

Mechanism for Submission of Online/Offline Student Grievances

Objective:

To provide a clear and fair process for addressing grievances of current and prospective students at MIT ADT University.

MIT ADT University is dedicated to creating a respectful and supportive learning environment. We have established a policy to address student grievances effectively.

Types of Grievances:

1. Admission issues
2. Fee discrepancies
3. Delay in degree certificates
4. Scholarship problems
5. Academic misconduct
6. Lack of facilities
7. Examination concerns
8. Discrimination
9. Hostel-related issues

Grievance Redressal Committees:

1. **University Student Grievance Redressal Committee (USGRC)**
 - If unresolved at the campus level, grievances can be escalated here.
 - **Composition:**
 - Chairperson: Professor nominated by the Vice Chancellor
 - Four Professors/Senior Faculty (rotating members)
 - One Student Representative (nominated by the Vice Chancellor)

Ombudsperson Overview

The Ombudsperson serves as an independent and impartial resource for students, faculty, and staff at MIT ADT University. This role is designed to:



1. **Address Concerns:** Provide a confidential space for individuals to discuss grievances or concerns related to university policies or actions.
2. **Facilitate Resolutions:** Assist in finding fair and equitable solutions to conflicts, promoting open dialogue and understanding.
3. **Advocate for Fairness:** Ensure that all individuals are treated fairly and justly within the university system.
4. **Provide Guidance:** Offer information on university policies, procedures, and available resources for resolving issues.

The Ombudsperson is committed to fostering a positive university environment and upholding the principles of integrity and respect.

Online Grievance Portal:

The Online Grievance Portal provides a convenient and efficient way for students to submit their grievances. Key features include:

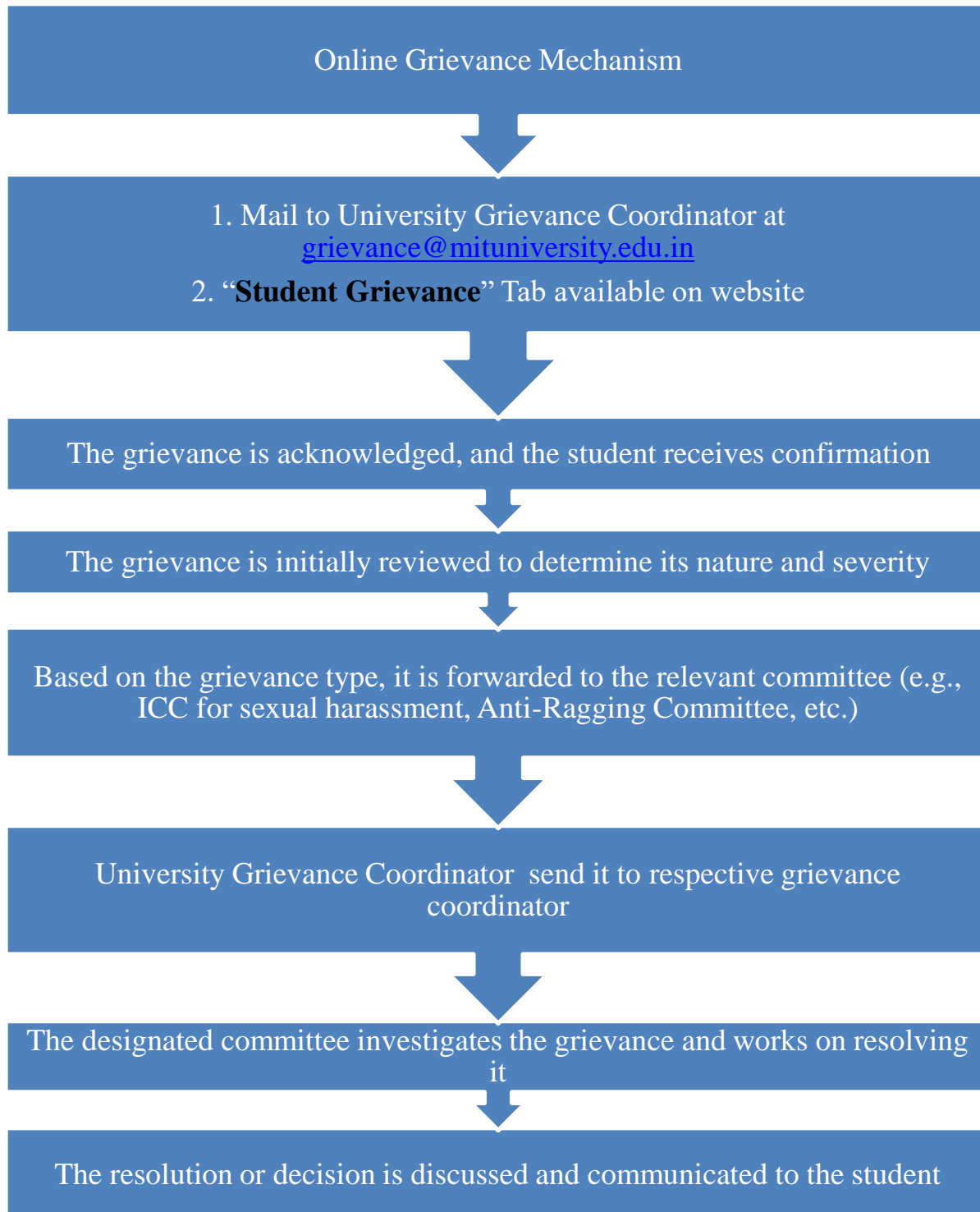
1. **User-Friendly Interface:** The portal is designed to be easy to navigate, allowing users to submit their complaints quickly.
2. **Confidential Submission:** All grievances submitted through the portal are treated with confidentiality, ensuring that your concerns are addressed discreetly.
3. **Tracking Status:** Users can track the status of their grievances in real-time, providing transparency throughout the resolution process.
4. **Documentation Upload:** Students can upload relevant documents to support their grievances, making it easier for the committee to review the case.
5. **Timely Responses:** The portal is monitored regularly, ensuring that grievances are addressed promptly and effectively.

