

## **Grievances Redressal Committee for the Year 2024-2025**

Regarding AICTE, Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019) \* All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1-103/ AICTE/PGRC/ Regulation/2021 dated 08.04.2022 following Grievances Redressal committees is constituted.

Grievances Redressal Committees are formed to keep a healthy working atmosphere among the staff, students & parents. These Committees help Staff, Students & Parents record their complaints and solve problems related to academics, resources, and personal grievances. Ragging Complaints will be handled as per ragging rules available on the Institute Website. Woman Harassment complaints will be dealt as per government guidelines by respective sections.

All Students, Parents & Staff of MITSDE can lodge their complaints regarding the above-mentioned problems.

### **Facility:**

Suggestion/complaint Boxes have been installed at different places on the campus in which the Students/ staff, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics/administration in the Institute.

Students, Parents, and staff of MITSDE can complain. Students can also lodge a ragging complaint. The person concerned can personally approach and write/ e-mail to any member of the Committee. They can send an email to [director@mitsde.com](mailto:director@mitsde.com). Women-related complaints can be sent to [hr@mitsde.com](mailto:hr@mitsde.com)

MITSDE has provided the Student Grievance Redressal Forum. It is an independent body of MITSDE headed by a legal luminary that enables students to get their grievances redressed. Students are advised to approach the said Student Redressal Grievance Forum to get their grievances, if any, redressed before taking any legal recourse.

Grievance means and includes, complaints made by an aggrieved student in respect of the following:

1. Admission is done not according to the Admission Policy mentioned in the Prospectus.
2. Non-publication of prospectus by the institution.
3. Misleading information in the prospectus.
4. Demand of money over the specified fees to be charged declared in the Prospectus or website.
5. Violation of law in force regarding reservation of seats
6. Delay by the institution in the conduct of examinations or declaration of results beyond the schedule specified in the academic calendar.
7. Failure to provide student amenities as mentioned in the prospectus.
8. Nontransparent or unfair practices adopted by the institution for the evaluation of students.
9. Delay or denial of refund of fees due to the student on cancellation of admission within the time mentioned in the prospectus

## Composition of Student Grievance Redressal Committee

Sr. No.	Name	Designation	Contact	Email ID
1.	Dr. Suhrud Neurgaonkar, Director, MITSDE	Chairperson	9763723580	suhrud.neurgaonkar@mitsde.com
2.	Priyanka Kaul, Student Counsellor	Member	8412011339	priyanka.kaul@mitsde.com
3.	Dr.Nitin Zadpe, Faculty, MITSDE	Member	8975756770	nitin@mitsde.com
4.	Mr. Rajesh Raut, Faculty, MITSDE	Member Secretary	9860046330	rajesh.raut@mitsde.com
5.	Ms.Nivedita Indalkar, Alumus, MITSDE	Member	9922027771	nivedita.indalkar@gmail.com

MITSDE is not affiliated with any University, so the Ombudsperson will be appointed by AICTE. The contact details of the Ombudsperson will be provided once it is received from AICTE by the Institute, until then the students can approach the Chairperson for any grievance.

**The Grievance Cell has been constituted with the object of setting up a Framework for** Providing a forum for employees to ventilate their grievances & students relating to official matters Imparting a degree of objectivity and fair play in the consideration of such grievances Ensuring prompt consideration and decision thereon Serving as a bridge and to foster a sense of belongingness in one and all in the institution.

**Prof.Dr. Suhrud Neurgaonkar,  
Director,  
MIT School of Distance Education**

