

MBS SCHOOL OF PLANNING AND ARCHITECTURE

Sector – 9, PSP Area, Dwarka, New Delhi – 110077

Affiliated to GGSIP University and Approved by COA & AICTE

Ref. No. MBSSPA/Students/2022

Dated: 01.09.2022

NOTICE

MECHANISM OF SUBMISSION OF GRIEVANCES BY THE STUDENTS

OPTION-1: Online Method

Student can visit the official website of MBS SPA <https://www.mbsarchitecture.org.in/> and under the GRIEVANCE TAB, they can file their grievance.

OPTION-2: By Hand

Student may submit his/her/ Grievance in written to his/her Studio coordinator assigned to his/her Class. Studio coordinator will then apprise about the grievance to the batch coordinator or Director for taking action on the grievance submitted.

OPTION-3: By Post / Courier (confidential)

Student may send his/her grievance confidentially to the Director through Post/ Courier.

MECHANISM OF REDRESSAL BY THE COMMITTEE

Step-1 Grievance submitted through any option will finally be handed over to Students' Grievance Redressal and Welfare Committee for taking a decision in the matter.

Step-2 The committee will then discuss the matter and may also call the student / students for any further clarification.



Step-3 The committee will then reach a decision and record it in the minutes of the meeting to be signed by all the members of the committee

Step-4 The decision will be sent to the Director for necessary action.

Step-5 The case shall be forwarded to GGSIPU for information.

Step-6 Action on the decision shall be ensured within 4 weeks of the date of filing of complaint.

Step-7 Student Grievance Redressal and Welfare Committee shall sit at least once in three months.

Director