Access the Portal:

Visit the MIT ADT University website and navigate to the Student Services section to access the Online Grievance Portal.



Online Grievance Redressal Mechanism





Create
Select Template ▾

⚠ Please ensure you have the individual's explicit consent before entering his or her personal data. This consent is required for the collection and use of personal data for identified purposes.

Personal Details

Employee Name <input type="text" value="Rive Nikanth Leopold"/>	Email Id <input type="text" value="jadw.jbikwix@example.com"/>	Login Id <input type="text" value="trng_mahesh.shintre@mitpune.com"/>
Location <input type="text" value="Pune"/>	Unit Name* <input type="text" value="---Select One---"/>	Telephone No* <input type="text" value="8507492354"/>
Desk No. <input type="text"/>		

Ticket Information

Problem Title* <input type="text"/>	Incident Occurrence Date* <input type="text" value="25/09/2024 01:01 PM"/>	Problem Category* <input type="text" value="---Select One---"/>
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Ticket Information

Problem Title* <input type="text"/>	Incident Occurrence Date* <input type="text" value="25/09/2024 01:01 PM"/>	Problem Category* <input type="text" value="---Select One---"/>
Requestor <input type="text"/>	Problem Type* <input type="text" value="---Select One---"/>	
Problem Item* <input type="text" value="---Select One---"/>	Severity* <input type="text" value="---Select One---"/>	Problem Summary* <input type="text"/>
Additional Information <input type="text"/>	Asset ID <input type="text"/>	Reference Ticket No. <input type="text"/>
Business Unit <input type="text"/>	VoIP / Extn <input type="text"/>	Benefits of implementation <input type="text"/>
Loss if not implemented <input type="text"/>		

Document Details

Document Title <input type="text"/>	Document Details <input type="text"/>
Document <input type="text" value="Click here to browse file"/>	<input type="button" value="Upload"/>

Maximum File Size: 10MB Allowed File Types: txt, jpg, jpeg, xls,xlsx, doc, docx, zip, pdf, rar

Solution

Solution

* Indicates mandatory fields

Additional Fields

Location <input type="text" value="---Select One---"/>	Sub Location <input type="text" value="---Select One---"/>	Room No. <input type="text"/>
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Online Grievance Form



Grievance Submission Procedure:

Step 1: Submit a written grievance via email or hard copy to the Grievance Committee or Administrative Officer.

- **Time Frame:** Decision within 10 days.

Step 2: If needed, a hearing will be conducted to understand the issue, which may involve the CSGRC.

- **Time Frame:** Complete process within 10 days.

Step 3: The decision will be communicated to the student via email or hard copy within 5 working days.

Step 4: If the student is not satisfied, they can appeal in writing to the USGRC within 5 working days.

Step 5: If still unresolved, the student may approach the Ombudsperson as detailed on the university website.

- **Time Frame:** Resolution within 30 days.

