Online Grievance Redressal Mechanism

MITSDE has launched its **Online Grievance Redressal** page to make it easier for students, parents, employees, and other stakeholders to raise grievances.

Key Features:

- Stakeholders can **submit grievances online** through the dedicated page.

- Each grievance is assigned a **unique case ID** for easy reference.

- Upon submission, the grievance along with all attachments, is **automatically sent to the Grievance Redressal Committee** via email.

- The complainer receives **automatic acknowledgment** from the system.

- The Grievance Redressal Committee will **contact the complainer** via email or phone.

- If required, an **online meeting** can be scheduled to discuss the grievance.

- Grievances are **reviewed, settled, and communicated** to all concerned stakeholders by the Committee.

You can access the Online Grievance Redressal page here: https://mitsde.com/OnlineGrievances

Dr. Suhrud Neurgaonkar
Chairperson
MIT School of Distance Education

Online Complaints Report For AY 2025-26

Total No of Complaints Received	Total No of complaints Investigated	Status of complaints under Investigation
10	10	Nill

1 . Name :- Kshirsagar Amit Anil

Enrollment Number: MIT2023003127

Email ID: ksagaramit@yahoo.com

TK-25-104423

Query : Exam Result Query

Resolution:

Dear Learner,

Greetings,   As we discussed,your project completion once done ,we will update the marks for project work and as financial analytics internal assignments incomplete . please complete from lms-learn.mitsde.com and then inform us ,we will update this subject's marks in your result. Hope your query is resolved,please share feedback while closing this ticket..!!! Thank and Regards, MITSDE

Students Response:

Thank you for your guidance and support in preparing my project report. Your suggestions were very helpful

2. **Name: Pragati Rathod**

   Enrollment Number: MIT2023E00947

   Email ID: pragatirathod9626@gmail.com

   TK-25-104383

Query:

 I am unable to submit my sem 3 project report for PGDM (Project Management)

Resolution:

Dear Learner,

Greetings, We hope you are doing well. As discussed you can also share your project on projectreport@mitsde.com I hope your query is resolved, do not forget to close the ticket. Thanks & Regards,

 MITSDE

Students Response:

Satisfied with all the criterias mentioned above

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3. **Name: Wadkar Sakshi Dayanand**

   Enrollment Number: MIT2025E01893

   Email ID: Sakshiwadkar77@gmail.com

TK-25-109587

Query:

 Please add me in the telegram group for day to day updates

Resolution:

Dear student,

Greetings! As we discussed on call, You will get a Telegram link on registered mail ID from your Relationship Manager. We hope your query has been resolved. If so, kindly close your support ticket at your earliest convenience.   Student Success Department MIT School of Distance Education (MIT-SDE)

Student Response:

Very honest and good service

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4. **Name:_Amit Mahadik**

Enrollment Number: MIT2024E00506

Email ID: amitmahadik3012@gmail.com

TK-25-110504

Query:

Dear Sir,

I have received the mail confirmation for exam form submission. What is the meaning of the eligibility period mentioned as 1Oct 24 to 31Aug25. What will be the exam date time period? I have completed assignments. Can I get proctored link of exam

Resolution:

Hello learner,

Greetings of the day..! As per our discussion over telephonic conversation regarding the exams. You will receive the exam link over mail.   I hope your query is resolved during the call.Kindly close this ticket from your end by sharing your feedback on it. Regards, MITSDE

Students Response:

Prompt response received

5.) Name: Harish kumar C

Enrollment Number: MIT2024E00068

Ticket:TK-25-110204

Query:

Dear Sir /Madam,   I am unable to login to the code tantra SEA exam portal using my email address harishkumarnair@hotmail.com or my ID MIT2024E00068. I have tried reset the password with my e-mail but it says user ID not registered.   At present I am out of India and my India number is not reachable. I am reachable in my WhatsApp number is +968 97427823 . I am attaching the screenshot of the error message. Kindly look into it.   With best regards, Harish Kumar C

Resolution:

Dear Student, Greetings! As we tried to connect with you but not answered, You will be able to login to codetantra portal on 3rd Dec itself. Hope your query has been resolved. Please do not forget to close the ticket and provide the feedback. Thanks & Regards, MITSDE Success Team

Students Response:

Dear Sir/Madam, Thank you for the update. Regards, Harish Kumar C

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6.   Name: Wadkar Sakshi Dayanand
Enrollment no:- MIT2025E01893
Ticket: TK-25-109587

Query:
Please add me in the telegram group for day to day updates

Resolution:

Dear student, Greetings! As we discussed on call, You will get a Telegram link on registered mail ID from your Relationship Manager. We hope your query has been resolved. If so, kindly close your support ticket at your earliest convenience. Student Success Department MIT School of Distance Education (MIT-SDE)

Response:

Very honest and good service

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7.   **Name: Jidnyasa Parab**

Enrollment no: MIT2024E01742

Ticket:TK-25-108173

Query:

Dear Team, There seems to be some confusion regarding the payment of the project fee. Additionally, although the project has been completed, the webpage is still appearing blank. However, we have received the confirmation email. Kindly look into this and resolve the issue on priority.

Resolution:

Dear Student, Greetings of the Day, As per the discussion , Project Evaluation Fees :- 1500/- Payment Link :- https://mitsde.com/OtherFeesPaymenticici Kindly drop an mail to - enrollment@mitsde.com Appreciate our support? Leave a review: shorturl.at/djvCD You need to choose project evaluation fees sem 3rd, Please drop an mail on projectreport@mitsde.com We hope your query has been resolved. If so, kindly close your support ticket at your earliest convenience. Thank you for your cooperation. Best regards, Student Success Department MIT School of Distance Education (MIT-SDE)

Response:

Response was quick & clear

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8. **Enrollment no.: MIT2023003503**
    Name: Vinay Sanjay Sundechamutha
    Ticket: TK-25-106532

    Query:

    MITpro side full fill the exam from but mail id does not accept than after forgetting password mail id invalid

    Resolution:

    Dear Student,   Greetings!!   As discussed, your exam form will be live from 12th november to 22 november , that time we will send you the log in credential for mit pro portal , that time you will be able to log in , Kindly close this ticket from your end by sharing your feedback on it.   Regards, MITSDE

    Response:

    nice communication and good supporting thank you mam

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9. **Enrollment: MIT2023003127**
   Name: Amit Kshirsagar
   Ticket: TK-25-106931

Query:
Project Report Query

Resolution:
Hello learner, Greetings of the day..! As per our telephonic conversation regarding your project marks, your project report is currently under evaluation. Once the evaluation is completed, you will receive an email notification, and the marks will also be updated on the E-library portal. I hope your query is resolved during the call.Kindly close this ticket from your end by sharing your feedback on it.   Regards, MITSDE

Response:

Thank you for your prompt response and for resolving my query regarding payment confirmation of project fee. I appreciate your assistance and the clarity you provided.

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10.   **Enrollment: MIT2020002537**

   Name: Ghosh Debanjan D

   Ticket: TK-25-102294

   Query:

   I am not able to login to my account for check the
   progress report

   Resolution:

   Dear Student , Greetings! As discussed on call I have forwarded your request to the concern department . The team will update you soon . Hope your query is resolved . Please don't forget to close your ticket . Thanks, Student Success Department MIT - SDE

   Response:
   Thank you for connecting with me and resolving the issue , i had issue to access my account and Namrata Avhad within one hour after her first call connected and was able to help me access my account on the live call, really appreciate the effort and support to the earliest . Thank you