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### **5.1.4: The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases**

- **Implementation of guidelines of statutory/regulatory bodies**
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- **Mechanisms for submission of online/offline students’ grievances**
- **Timely redressal of the grievances through appropriate committees**

**Proof related to Mechanisms for submission of online/offline students’ grievances**

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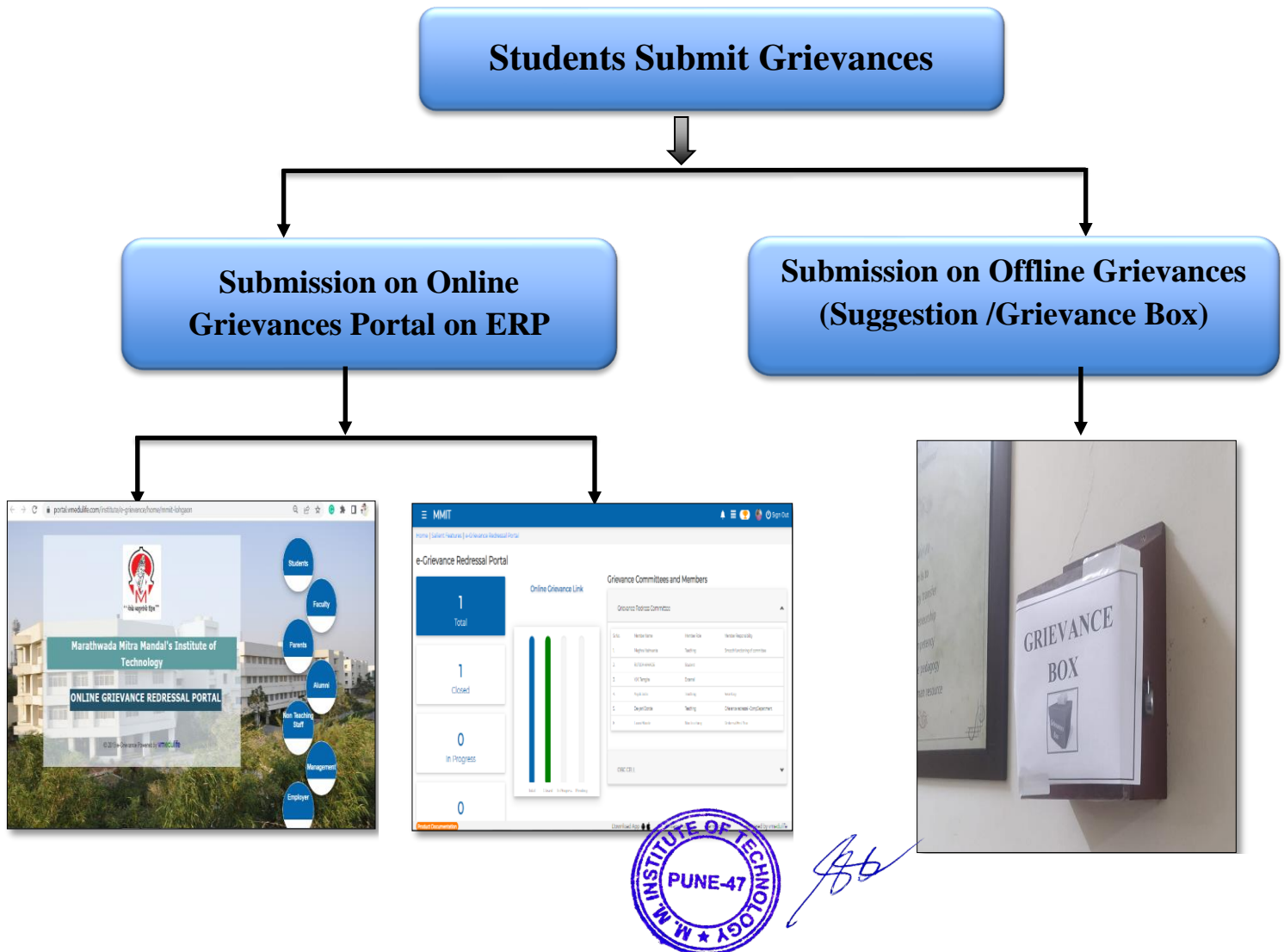
“Techno-Social Excellence”

# Marathwada Mitramandal's Institute of Technology

## Mechanisms for submission of online/offline student's grievances

The Institute has a mechanism for submission of online/offline student's grievances. Any students of the MMIT may lodge a complaint. Complaint should be made to grievance redressal Committee online grievance redressal portal or Offline method through complaint Box

