

## **NMIMS Centre for Distance and Online Education ( NCDOE) Student Grievances Redressal Policy**

The University has established the Student Grievances Redressal policy in order to fulfil the obligations outlined in AICTE Regulation No. 37-3/Legal/2012 and to prioritize student welfare.

### **1. Short Title and Commencement -**

- a. The policy may be called as the Student Grievances Redressal Cell Policy 2015 (Establishment of the Committee, appointment of the members and procedure) .
- b. The policy shall come into force, as and when notified by the appropriate authority.
- c. Students having grievance even after the resolution shared at **Level 2** by Head Services of **NCDOE** can put in a formal application with all the relevant documents to be put forth before the Committee within 30 days from the date of the written communication of resolutions/recommendations from the Head Services.

### **2. Composition and Tenure of the Committee -**

- a. The committee shall comprise of 1 Chairperson and 5/6 members representing various departments of the School.  
Provided that the committee shall have 1 member from the Student Services function of which the committee has received the application.  
Further the committee shall have one invitee who will be the head from the respective function as a member who is to be invited on the basis of nature of the complaint.
- b. The member of the committee shall be appointed by the Director/HOD/Dean for a period of 3 years.
- c. The Director/HOD/Dean shall be the final authority in the matters of composition and tenure of the Committee.

3. Procedure of filing a Complaint/Application and functioning of the Committee –

- a. Any student (former or present) of SVKM's NMIMS Centre for Distance and Online Education shall have the right to file a complaint or application to the Committee to redress his or her grievance.
- b. Student must file an application along with necessary documents, if any, to the Office of Centre of Distance and Online Education, NMIMS University, Mumbai.
- c. After the receipt of the application from the applicant, the office of **NCDOE** shall fix the date, time and venue of the meeting post having a discussion with the members.
- d. 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 Director/HOD/Dean should be sought.
- e. All relevant papers, including communication from the **NCDOE**/University, if any, shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- f. A written notice and an email must be sent to the student post the meeting date is confirmed, to ensure that they are present at the meeting (either in person or online) and that they convey their grievances to the Committee. The acknowledgement of receipt will be recorded.  
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.

- g. 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.
- h. The draft minutes shall be circulated to all the members of the Grievance Committee by **NCDOE** office immediately after the meeting.  
In cases where 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.
- i. After the approval of draft minutes, the final minutes shall be sent to all members for their signatures.
- j. After seeking approval from the members, the recommendations shall be forwarded through the **NCDOE** Office to the Director/HOD/Dean for approval.
- k. The decision of the Grievance Committee once approved by the Director/HOD/Dean shall be communicated in writing to the applicant at the earliest and the aggrieved student.
- l. Only in the case where grievance is regarding the Director/HOD/Dean, the Chancellor is the final authority.

4. Appeal –

- a. The student/applicant shall have the right to file an appeal to the Student's Grievance Redressal Cell at University level within 30 days from the date of the written communication of recommendations of the **NCDOE** Student's Grievance Redressal Cell.
- b. The student shall send a written communication to the office of the Registrar conveying their desire to file an appeal to the Student's Grievance Redressal Cell at University level. The office of the Registrar shall then follow the Student Grievances Redressal Policy, 2015

The composition of Student's Grievance Redressal Cell at NMIMS Centre for Distance and Online Education (NCDOE) is as follows:

1. Dr. Priya Mary Mathew, Director – NCDOE Chairperson
2. Dr. Sandeep Tomar, Additional Registrar NMIMS, Member
3. Dr. Vikas Gaundhare, Faculty, Member
4. Dr. Brinda Sampat, Faculty, Member
5. Ms. Archana Jog, Faculty , Member
6. Ms. Sangeeta Shetty, Student Services, Member
7. Mr. Ankit Lad, Student Representative (Will be special Invitee)

The students who have a grievance may submit a formal application with all the relevant documents to be presented to the Committee – [Grievance.cdое@nmims.edu](mailto:Grievance.cdое@nmims.edu)

Kindly note that the University has appointed a Student's Grievance Redressal Cell at University level and cases if necessary would be presented to this Committee.