

Ref. No. NMIMS/ CHD/DR/2026/412

Dated: -14.07.2026

NOTIFICATION
STUDENT GRIEVANCES REDRESSAL COMMITTEE

As per the UGC Regulations on Redressal of Grievance of Students - 2023, issued vide the Gazette of India CG-DL-E-11042023-245095 EXTRAORDINARY PART III-Section 4 on 11/04/2023; NMIMS Chandigarh campus has set up a Grievances Redressal Committee from the Academic Session 2026-27 onwards to address the Complaints / Grievances of students as mentioned under para 3(f) of Gazette Notification.

1. Constitution of Student Grievances Redressal Committee:

Stage 1:	Constitution of Grievances Redressal Committee at the level of School/Department (DGRC)
Stage 2:	Constitution of University Student Grievances Redressal Committee (SGRC)
Stage 3:	Appointment of Ombudsperson

- A. The School / Department level Grievances Committee (DGRC) shall address all issues of the student related to the concerned school/department. The student shall submit his/her complaint to the member secretary of the DGRC.

B. (i) Composition of Department/School Grievances Redressal Committee(DGRC)

S.No.	Designation	Position as
1.	Associate Dean / Program Chairperson	Chairperson
2.	One person from the department at the Senior level	Member
3.	One representative of students nominated by the respective Associate Dean / Program Chairperson of the School	Member
4.	Faculty member of concerned School	Member Secretary

- C. The NMIMS Chandigarh campus level Student Grievances Redressal Committee (SGRC) shall consider all such complaints which are not resolved at the DGRC level of the various School.

(ii) Composition of Student Grievances Redressal Committee at University level (SGRC)

S.No.	Name	Designation	Position as
1.	Dr. Jyotsna Singh	Director	Chairperson
2.	Mr. Abhinav Kaushik	Deputy Registrar	Member Secretary
3.	Dr. Preetjot Kaur	Faculty, STME	Member
4.	Ms. Bhoomika	Faculty, SOL	Member
5.	Dr. Naimitya Sharma	Faculty, SOC	Member
6.	Ms. Asmi Munjal	Student Representative, SOC	Member
7.	Ms. Aprajita Vashitha	Student Representative SOL	Member
8.	Ms. Garima Kalra	Student Representative, STME	Member

- (i) The term of the Chairperson and members shall be for two years.
- (ii) The term of the special invitee shall be one year.
- (iii) The quorum for the meeting including the chairperson but excluding the special invitee shall be three.

2. Procedure for Submission of Complaints by Student to SGRC

- a. In the first stage, a complaint in writing from an aggrieved student relating to the institution shall be addressed to the member secretary of the Grievance Redressal Committee at the department/school level (DGRC).
- b. If an aggrieved student believes that, his/her problem is not resolved he/she can appeal to the University Student Grievance Redressal Committee (SGRC) addressed to the member secretary of SGRC with supporting documents where any aggrieved student may submit an application seeking redressal of grievance. The Member Secretary shall coordinate with the student for further action.

3. The procedure adopted by the Student Grievance Redressal Committee (SGRC) and Ombudsperson

- a. On receipt of a complaint by the office of the Director, the complaint shall refer to the Students' Grievance Redressal Committee (SGRC), along with comments of the committee (DGRC) at Stage 1 within 15 days of receipt of the complaint on the online portal/received physically.

- b. The Student Grievance Redressal Committee (SGRC) of the University shall fix a date for hearing the complaint, which shall be communicated to the Associate Dean / Program Chairperson of the respective school and the aggrieved person either in writing or electronically, as may be feasible.
- c. Student Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
- d. Student Grievance Redressal Committee shall ensure the disposal of every application as speedily as possible and not later than a month after receipt of the grievance.
- e. On the conclusion of proceedings, the Student Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- c. The SGRC shall send its report with recommendations, to the Director of the campus and a copy thereof to the aggrieved student preferably within 15 working days from the date of receipt of the complaint.
- d. Grievances not resolved by the Students' Grievance Redressal Committee within the time given then shall be referred to the Ombudsperson within 15 days from the decision of SGRC.
- e. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance.
- f. The copy of the order under the signature of the Ombudsperson shall be provided to the office of the Director, the Deputy Registrar's office, and the aggrieved student.
- g. The recommendations of the Ombudsperson shall be final.
- h. In case of any false or frivolous complaint, the redressal committee / the Ombudsperson may order appropriate action against the complainant.

4. Appointment of Ombudsperson

The University has appointed **Justice Abhay Thipsay, Retd. Judge, High Court** as the Ombudsperson of NMIMS University. The contact no. is +91-22-42355945 / 51

Function of Ombudsperson

- a. The Ombudsperson may avail the assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- b. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- c. While issues of malpractices in the conduct of the examination or the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- d. The Ombudsperson shall make all efforts to resolve the grievances within 30 days of receiving the appeal from the aggrieved student(s).

Please note that:

- a. The DGRC/SGRC shall meet as and when required.
- b. The Minutes of such meetings shall be submitted to the office of the Director regularly.


Dr. Jyotsna Singh
Director