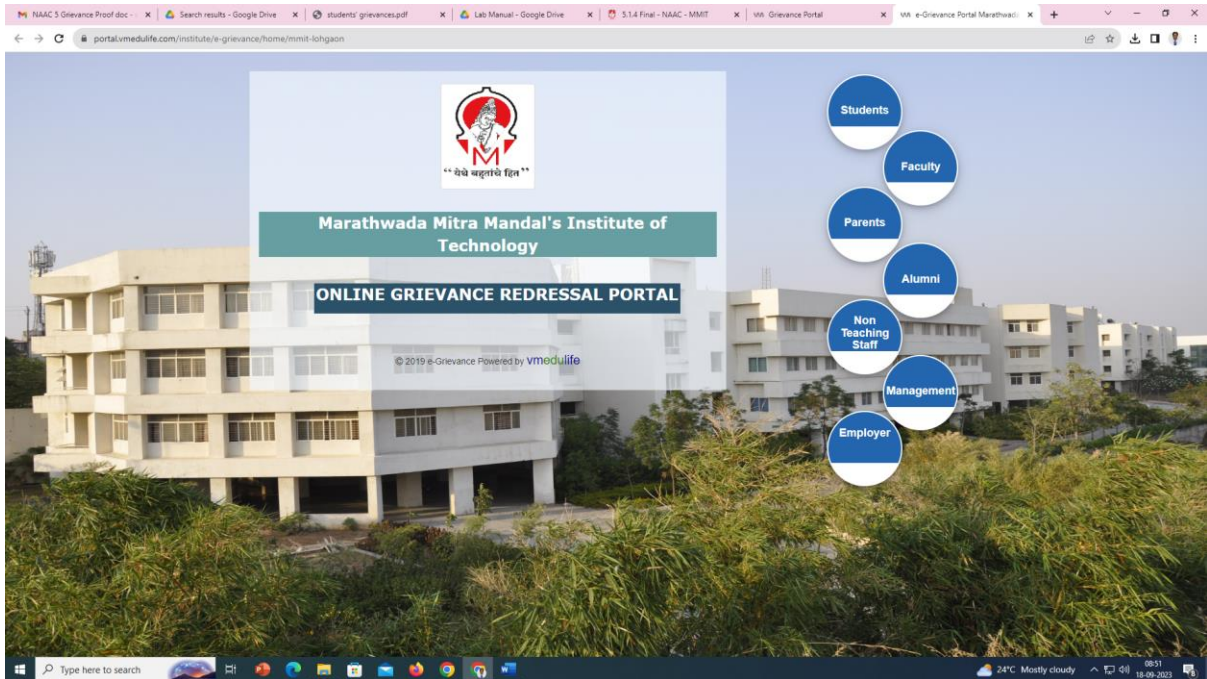
### Procedure for submission of online/offline student's grievances:



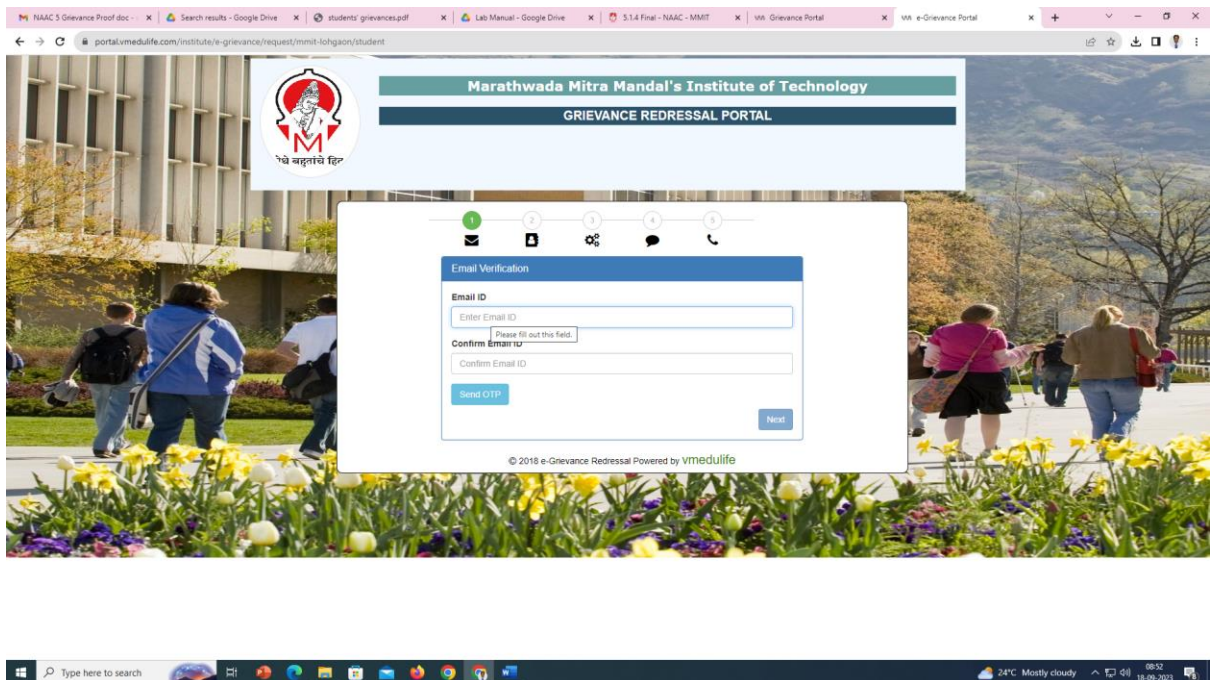
## Steps for Online Grievance System

Link: <https://portal.vmedulife.com/institute/e-grievance/home/mmit-lohgaon>

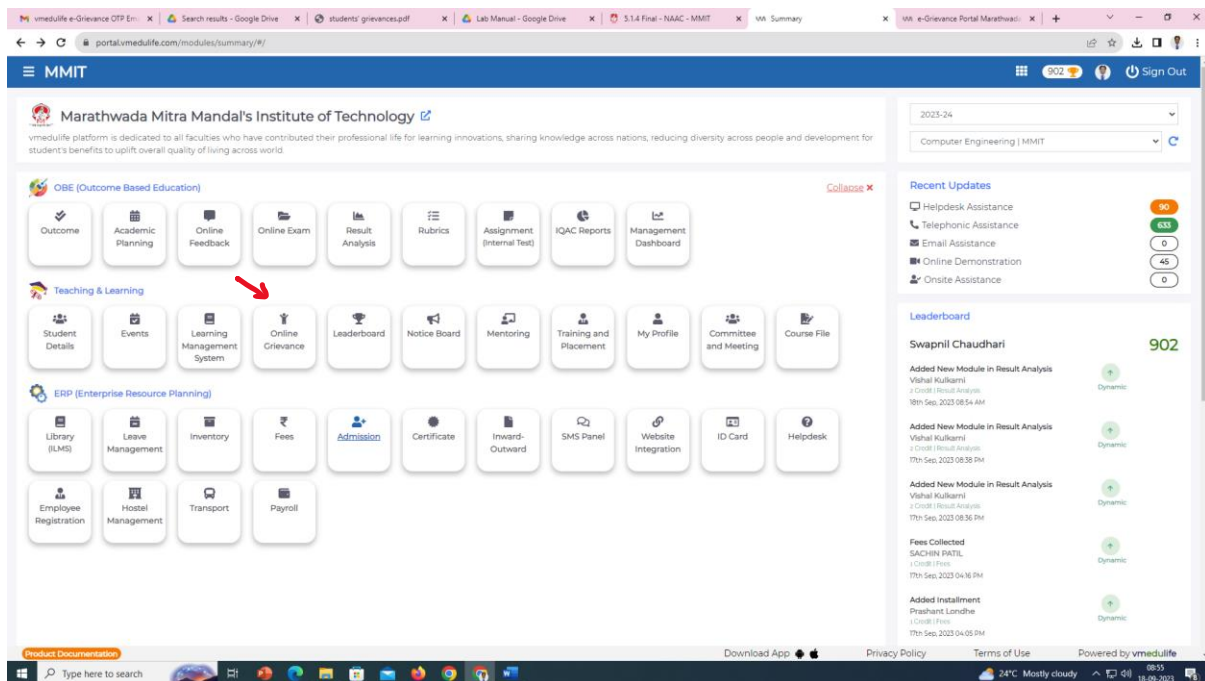
### 1. Grievance Portal



### 2. Login and Raise Grievance

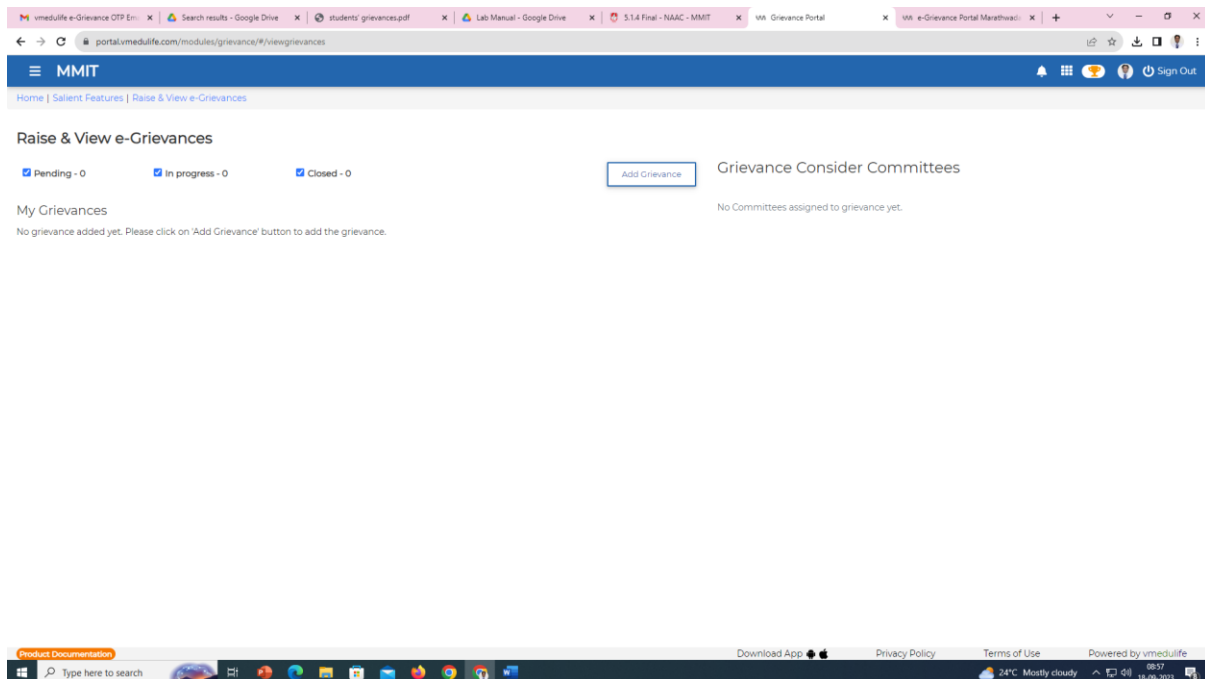


### 3. To check Your Grievances, Click on Online Grievance Module



The screenshot shows the MMIT e-Grievance Portal Home Page. The header includes the MMIT logo and navigation links. The main content area is divided into three sections: OBE (Outcome Based Education), Teaching & Learning, and ERP (Enterprise Resource Planning). Each section contains a grid of icons representing various modules. A red arrow points to the 'Online Grievance' icon in the Teaching & Learning section. On the right side, there is a 'Recent Updates' section with a notification bell icon showing 633 updates, and a 'Leaderboard' section for Swarnil Chaudhari with a score of 902. The footer contains links for Product Documentation, Download App, Privacy Policy, Terms of Use, and Powered by vmedulife.

### Raise and View Grievance



The screenshot shows the MMIT e-Grievance Portal 'Raise and View Grievances' page. The header includes the MMIT logo and navigation links. The main content area is divided into two sections: 'Raise & View e-Grievances' and 'Grievance Consider