



**MIT-ADT**  
**UNIVERSITY**  
PUNE, INDIA  
A leap towards World Class Education

# MIT Art, Design & Technology University, Pune

Rajbaug, Loni Kalbhor, Pune -412 201, India  
*(Established by Government of Maharashtra vide MIT Art, Design and  
Technology University Act, 2015 (Maharashtra Act No. XXXIX of 2015))*

## University Student Grievance Redressal Mechanism - 2019

*(July 2019)*



# MIT ADT University, Pune

## Student Grievance Redressal Mechanism

### 1. PREAMBLE

MIT-ADTU is dedicated to provide a secure, equitable, and peaceful working and learning environment. The MIT-ADTU Grievance Redressal Cell was established in July 2014 and recreated in July 2019 in accordance with the University Grants Commission rules 2012 (The Gazette of India, March 23-29, 2013) to look into complaints from stakeholders.

The Grievance Redressal Cell supports the settlement of complaints in a fair and impartial manner with the involvement of the relevant College, Department, or Office (dealing with the substantive function related to the complaint), if appropriate, while preserving the essential confidentiality. Any party with a legitimate complaint may go to the Grievance Redressal Cell and submit it in writing.

### 2. OBJECTIVES

- Ensuring a fair, unbiased, and consistent process for resolving the many concerns that the stakeholders encounter.
- To protect the institution's honour by encouraging friendly student-student, student-teacher, and teacher-teacher relationships.
- To foster a culture of accountability and responsiveness among the stakeholders, preserving a peaceful environment on campus.
- To make certain that complaints are settled quickly, impartially, sensitively, and in strict confidence.
- To guarantee that all parties to a complaint are treated equally and without discrimination or victimization, as well as to respect their respective points of view.



3. To caution all parties involved from acting out of retaliation against anybody, regardless of the cause, and to respect each other's rights and dignity.

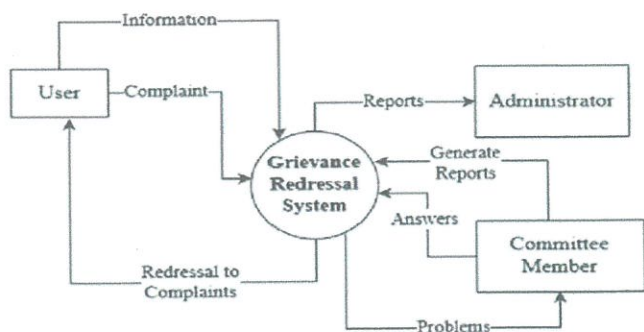
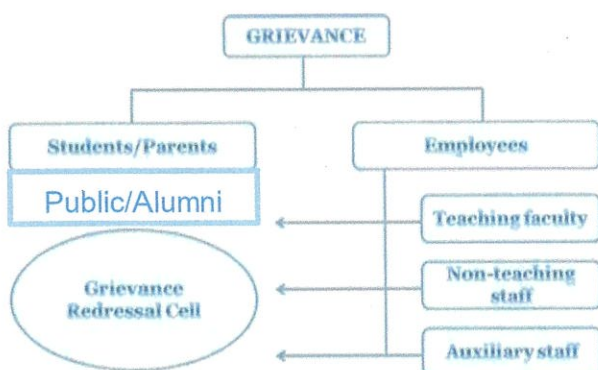
#### 4. DEFINITIONS

**Grievance:** A grievance is a formal complaint that is raised by any stakeholder towards any discomfort within the workplace. Any stakeholder may file a formal complaint known as a grievance over any workplace unrest. There are several justifications for bringing up a grievance, as well as numerous approaches of taking care of such a situation. Any kind of discontent or unfavourable opinion of an aspect of the institution that a student, parent, or member of the staff thinks, feels, or even expresses as unfair, unjust, or inequitable is included, whether voiced or not.

**Grievant:** The term "grievant" refers to the stakeholder, such as a student, parent, staff member, alumnus, member of the general public, or a group of students, parents, or staff members who file the complaint.

