

## **PROCEDURE FOR RECEIVING ONLINE GRIEVANCE**

1. Students / Employees / Other stakeholders can fill the forms through the website and submit them.
2. The grievances will be received by the Director on the official email id.
3. The Grievances Redressal Committee will address the grievances
4. Convener - Grievance Committee will consolidate all complaints from the Director and will call special meeting in case of urgent matter or will discuss the cases in monthly 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
8. The College will maintain records of all the grievances received and their settlement.

**Student Grievance Form:** <https://forms.gle/5jcY8QL4Jvxv4hNo7>

**Parent Grievance Form:** <https://forms.gle/AQturaoHjsvULerc9>

**Staff Grievance Form:** <https://forms.gle/4nBibxgD5RHGqzLn7>

**Other Stakeholders:** <https://forms.gle/LuGtAubo84fv5pxQ7>

RTI Officer

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