

## Student Grievance Redressal Policy

Student Grievance Redressal Policy for Students provides a structured mechanism to address and resolve student grievances within educational institutions. This policy ensures that students can express their concerns and seek redressal in a systematic, transparent, and timely manner, thereby fostering a positive and accountable academic environment. Here's an overview of how the policy typically functions:

### Purpose and Scope:

The Nims Grievance Redressal Policy aims to address a wide range of student grievances, including but not limited to:

- Academic-related issues (evaluation, attendance, etc.).
- Administrative issues (fee discrepancies, scholarships).
- Infrastructure and facility-related complaints (hostel, canteen, library, etc.).
- Behavioral grievances related to faculty or staff.
- Disciplinary issues.

This policy applies to all students enrolled in the institution.

### Grievance Redressal Mechanism:

#### a. Establishment of a Grievance Redressal Cell (GRC):

- Nims has set up a Grievance Redressal Cell that functions as a formal body for resolving student grievances.
- The cell consists of members from faculty, administration, and student representatives.

Professor [Nominated by the Vice Chancellor]	Chairperson/Chairman
At least ONE Member or the CHAIRPERSON shall be woman and ONE Member or CHAIRPERSON shall be from SC/ST Category	Members
Reparative from Research cell	Members
A representative from among students	Special Invitee

#### b. Appointment of an Ombudsman (in some cases):

- Nims has appointed an Ombudsman to oversee the grievance redressal process and ensure fairness and impartiality.

#### c. Online Grievance Redressal Cell Portal:

- Nims offer an online platform where students can lodge their grievances, ensuring confidentiality and accessibility.

### **3. Grievance Redressal Cell Procedure:**

#### Step 1: Submission of Grievance

- Students can submit their grievances in writing to the Grievance Redressal Cell, either physically or through an online grievance portal.
- The grievance must include relevant details such as the nature of the complaint, individuals involved, and any supporting documents.

#### Step 2: Acknowledgment

- The GRC acknowledges the receipt of the grievance and communicates an estimated timeframe for resolution.

#### Step 3: Investigation

- The Grievance Redressal Cell investigates the issue by gathering information from the concerned parties (students, faculty, or staff) and examining relevant records.
- The investigation is conducted in a fair, transparent, and impartial manner.

#### Step 4: Resolution

- Based on the findings, the GRC makes recommendations for resolving the grievance.
- If the grievance is found to be legitimate, corrective action is taken, which may include changes in policies, disciplinary actions, or other remedial measures.

#### Step 5: Communication

- The student is informed of the decision and the actions taken to resolve the grievance.
- In case the student is dissatisfied with the resolution, an appeal process is generally available.

### **4. Timeframe for Resolution:**

The policy encourages the resolution of grievances within a specified timeframe, typically 15 to 30 days from the date of submission, depending on the complexity of the issue.

### **5. Appeals Process:**

If a student is dissatisfied with the initial resolution provided by the Grievance Redressal Cell, they can escalate the matter to higher authorities within the institution or approach an external regulatory body (such as the UGC Grievance Redressal Portal).

### **6. Confidentiality and Non-Retaliation:**

The policy ensures that:

- The grievance process is conducted confidentially, protecting the identity of the complainant.
- Students are protected from any retaliation or negative consequences for lodging a grievance.

#### **7. Awareness and Accessibility:**

Institutions are encouraged to:

- Make students aware of the grievance redressal process by including information in student handbooks, orientation programs, and institutional websites.
- Ensure that the process is easily accessible to all students, including online submission options.