**Days:** Refers to the working days as defined by the academic calendar, excluding Sundays, holidays, and vacation days. The first day after receiving a grievance is considered to be the first full working day when calculating the number of days.

#### 5. GRIEVANCE REDRESSAL MECHANISM ABOUT THOSE INVOLVED



## **6. GRIEVANCES REDRESSAL COMMITTEE**

The task of resolving complaints is handled by a powerful committee. While resolving complaints, it adheres to the natural justice principles. Only formally filed complaints that are received in person will be taken into consideration by the committee, which will use all reasonable measures to quickly reach the best conclusion.

**The Grievance Redressal Committee consists of the following members:**

### **6.1. Functions of the Committee**

- Ensuring that stakeholders get the right advocacy so they may voice their complaints openly and honestly without fear of retaliation;
- To guarantee that no applicant, witness, or other participant in the grievance redressal process suffers any kind of retribution as a result of their involvement in the grievance procedure.
- To evaluate the merits of complaints, hold official hearings, and, if necessary, conduct investigations
- To preserve the confidentiality and privacy of all parties throughout the inquiry, in accordance with and as permitted by the policy;
- To fairly and objectively ascertain the facts using reliable sources, and to negotiate a settlement of the concerns with the parties included in the grievance application.
- To provide prompt resolution of every grievance complaint – no later than one month from application receipt

### **6.2. Procedure for filing the formal complaint/grievance**

1. Any stakeholder may complain.
2. Complaints should be made to Grievance Redressal Committee.



3. An oral or written complaint is acceptable. If the complaint is made verbally, the GRC member who received it will put it in writing and, as soon as practicable, have the complainant confirm it with his or her signature.

### **6.3. Procedure for filing a complaint/grievance without revealing the identity**

If the complainant does not want to divulge his or her identity for any grievance, they may put the grievance(s) in the dropbox outside the Library or send it through mail.

### **6.4. Process for addressing the Grievance**

1. The Chairperson of the Committee shall respond to the complainant promptly after receiving the complaint and acknowledge receipt of the grievance.
2. At this point, the Chairperson may choose one of two approaches to handle the issues while keeping the Chairperson, GRC copied in all communications, depending on the nature of the complaint and the seriousness of its potential impact:
  - a. Option 1 which can be exercised on matters that could be more routine operation:
    - i. The Chairperson of the Committee may address the issue directly with the help of the concerned department.
    - ii. In this case, the complainant must be apprised of the actions taken or the work-in-progress promptly.
    - iii. Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.
  - b. Option 2 which can be exercised in matters of very serious concern, in consultation with the Chairperson:
    - i. The Chairperson may also call for a meeting of the GRC. The quorum for the meeting is 5 (Five).



- ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
  - iii. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.
  - iv. The Chairperson of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the management.
3. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
  4. If the complaint was filed against a GRC member or a member of the GRC Appeal Committee, that member will be prohibited from taking part in any hearings until the matter has been resolved.

#### **6.5. Re-appeal:**

1. Disputed parties who are not pleased with the committee's judgement may file an appeal with the GRC Appeal Committee for reconsideration and review within 15 working days.
2. There cannot be further appeal of the Appeal Committee's judgement in such cases; it is definitive.

