

PROCEDURE FOR RECEIVING ONLINE GRIEVANCE

1. Students / Employees / Other stakeholders can fill the forms through the Institute website and submit them.
2. The grievances will be received by the Grievance Cell on its official email id.
3. The Grievances Redressal Committee will address the grievances.
4. Convener - Grievance Committee will consolidate all complaints from the complainant and will call special meeting in case of urgent matter or will discuss the cases in annual meeting and will dispose the grievances. If required, a hearing will be arranged and concern person will be called for hearing.
5. Convener will make minutes of the report of disposal of grievances and maintain the record
6. Convener will prepare the report on the disposal of grievances, and take the approval of the Director.
7. The reply will be sent to concerned person for his / her grievances either by email or hand delivery.
8. The Institute will maintain records of all the grievances received and their disposal.

Student Grievance Form: <https://forms.gle/hCeMLtYzT7AJn8d99>

Parent Grievance Form: <https://forms.gle/PX2KPLSAv9ZbRsUG9>

Staff Grievance Form: <https://forms.gle/2N41JDexeNzvUwFR6>

Other Stakeholders: <https://forms.gle/krVuQPs8zguk2rTh9>

RTI Officer

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