

Ref. – MITSDE/Admin/2024/01

Date: - 18-12-2024

Online Grievance Redressal Mechanism

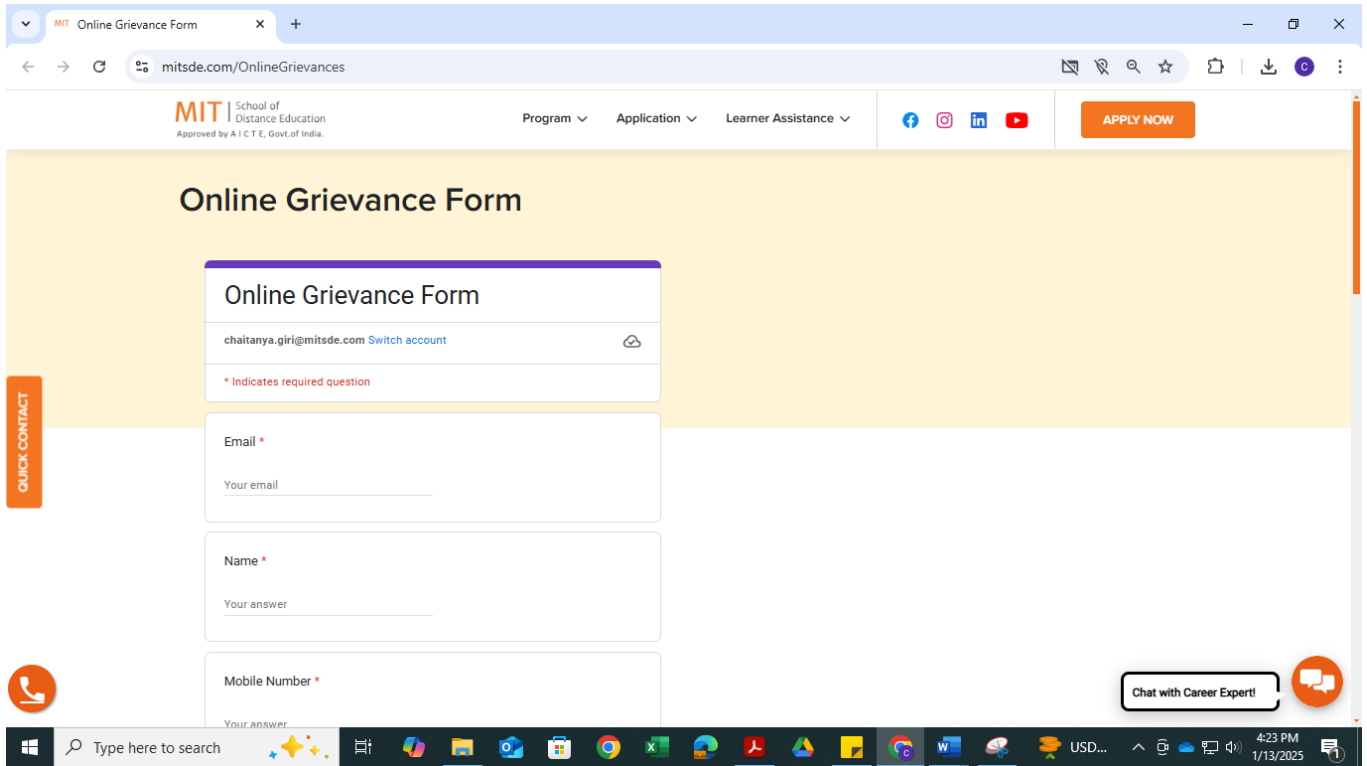
- MITSDE has published its website's Establishment of Online Grievance Redressal page.
- Students, Parents, Employees, and other stakeholders can launch grievances from this page.
- Every case gets its unique case ID for reference.
- When a case is launched through the page, it is automatically sent to the Grievance Redressal Committee by email with all the attachments.
- The complainer gets automatic acknowledgment through the system
- The Grievance Redressal Committee contacts the complainer by e-mail or phone.
- If needed, we can schedule an online meeting.
- The Grievance Redressal Committee settles grievances and communicates to all the stakeholders.

Link: - <https://mitsde.com/OnlineGrievances>

Dr. Suhrud Neurgaonkar
Chairperson
MIT School of Distance Education



**MIT Alandi Campus, Pune Moshi-Alandi Road, Opposite to Gajanan Maharaj
Sansthan, Alandi-412105, Pune Maharashtra (India).**



Annual Complaints Report For AY 2024-25

Total No of complaints Received	Total No of complaints Investigated	Status of complaints under Investigation
7	7	Nil

S Neurgaonkar

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