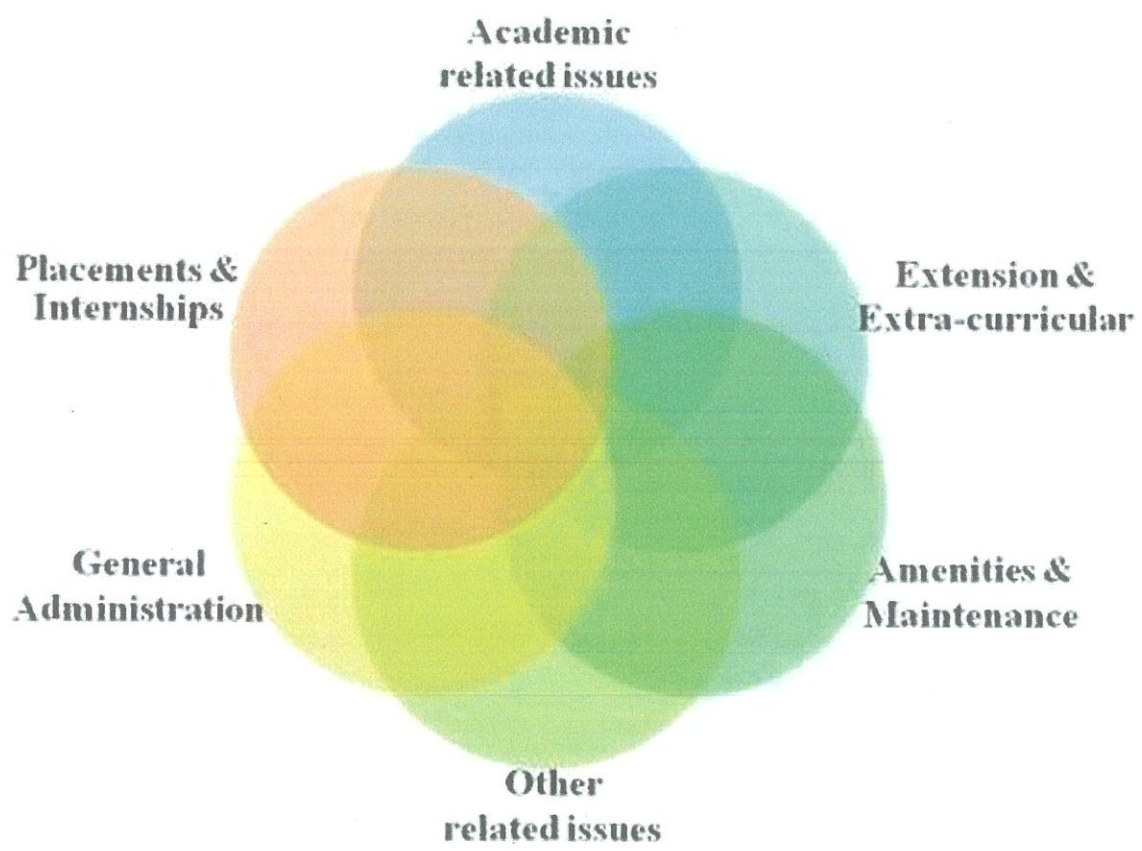
#### **Note:**

1. If the complaint is deemed to be unfounded or unimportant, the committee will suggest appropriate action be taken against the complainant(s).
2. The institution's Board of Management (BOM) has the authority to periodically change the process.



**6.6. APPLICABILITY:** To All participants in the institution, including pupils, parents, employees, alumni, and the general public.

**7. TYPES OF GRIEVANCE**



## 8. STANDARD OPERATING PROCEDURE (SOP)

If a student, parent, staff member, alumnus, or member of the general public has a complaint, they should first bring it to the attention of the head of the relevant department or office, who will investigate it and attempt to find a solution within seven working days of receiving the complaint.

The complainant is free to bring his or her complaint to the Grievance Redressal Cell if the relevant department or office fails to respond within the allotted period or if the complainant is unhappy with the answer or resolution to his or her complaint.

If the complaint is against the specific Head of the department or office, the complainant may submit it in writing to the Officer-In-Charge of the Grievance Redressal Cell or in person at the Grievance Redressal Cell.

**FORMAL REGISTRATION:** Any person who has a legitimate complaint should submit it, together with any supporting documentation, using the following method:

- Submitting a signed hard copy of the grievance complaint in person to the Officer-In- of Grievance Redressal Cell.

**8.1. ACKNOWLEDGEMENT:** Each grievance complainant will get a quick acknowledgement from the grievance redressal cell.

**8.2. FORWARDING:** When a complaint is received, the Grievance Redressal Cell categorises it, evaluates its merits, and then forwards it to the appropriate department, office, or person (dealing with the substantive function related to the complaint), asking them to investigate and address the complaint within a time frame that may be given, not to exceed seven days from the date of complaint receipt.





