

Grievance Redressal Committee for Student's

The Grievance Redressal Committee has been formulated to redress the complaints of the students 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.

	Name	Designation	E mail	Phone Number
Dean Student's Welfare	Dr. Ekta Chahal	Assistant Professor	ektachahal@niilmuniversity.ac.in	7206972664
Staff Members	Mr. Anil Kumar	C.A.O.	anilkumar@niilmuniversity.ac.in	8572807519
	Dr. Suman	Assistant Professor	drsuman@niilmuniversity.ac.in	9729940256
	Dr. Popin Kumar (Hostel Warden, Boys)	Assistant Professor	Dr.poppin@niilmuniversity.ac.in	7617630545
	Mrs. Sarmeet	Assistant Professor	sarmeet@niilmuniversity.ac.in	9053101201
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.