

## Student Grievance Redressal Policy

According to the Regulations of UGC, 2012, NIMIT has established Students Grievance Redressal Cell in order to look into the grievances of students and to ensure the redressal of it within the stipulated time. It provides a platform for the students to voice their grievances on academic as well as non-academic matters. The Grievance Cell is also empowered to look into the matters of anti-ragging and sexual harassment. Whenever a grievance is reported, the Cell will look into it and actions will be taken based on the authenticity and gravity of the problem. The time frame for grievance may vary according to the nature of the issue and the institution makes sure that the students are provided with quick and effective resolution in a non-discriminatory and just manner. Grievances regarding administration, teaching, learning, and infrastructure and so forth are also dealt by this cell.

### Objectives:

- To develop an organizational framework to resolve the grievances of students.
- To provide the students access to immediate and hassle free recourse to address their grievances.
- To identify systemic flaws in the design and administration of various departments and to resolve them.
- To promote cordial student-student relationship and student-teacher relationship etc.
- To encourage the students to express their grievances/ problems freely and frankly, without any fear of being victimized.
- To make avail an online feedback mechanism maintaining the anonymity of the lodger.
- To respect the right and dignity of every individual irrespective of caste, creed and culture.
- To advise staff not to behave in a vindictive manner towards any of the students for any reason.

The grievance management mechanism is carried out in three levels in the institution: Tier I, II & III. Depending upon the severity, the issue will be handled by the concerned level.

### Grievance Management Mechanism

#### TIER I- Class teacher and stream coordinators

- The departmental level grievances should first be addressed to the concerned class teacher and the stream coordinators. These grievances should be resolved at this level.
- Details of the grievance and resolution should be maintained in the department. In case any student is not satisfied with the decision, the issue shall be forwarded to Tier II. Record of complaints taken to Tier II should also be kept in the department.

## **TIER II- HoD level**

- In case any student is not satisfied with the decision of the Tier I, the issue shall be forwarded to Tier II, which will be addressed by the department head.
- Record of complaints taken to Tier II should also be kept in the department.

## **TIER III- Grievance Redressal Cell (List of members are available in the college website)**

- Unresolved issues at the departmental level are forwarded to the Grievance Redressal Cell of the institution.
- Record of the complaints received and resolved should be maintained by Ms. Reni, Convenor, Grievance Redressal Cell.

## **Grievance Redressal Procedure**

- Students may also lodge their grievances online under Academic Management System in Linways.
- Link for the same is also provided in the college website. For online submission of grievances: <https://naipunnya.ac.in/grievance-redressal-cell-for-students/>
- In the Tier I level of grievance management, the grievance should be written and proceeded to the class teacher/HoD. It could also be submitted via Linways.
- In Tier II mechanism it is preferable to submit the Principal /Convenor via Linways. This could also be done in the form of a written document addressed to the Convenor of Grievance Redressal Cell.
- The Tier II mechanisms stands valid when proper action in the Tier I level is not taken on time.
- Students who wish to remain anonymous may drop in their grievances/ suggestions in the Suggestion/ Complaint Boxes kept in different venues in the campus (Main block, HM block & MBA Block). The identity of the person filing the complaint will be kept confidential.
- An open forum is held every semester for students to express their grievances, hosted by the Vice Principals, Dean of Studies, and the Grievance Cell Convenor. Two students from each class can represent their classmates. After their complaints have been addressed, a meeting is held within the same semester.



**Student Grievance Redressal Committee (SGRC) of the College has been reconstituted for the period of 2023-2024 with the following members:**

Sl.no	Name	Designation	Grievance Redressal Cell
1	Rev.Fr.Dr.Paulachan.K.J	Principal	Chairperson
2	Ms.Teresa Parackal	Vice Principal / Associate. Professor	Member
3	Dr.Joy Puthussery	Dean of Studies	Member
4	Dr.Mathew Jose K	HoD, Commerce Department	Member
5	Ms Reni.V.Kalayil	Counsellor/Asst. Professor	Convenor
6	Ms.Shajitha T.B	Asst. Professor	Member
7	Ms.Muhsina.K.A	III BCOM CA	Special Invitee



*Paulachan K.J.*

**FR. DR. PAULACHAN K.J.**  
Principal