**8.3. FOLLOW UP & MONITORING:** The Grievance Redressal Cell is responsible for coordinating, supervising, and ensuring that grievances are resolved within the allotted period. The Grievance Redressal Cell will periodically follow up with them until their ultimate disposition through reminders, depending on how severe the complaint is.

**8.4. SCRUTINY:** The complaint procedure will be carefully examined by the grievance redressal committee. The committee will email the complainant to let them know whether it is pleased with the resolution offered by the relevant department, office, or person. The dispute is regarded as concluded if the complainant acknowledges approval of the settlement at this level.

**8.5. CALL FOR HEARING:** The Grievance Redressal Committee must set a date for a hearing and notify the appropriate department, office, or individual as well as the grievant via email if it is not satisfied with the resolution offered by the relevant department, office, or individual or in response to the grievant's written request. The committee may ask the parties to provide more information if, after the hearing, it determines that it is required in order to reach a conclusion. The hearing will continue in this case until the requested document(s) is/are obtained.

**8.6. INVESTIGATION:** A fair and impartial examination of the facts underlying the grievance will be conducted if a resolution cannot be reached via a hearing, as determined necessary to reach a decision about the merits of the grievance application. The Grievance Redressal Committee shall have the right to examine witnesses, including those suggested by a party to the grievance, if it deems that doing so is necessary and/or useful to the inquiry.

**8.7. FINAL DECISION:** The Grievance Redressal Committee must make its best efforts to reach an agreement on the concerns with the parties identified in the



grievance application after the hearing or investigation. If necessary, the committee may then issue an order outlining the grounds for the order.

**8.8. COMMUNICATING THE DECISION:** The Grievance Redressal Committee will notify both parties by email of the final judgement, which will be binding on both parties, when the processes are complete.

**8.9. CLOSURE OF COMPLAINT:** The complaint shall be considered as disposed of and closed when:

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of the information on resolution

Each grievance's proceedings shall be methodically documented. Only the members of the Grievance Redressal Committee may access the information pertaining to the proceedings for purposes of inquiry and under strict confidentiality.

**8.10. FEEDBACK:** Grievance Redressal Cell would periodically gather official input from pertinent stakeholders (students, parents, staff, etc.), particularly from the parties concerned, in order to assess and improve the grievance management and redressal process.

## **9. GENERALGUIDELINES**

The officer in charge of the grievance redressal cell must always receive a thorough written complaint in person within 15 days of the day the incident giving rise to the complaint occurred. However, if a delay is brought on by events beyond the aggrieved person's control, such as sickness, the institution may extend this time period.



**Formal grievance complaint shall include:**

- a brief description of the event(s) or difficulties, as well as a list of any actions the complainant took to rectify the issue(s) prior to filing, should be included
- a sufficiently in-depth explanation of the pertinent details, including the name(s) of the person(s), copies of the relevant papers, or any supporting documentation for the complaint
- entire name, the telephone number of the individual who is escalating or starting the complaint, and the details of the dispute

**9.1. Group Grievance:** A list of every individual who is a party to the grievance must be attached if it is a group dispute. Each person's name, ID, phone number, email address, and other information must be included on the list. One person must be named on the list as the group's spokesman.

**9.2. Timeframe:** The Grievance Redressal Committee will make every effort to resolve each complaint within one month of receiving the application or complaint.

**9.3. Prohibition against Retaliation:** Retaliation against any participant in the grievance redressal process, including a complainant, a witness, or any other participant shall not be tolerated by MIT-ADTU under any circumstances. The parties should inform the Grievance Redressal Committee of any worries they may have regarding reprisal relating to this procedure.

**9.4. No proxy will be allowed:** In other words, no proxy will be permitted to represent the case of the offended student, parent, or staff member; they must each apply individually and submit their cases to the Grievance Redressal Committee.



**9.5. Confidentiality:** MIT-ADTU is required to keep any information supplied throughout the grievance procedure secret. Every piece of information gathered will be kept private and will never be released to other parties without the permission of the people concerned. Disclosures could be necessary, nevertheless, in order to gather information or work toward a resolution of the complaint. The parties engaged in the grievance procedure will also need to keep the name of the complainant and the material presented throughout the fact-finding process secret.

