

OFFICE ORDER No. 47/2021

Subject: - Grievance Redressal Committee for Students.

Grievance Redressal Mechanism makes an organization accountable, responsive and provides important feedback on its functioning. With an aim to redress the grievances of the students and in supersession of notification no. 06/HR/2019 dated 06.09.2019, a Grievance Redressal Committee for the students has been constituted in the Institute, comprising the following:

I. Activity Vice Chair (E&T)	Chairperson
II. Discipline Co-Lead (ID)	Member
III. Discipline Co-Lead (CD)	Member
IV. Discipline Co-Lead (TAD)	Member
V. Discipline Co-Lead (FS)	Member
VI. Warden – Girls Hostel	Member
VII. Warden –Boys Hostel	Member Secretary

2. Term of the Committee shall be two years. Measures to address the grievances are as under:

- i. **Open Door:** General invitations to students to discuss the grievance with the Discipline Co-Lead/Discipline Lead.
- ii. **Drop Boxes:** Students can drop their grievance in the drop box placed in their Hostel (Warden to ensure that the box is opened every week)
- iii. **E-mails:** Through e-mail to Grievance Redressal Committee at **stugrievances@nidmp.ac.in**

3. Initial procedure for redressal of grievances shall be as under:

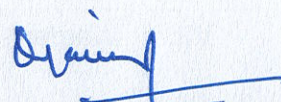
- i. An aggrieved student shall first present his/her grievance verbally or in writing to the Discipline Co-Lead/Discipline Lead, who shall try to redress it by means of discussion, dialogue etc.
- ii. If the student is not satisfied with the redressal, he/she can approach the Grievance Redressal Committee with the help of drop box or email.



4. Subsequent grievance redressal procedure is as per the details given below:

- i. The Member Secretary to the Committee shall be in charge of the Grievance Redressal folder. Letter/email of the aggrieved student shall be kept in the folder.
- ii. On receipt of the letter/mail, the Member Secretary shall inform the Grievance Redressal Committee and shall immediately provide a copy of the representation to the student/faculty/staff concerned for furnishing reply within seven days.
- iii. The Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the student/faculty/staff concerned as well as the aggrieved person either in writing (hard copy) or by e-mail, as may be feasible.
- iv. The Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievance.
- v. The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance. Extension of time limit may be sought in exceptional circumstances.
- vi. On the conclusion of the proceedings, the Grievance Redressal Committee, shall submit its report to the competent authority.
- vii. The competent authority shall pass such order with reasons as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- viii. A copy of the order shall be provided to the aggrieved student.

5. This is issued with approval of the Competent authority.


Registrar, NID MP

Distribution:

1. Activity Vice Chair (E&T)
2. Discipline Co-Lead (ID)
3. Discipline Co-Lead (CD)
4. Discipline Co-Lead (TAD)
5. Discipline Co-Lead (FS)
6. Warden-Girls Hostel
7. Warden-Boys Hostel
8. Office of the Director, NID MP
9. All students' groups- by email
10. All Discipline Leads
11. CAO, DR NID MP
12. AO, NID MP- for displaying details of the Committee in both the Hostels and Academic Block please.