

SVKM's NMIMS UNIVERSITY

Student Grievances Redressal Policy, 2015

Keeping student welfare as our highest priority and to fulfil obligations as prescribed by AICTE (AICTE Regulation No. 37-3/Legal/2012), the University hereby declares the Student Grievances Redressal policy.

Short Title and Commencement

1. The policy may be called as the Student Grievances Redressal Cell (Establishment of the Committee, appointment of the members and procedure) Policy 2015.
2. The policy shall come into force, as and when notified by the appropriate authority.

Composition and tenure of the Committee

3. The committee shall comprise of 1 Chairperson and 7 members representing various schools and departments of the University.
Provided that the committee shall have 1 member from the school of which the committee has received the application.
Further provided that, the committee shall have one Deputy Registrar as a member who is to be invited on the basis of nature of the complaint.
4. The member of the committee shall be appointed by the Vice-Chancellor for a period of 3 years.
5. The Vice-chancellor shall be the final authority in the matters of composition and tenure of the Committee.

Appointment of the Ombudsman

6. The Vice-chancellor shall appoint the Ombudsman to hear and decide appeals against the recommendations of the Committee established under Rule 3.

Procedure of filing of a Complaint/Application and the functioning of the Committee

7. Any student (former or present) SVKM's NMIMS University shall have the right to file a complaint or application to the Committee to redress his or her grievance.
8. Student must file an application along with necessary documents, if any, to the Office of the Registrar, NMIMS University, Mumbai.
9. After the receipt of the application from the applicant, the office of the Registrar shall fix the date, time and venue of the meeting after having a discussion with the members.
10. The meeting should be scheduled within one week of receipt of the application from the student. If in any case / eventuality there is a delay, the permission from the Vice Chancellor should be sought. The resolution time should be within maximum 15 days. However, the resolution time depends on the type and severity of the grievance.
11. All relevant papers, including communication from the school/university, if any, shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
12. After fixing of the date of the meeting, a written notice must be sent to the student to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.

In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed to the meeting.
13. The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the University. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
14. The draft minutes shall be circulated to all the members of the Grievance Committee by the Registrar's office immediately after the meeting.

In case if any member does not reply to the draft minutes of meeting within 7 days of receipt of the minutes by such member, it would be deemed that he or she has approved the draft minutes.

15. After the approval of draft minutes, the final minutes shall be sent to all members for their signatures.
16. After seeking approval from the members, the recommendations shall be forwarded through the Pro-Vice Chancellor to the Vice Chancellor for approval.
17. The decision of the Grievance Committee once approved by the Vice Chancellor shall be communicated in writing to the applicant at the earliest with the aggrieved student.
18. Only in the case where grievance is regarding the Vice Chancellor, the Chancellor is the final authority.

Appeal

19. The student/applicant shall have the right to file an appeal to the Ombudsman within 30 days from the date of the written communication of recommendations of the committee.
20. The student shall send written communication to the office of the Registrar conveying his desire to file an appeal to the Ombudsman. The office of the Registrar shall place the appeal along with all relevant material before the Ombudsman and inform the student accordingly. The Ombudsman shall within a reasonable time decide the appeal. Final decision would be communicated to the student by the Office of the Registrar.

Interpretation and clarification.

21. In order to address difficulties in the interpretation or application of the provisions of these rules, the Vice-chancellor shall have the power to issue directions through guidance notes or circulars.