

Ref : MIET / ADM / 2023-24 / 1413

Date: 26.12.2023

Circular**Establishment of Online Grievance Redressal Mechanism # MIET**

Students / Employees having any grievance, can submit his / her grievance as per following :

1. Accessing the Tab "Grievance and Feedback" available at Home-page of Institute Website
2. Written Application to concerned authority
3. Accessing the Google Form : <https://forms.gle/ZCXyo4ZhGn3dRk6x8>
4. Email at grievance@miet.ac.in
5. Scanning QR Code mentioned here →
6. Posting grievance in Drop Box available at the Gate of Admin Block



(Dr. Brijesh Singh)

Director

Copy for information and necessary action to :

1. Hon`ble Chairman and Vice Chairman
2. Dean – Academics, Dean – Students Welfare, all other Deans
3. All the HODs, All the faculty members and all the staff memebtrs
4. Registrar, ERP, Account Section, Hostel Warden, Transport I/c, Admin Officer
5. Notice Board

Ref. No. : MIET / ADM / 2023-24 / 1440

Date: Jan 09, 2024

Circular

(Grievance Redressal # Students / Faculty and Staff Members)

Grievance, if any, should be reported to the concerned authority / committee either through email or through written application in an earliest possible manner. Refer MIET website (Feedback and Grievance) for details of committees / authorities / online reporting of grievance.

| S. No. | Grievance Area (Students) | Concerned Committee / Authority |
|--------|---|---|
| 1 | Academics related | Mentor > HOD > Dean – Academics > Director |
| 2 | Exam related | COE > Dean – Academics > Director |
| 3 | AKTU / Government related | Registrar > Director |
| 4 | <u>All Other – Specific Nature</u> (E.g. : Ragging / Discipline / SC/ST / Harassment / Counselling etc.) | Member of Concerned Committee > Convener of Concerned Committee > Chief Proctor (as applicable) > Dean (concerned) > Director |
| 5 | Library | Librarian > Dean – Academics > Director |
| 6 | Hostel / Mess related | Warden (concerned) > Chief Warden > Dean – SW > Director |
| 7 | Transport | Transport I/c > Director |
| 8 | Admin / Amenities / Facilities | Admin Officer > Dean – SW > Director |
| 9 | Fee / Fine related | Registrar > Account Section > Director |
| 10 | Staff related | HOD > Dean – Academics > Director |
| 11 | Faculty related | HOD > Dean – Academics > Director |
| 12 | HOD related | Dean-Academics > Director |
| 13 | Dean(s) | Director / Governing Council / Management |
| 14 | Director related | Director / Governing Council / Management |
| S. No. | Grievance Area (Faculty / Staff) | Concerned Committee / Authority |
| 1 | Staff Members | HOD > Dean-Academics > Director |
| 2 | Faculty Members | HOD > Dean-Academics > Director |
| 3 | HODs | Dean-Academics > Director > Governing Council / Management |

Concerned authorities / committees are requested to address and resolve the reported issue on a priority basis (preferably within a week), considering the rules of the College / AKTU / in a lawful manner. Its redressal must be informed to all the concerned ones (maintaining the secrecy of the act, as deemed).

In case, grievance raised by student / employee could not be resolved within a week or not satisfied with its redressal, he / can further report his / her grievance to the Director (through written application / email / website etc.) at the earliest.

NOTE : In addition to college level grievance redressal system, AKTU / State Government / AICTE etc. also have their grievance redressal mechanism.


(Dr. Brijesh Singh)

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