Committees'. The 'Raise & View e-Grievances' section has three tabs: 'Pending - 0', 'In progress - 0', and 'Closed - 0'. Below the tabs is an 'Add Grievance' button and a section titled 'My Grievances' with the text 'No grievance added yet. Please click on 'Add Grievance' button to add the grievance.' The 'Grievance Consider Committees' section has the text 'No Committees assigned to grievance yet.'



# Add Grievance

The screenshot shows a web browser window with the MMIT Grievance Portal. The browser's address bar shows the URL: `portal.vmedulife.com/modules/grievance/#/viewgrievances`. The page title is "Add Grievance". The form contains the following fields:

- Subject \***: A text input field with the placeholder "Enter Grievance Subject" and a character limit of 100.
- Description \***: A text input field with the placeholder "Enter Grievance Description" and a character limit of 1500.
- Date \***: A date picker with the format "dd-mm-yyyy".
- Total 0 Attachment**: A section with a "Choose Files" button. Below it, it states: "Maximum file upload size - 5MB", "Allowed file formats - pdf, jpeg, png, jpg", and "Maximum allowed attachments - 5".

At the bottom right of the form are "Add" and "Cancel" buttons. The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray shows the date and time as 18-09-2023, 09:57, and the weather as 24°C Mostly cloudy.