**9.6. Documentation:** Only the members of the Grievance Redressal Committee may access the information pertaining to the grievance processes for the purposes of inquiry. The Grievance Redressal Cell, under the direction of the Officer-in-Charge of Grievance Redressal Cell, will keep a grievance register that shall include the following headings in order to periodically monitor the redressal process. Only the members of the Grievance Redressal Committee will have access to the register, which will be considered as private information.

1	2	3	4	5	6	7	8
Date of receipt of grievance/ complaint	Name & address / contact details of sender/ applicant	Nature of grievance/ complaint	Name of the Department from which the clarification/ resolution sought	Date on which the respective Dept. was asked	No. and date of reminder (s) issued	Date on which the clarification received/ resolution arrived	Date of supply of suitable reply / information to the applicant



**9.7. Alternative avenues for redressal of grievances:** All students, parents, and staff members may use this system to settle their problems, although they may alternatively attempt an informal resolution within their department or office.

**9.8. Appeals:** Within seven days of receiving the committee's decision, the complainant may contact the Ombudsman to file an appeal if he or she is unhappy with the committee's judgement or resolution. The Ombudsman must provide a judgement as soon as practicable, but no later than one month after receiving the complaint.

**9.9. Exclusions:** The Grievance Redressal Cell shall not examine or act upon the following complaints or grievances:

Decisions of the Academic Council/Academic Committees constituted by MIT-ADTU.

- Complaints involving policy matters in which the grievant has not been affected directly/indirectly
- Decisions about the award of Fellowships, fee concessions, medals, etc.
- Decisions about disciplinary matters and misconduct.
- Decisions about the recruitment and selection
- Decisions by the competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained/processed

## **10. REPORTS**

1. Depending on the kind of grievance, the department, the academic year (month), the stakeholder, and the common action notification.
2. Duration of a grievance from filing to final action taken to be shown in the report.



3. The number of grievances filed, the number of grievances resolved with actions and timelines, the number of grievances pending resolution (process), and the number of grievances rejected with justifications.



# पसायदान

आता विश्वात्मके देवे । येणे वाग्यजे तोषावे ।  
तोषोनि मज घावे । पसायदान हें ॥

जे खळांची व्यंकटी सांडो । तया सत्कर्मी रती वाढो ।  
भूतां परस्परें पडो । मैत्र जीवांचें ॥

दुरिताचें तिमिर जावो । विश्व स्वधर्म सूर्ये पाहो ।  
जो जें वांछील तो तें लाहो । प्राणिजात ॥

वर्षत सकळ मंगळीं । ईश्वरनिष्ठांची मांदियाळी ।  
अनवरत भूमंडळी । भेटतु या भूतां ॥

चला कल्पतरुंचे अरव । चेतना चिंतामणीचें गांव ।  
बोलते जे अर्णव । पीयूषाचे ॥

चंद्रमे जे अलांछन । मार्तंड जे तापहीन ।  
ते सर्वाही सदा सज्जन । सोयरे होतु ॥

किंबहुना सर्व सुखीं । पूर्ण होउनि तिहीं लोकीं ।  
भजिजो आदीपुरुखी । अखंडित ॥

आणि ग्रंथोपजीविये । विशेषीं लोकीं ईयें ।  
दृष्टा दृष्ट विजयें । होआवें जी ॥

तेथ म्हणे श्रीविश्वेशरावो । हा होईल दानपसावो ।  
येणेवरें जांनदेवो । सुखिया जाला ॥





MIT School of Engineering



Maharashtra Academy of Naval Education & Training



MIT Institute of Design



MIT School of Food Technology



MIT School of Bioengineering Science & Research



MIT College of Management



MIT School of Architecture



MIT International School of Broadcasting & Journalism



MIT School of Fine Arts & Applied Art



MIT Vishwashanti Sangeet Kala Academy



MIT School of Film & Television



MIT School of Drama



MIT School of Education & Research



Maharshi Veda Vyas MIT School of Vedic Sciences



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(Established by MIT Art, Design and Technology University Act, 2015 (Maharashtra Act No. XXXIX of 2015))

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