

NIMS UNIVERSITY RAJASTHAN, JAIPUR

Students Grievance Redressal Committee

Guidelines

Students Grievance Redressal Committee is to promote and maintain a conducive and unprejudiced educational environment. The committee enables student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the Nims University Rajasthan Jaipur.

The grievance procedure is a machinery to sort out the issues between student and University. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed.

- Students Grievance Redressal Committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.
- Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".
- It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the Nims University Rajasthan Jaipur.
- It involves a process of investigation in which Students Grievance Redressal Committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.
- Matters are disclosed to only those, who have a legitimate role in resolving the matter.

Objectives

- To support, those students who have been deprived of the services offered, for which he / she is entitled
- To make officials, accountable and courteous in dealing with the students
- To ensure effective solution to the students' grievances with an impartial and fair approach

Functions

- Redressal of Students' Grievances to solve their academic and administrative problems
- To co-ordinate between students and Departments / Sections to redress the grievances
- To guide ways and means to the students to redress their problems

Procedure

1. The students are ought to lodge their grievances on simple plain paper submitted to the concern Dean /Principal/ Vice-Principal / Head of the respective Institute/department/Office of Registrar.
2. Grievance/Complaint can also be uploaded on grievance portal provided on University website
3. Concerned office will then intimate the matter to the committee through Registrar for necessary action.
4. Final report based on grievance received and resolved will be submitted to the Registrar and further course of action will be decided and the same shall be intimated to the students.
5. Minimum two meetings shall be held during one academic year
6. Quorum of meeting shall be 50%.