

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. Assessing 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 members
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	All Other – Specific Nature (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)

Director

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