

(Grievances Redressal Committee for the Year 2025-2026)

With reference to 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, the following Grievance Redressal committees are constituted.

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

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

Facility:

Suggestion/complaint Boxes have been installed at different places in the campus which the Students/ staff, who want to remain anonymous, can write their grievances and 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 on director@mitsde.com. Women-related complaints can be sent to hr@mitsde.com

MITSDE has provided a Student Grievance Redressal Forum, it is an independent body of MITSDE headed by a legal luminary that enables the students to get their grievances redressed. Students are advised to approach the said Student Redressal Grievance Forum to get their grievance, 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 was not done 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 for money in excess of the specified fees to be charged is declared in the Prospectus or website.
5. Violation of the law in force regarding the 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. Non-transparent 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	Chairperson	9763723580	suhrud.neurgaonkar@mitsde.com
2	Priyanka Kaul	Member	8412011339	priyanka.aul@mitsde.com
3	Dr. Nitin Zadpe	Member	8975756770	nitin@mitsde.com
4	Mr. Rajesh Raut	Member Secretary	9860046330	rajesh.raut@mitsde.com
5	Ms. Nivedita Indalkar	Member	9922027771	nivedita.indalkar@gmail.com

MTSDE is not affiliated with any University, so the Ombudsperson will be appointed by AICTE. The contact details of the Ombudsperson will be provided once they are 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 there on 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 (MTSDE),

