



NIILM University

Policy for Grievance Redressal of Students

- I. This policy has been framed in line with the provisions of the “University Grants Commission Grievance Redressal Regulations, 2012” of India (here in after referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- II. These regulations shall be called the “NIILM University, Kaithal Regulations Governing Grievance Redressal of Students”.

NIILM University is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

The aim of these rules is

- I. To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- II. To set in place a grievance handling system that is student focused;
- III. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- IV. To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- V. To ensure that there is a consistent response to grievances.

Scope and Applicability

- I. These Regulations shall cover any kind of grievance that students of the University may face during their stint in the University.
- II. A ‘Student’ for the purpose of these regulations shall mean a student enrolled for a full-time programme of the University
- III. Definitions
- IV. ‘Grievance’ is defined as a student’s dissatisfaction with respect to any aspect of the University’s activities and services.
- V. ‘Person’ referred herein shall mean a student on the rolls of the University.
- VI. ‘University’ means the NIILM University, Kaithal.
- VII. Note: In these Regulations wherever ‘he’ and ‘his’ occurs, these shall mean to imply ‘he/she’ and ‘his/her’ respectively.

Types of Student grievances

These grievances can be in the nature of:

- I. Grievances that are academic in nature
- II. Grievance related to examination
- III. Grievance related to summer internship & placements
- IV. Grievance related to amenities & services

- V. Grievance related to stay at hostel
- VI. Grievance related to finance
- VII. Grievance related to student conflicts
- VIII. Harassment by fellow students or the faculty/ staff etc.

Procedure for redressal of grievance

Informal Resolution before an issue becomes a formal grievance

- I. Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling.
- II. Aggrieved students should first approach the respective Course Coordinator/Mentor who will informally try to resolve the problem. Wherever necessary, the Course Coordinator may seek guidance from the appropriate authority for the purpose.

Grievance handling and resolution mechanism

- I. Matrix for grievance redressal mechanism for students is given under clause 10 of these regulations.
- II. The grievance Redressal mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.
- III. Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority as specified under clause 10 of these regulations.

Procedure and Stages in Grievance Handling

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

- I. Formal complaint by the aggrieved person shall be submitted in writing to the Student Interaction Cell (SFC).
- II. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
- III. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
- IV. The Level 1 may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
- V. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- VI. If a complainant does not receive any response within the seven working days or is dissatisfied with the outcome of the complaint, s/he may prefer an appeal in writing with the Level-II Grievance Handling Authority concerned as specified under Clause 10 of these regulations.
- VII. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.
- VIII. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.
- IX. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority as specified under clause 10 of these regulations.

- X. The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- XI. The decision of the Appellate Authority will be final and no further appeal will be entertained under any circumstances.

Confidentiality

- I. During all stages of the Grievance Handling and Resolution Procedure, the University will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against
- II. Implementation of the procedure will be done without prejudice to either party.
- III. At all stages of this procedure, a full explanation (in writing for decisions and) of the actions taken as part of the process will be provided if so requested by the complainant or the respondent.
- IV. While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- V. Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- There will be no cost to the complainant for utilizing this grievance and appeal process.

Grievance Redressal of Students Committee

Sr. No.	Name	
1	Dr. Ujjwal Sharma	Convener
2	Dr. Ekta Chahal	Member
3	Dr. Manoj Grover	Member