

Ref: NIILM/REG./283/2023

Dated: 04/07/2023

Grievance Redressal Committee

The Grievance Redressal Committee has been reconstituted for the academic year 2023-24 to redress the complaints of the students as well teachers with immediate effect. It covers all types of complaints pertaining to the Results, Registration process, Scholarships, Hostels, Academic Issues, Results and Re-evaluation, sports etc.

- 1. Grievance Redressal Committee for Staff Members**
- 2. Grievance Redressal Committee for Students**

	Name	Designation	Phone Number
Dean Student's Welfare	Dr.Ekta	Assistant Professor	7206972664
Staff Members	Dr Manoj	Assistant Professor	9466736408
	Mr. Ajay Sharma	Assistant Professor	9996400287
	Dr. Popin Kumar (Hostel Warden, Boys)	Assistant Professor	7617630545
	Ms Ritu (Hostel Warden, Girls)	Hostel Warden	8930496952
	Mrs.Usha Rani	Assistant Professor	9991046885
Student's Incharge	Sunita	B.A.L.L.B 1 ST year	8950712655
	Kamaldeep	B.A.L.L.B 1 ST year	9896471816

Hierarchy to be followed for handling any kind of grievance:-

- 1. University Grievance Redressal Committee**
- 2. Dean Student's Welfare**

3. Teacher's Co-ordinators

4. Student's Incharge

Level 1: Student's In charge

Every effort is made to resolve any issue faced by the students at the Initial level with the help of Student's In-charge. If any stage, the grievance is unable to be resolved by them, it is passed at next level.

Level 2: Teacher's Co-ordinators

Where the issues pertaining to any student is not resolved at the initial stage. The teacher's co-ordinators help to resolve the issue. The teacher's Co-ordinators are assisted by the concerned branch In-charge for addressing the issues pertaining to the concerned areas.

Level 3: Dean Student's Welfare

If the current grievance is not resolved by the teacher's Co-ordinators within 3 days to grievance raised, the issue is passed to the next level i.e., level 3 at Dean Student's Welfare. The Dean student's Welfare with the help of teacher's Co-ordinators, will tries to address the concerned problem within 7 days of issue raised, failure to which will pass the issue to highest level i.e., at University Grievance Redressal Committee.

Level 4: University Grievance Redressal Committee

In Case of grievances not resolved at Convenor level, it shall be referred to University Grievance Redressal Committee (UGRC). The UGRC shall be constituted by the Vice – Chancellor of the University consisting of:

- a. A senior Professor of the University
- b. Dean, Student welfare or equivalent – Member
- c. Two Departmental Heads

Note: Each complaint /grievance of the student shall be diarized in the grievance registers (copy of the Performa is enclosed (Annexure A)), maintained in the office and will be allotted a number.

The Teacher's Co-ordinators shall keep a note of such grievances in their registers and keep track of the same at their personal level on daily basis.

Every effort is made to resolve the grievance within 3 days but maximum within 7 days and a report thereof shall be sent to the Registrar for entry in the grievance register.

The Registrar, Dean Academics, Dean Students Welfare and chief Warden will review the unresolved cases every week and ensure that no grievances remain unresolved beyond a fortnight.

REGISTRAR

Cc to:-

- Vice Chancellor office (for Information)
- Dean (R & D)
- Dean Academics Affair
- Chief Finance Officer
- Chief Security Officer
- All HoD's
- All Admins
- All notice board