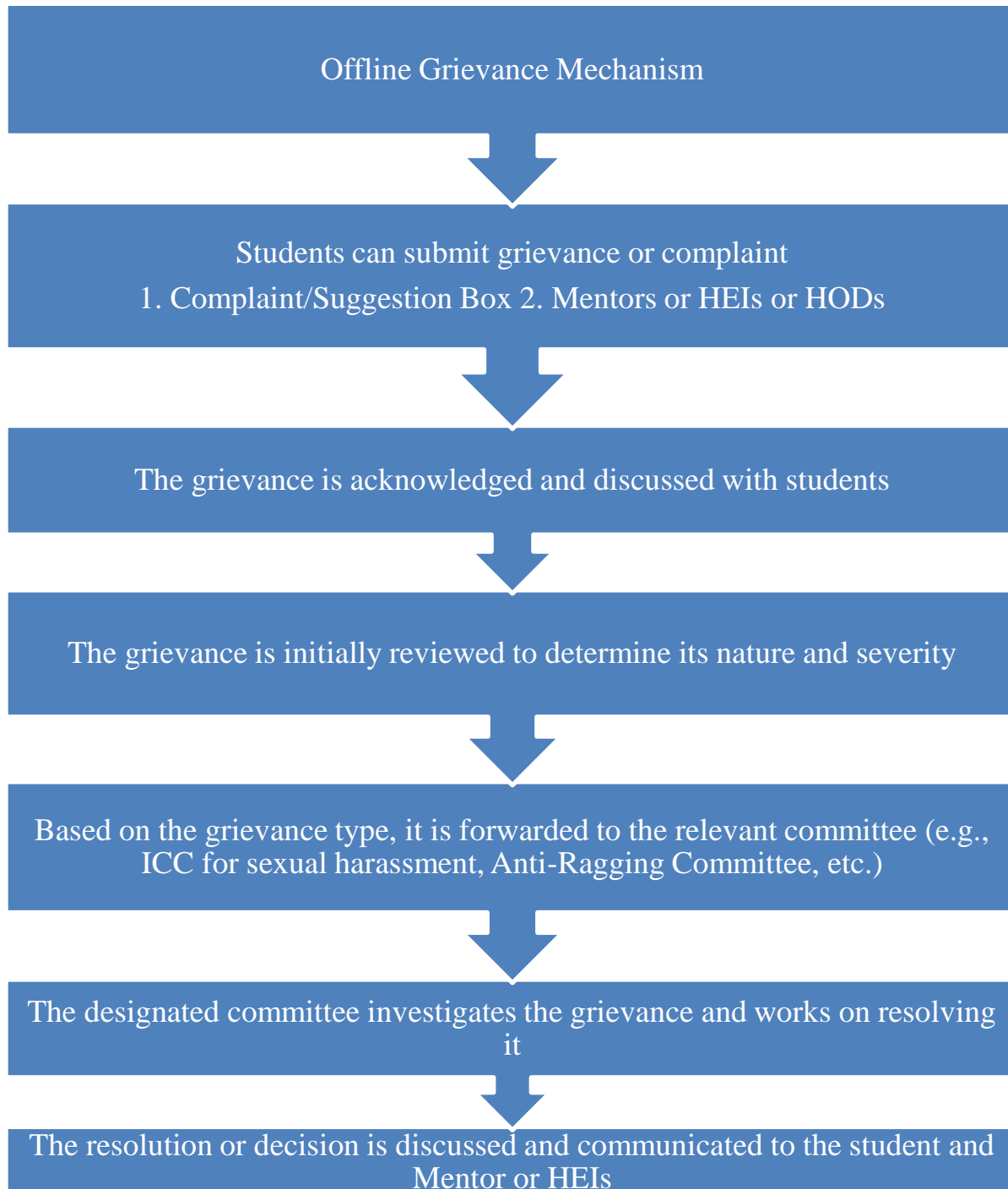
All departments are requested to maintain a Grievance Register for tracking purposes.



Complaint/Suggestion Box & Banner Presentation



Offline Grievance Redressal Mechanism





Offline Grievance Form



MIT-ADT
UNIVERSITY
PUNE, INDIA

Student's Grievance Form

NAME (IN CAPITAL LETTERS ONLY)	
COLLEGE ROLL NO. (Please attach a copy of College Identity Card)	
COURSE	
YEAR OF ADMISSION	
EMAIL ID	
CONTACT NUMBER	
PRESENT ADDRESS	
POSTAL ADDRESS	
PARENT'S/GUARDIAN'S NAME	
PARENT'S/GUARDIAN'S CONTACT NO.	
GRIEVANCE:	

DISCLAIMER: I hereby undertake that the information provided hereby is up to the best of my knowledge and belief. I will be completely liable for any disciplinary action, if any false information furnished.

SIGNATURE OF THE STUDENT

NOTE:

1. Complaints/Grievances are required to be submitted in the above prescribed format (handwritten) after downloading from the college website only (with relevant documents/proof). Form should be complete in all respects; incomplete forms will not be entertained (Maximum Words Limit 250).
2. Complaints are required to be submitted in person by the complainant in a sealed envelope
3. Complainant will be contacted on given contact number only for the redressal of the grievance.
4. Complainant should retain a copy of the grievance with himself/herself.
5. Decision of the committee will be final and binding



Offline Grievance Form

MIT Art, Design and Technology University

Estd by MIT Art, Design and Technology University Act 2015 (Mah Act No xxxix of 2015)

Rajbaug, Loni Kalbhor, Pune 412 201 (MS) India

registrar@mituniversity.edu.in

Ph 020 67653020

www.mituniversity.ac.in

Complete the form to submit your grievance. Ensure that all relevant details are filled in accurately. Attach any supporting documents as needed. Submit the completed form in person at the designated office in a sealed envelope. Your concerns will be addressed in a timely manner.



Prof. Anant Chakradeo
Pro-Vice Chancellor
MIT ADT University
Rajbaug, Loni Kalbhor, Pune.