi access, authentication, official software access, or general student IT-support problem not limited to a particular classroom/laboratory.	IT Support Team – Mr. Harish Reddy / Uday	Registrar	Vice-Chancellor	CEO

14.5 Student Support and Escalation Contact Directory

Use the directory below for the current mobile numbers of the officers and staff listed in the escalation matrix. Contact details may be updated by the University. Where an escalation authority is not listed with a direct mobile number, use the relevant University office or official communication channel.

S.No	Name of the Staff	Designation	Mobile Number
1	Lt. Gen. Pradeep C. Nair	Vice-Chancellor	7715042218
2	Mrs. Indu Aparna	COO	9553456747
3	Dr. M. Satyanarayana	Registrar	9866050784
4	Dr. D. Sasi Raja Sekhar	Director Academic Affairs	9298653573
5	Mr. Raghu Babu	Infrastructure & Maintenance Coordinator	9908176139
6	Jagjeevan	Transport In-Charge	9505146789
7	Jagannadha Rao	Transport In-Charge	7620242705
8	B. Lalitha Kameswari	Student Welfare & Grievance Coordinator	9059129224
9	Mr. Harish Reddy	IT Support Team	9848122015
10	Uday	IT Support Team	8977229414



15. Career Readiness, Placement Support and Industry Exposure

SMRU supports career readiness through approved placement preparation, industry exposure and skill-development activities. Internship, project and partner-supported learning are governed by Sections 9.3 and 9.4.

- Placement, internship, salary outcomes and employer selection are not guaranteed. They depend on your performance and eligibility, employer requirements, market conditions and the selection process.
- Students must maintain academic eligibility, attendance, conduct, communication standards, project evidence, resume quality and interview readiness.
- Students must not misrepresent skills, project ownership, internship experience, certificates, marks or University records during placement or internship processes.

PART VII — COMMUNICATION, RECORDS AND COMPLETION

16. Academic Records, ABC/APAAR, Fees and Clearances

16.1 Academic records and ABC/APAAR

Accurate academic records are important for progression, transcripts, scholarships, internships, placements, higher studies and the degree award. Create, update and verify your ABC/APAAR or other academic identity details as directed by SMRU. Credits will appear in the prescribed digital academic record only after official processing and approval.

16.2 Transcripts, certificates and corrections

- Students must verify spelling of name, programme title, registration number, course list and grades when records are published.
- Corrections must be requested within the prescribed time and through the official process.
- Duplicate certificates, migration certificates, transcripts and bonafide certificates may be issued only on application and payment of applicable fee, if any.
- No student should use altered, unofficial or self-created academic documents.

16.3 Fees, dues, clearances and refund reference

Pay the applicable tuition, examination, hostel, transport, laboratory, library, breakage and other approved dues within the notified time. Follow the fee schedule and refund rules issued by SMRU.

- Students must retain receipts and verify payment status in the official system.
- Students with pending dues may face restrictions in examination registration, hall ticket issue, certificate issue, hostel services or other University services, as per rules.
- Refunds, if any, shall be governed by applicable University policy and regulatory directions.
- Financial queries should be raised only with the authorised finance/admissions office.



17. Official Communication Channels

Check and follow official SMRU notices, circulars, emails, ERP/LMS updates and class announcements regularly. Not reading an officially issued notice will normally not be accepted as a valid reason for missing a requirement or deadline.

- University email ID.
- ERP / Student portal / LMS.
- Official notice board or departmental notice board.
- Official class coordinator or mentor communication group, if notified.
- Examination branch notices and hall ticket instructions.
- University website or admission/academic office notices.

Student Support and Contact Information: Refer to Section 14.5, Student Support and Escalation Contact Directory. Contact details may be updated through the official website, ERP, LMS, notice boards or University circulars. Use the latest University-issued contact information.

18. Student Responsibility Checklist

Area	Student Must Ensure
Admission	All documents and eligibility requirements are complete.
Identity	Name, DOB, student ID and ABC/APAAR data are correct.
Communication	Official email, ERP/LMS and notices are checked regularly.
Classes	Maintain the prescribed aggregate semester attendance and take part in continuous academic activities.
Laboratories	Records, code, submissions and safety rules are followed.
Assessments	Complete internal tests, CIA, laboratory work, projects and other assessments on time.
Projects / Internships	Complete all required approvals, duration, participation, logbooks, reports, reviews and evaluations.
AI / Academic integrity	Use AI only as permitted, disclose its use where required, and submit original, properly acknowledged work.
Conduct	Campus, hostel, digital and examination discipline are maintained.
Wellness	Support is sought early in case of stress, academic difficulty or personal concern.
Records	Marks, grades, credits and personal details are verified promptly after publication.
Clearances	Fees, documents, library, hostel, lab and other clearances are completed as required.



Annexure A - Abbreviations

Abbreviation	Meaning
A1–A9	SMRU Assessment Framework comprising Assessment Patterns A1 to A9
ABC	Academic Bank of Credits
AI	Artificial Intelligence
AICTE	All India Council for Technical Education
APAAR	Automated Permanent Academic Account Registry
CIA	Continuous Internal Assessment
CoE	Controller of Examinations
DOB	Date of Birth
ERP	Enterprise Resource Planning
EWS	Economically Weaker Section
HoD	Head of Department
ID	Identification / Identity
IP	Intellectual Property
LMS	Learning Management System
PwBD	Persons with Benchmark Disabilities
SMRU	St. Mary's Rehabilitation University
UGC	University Grants Commission



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student to walk through it.**

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