



**NICHE**  
**KANYAKUMARI**  
DEEMED-TO-BE UNIVERSITY

## NOORUL ISLAM CENTRE FOR HIGHER EDUCATION

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## NICHE Grievance Redressal Policy

### 1. Prelude

Noorul Islam Centre for Higher Education (NICHE) Kanyakumari is committed to providing a safe, fair, harmonious learning and work environment. Grievance Redressal Committee was constituted in accordance with the University Grants Commission (Grievance Redressal) Regulations 2012 (The Gazette of India, march23-29,2013) for handling day-to-day grievances related to students and parents and re-constituted in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

The Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Institute / Department/ Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach the Grievance Redressal Committee to submit his/her grievance.

### 2. Objectives

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the University by promoting cordial Student-Student relationships and student-teacher relationships.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere on the University campus.
- Ensure that grievances are resolved promptly, objectively, sensitively, and in complete confidentiality.

- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.

### 3. Importance

To resolve the student-related grievances of Noorul Islam Centre for Higher Education (NICHE) Kanyakumari.

### 4. Grievances Redressal Committee Structure

With reference to UGC (Redressal of Grievances of Students) Regulations, 2023, the committee for Student Grievance Redressal is reconstituted with a senior faculty as chairperson and faculties from different departments as members. NICHE Student Grievance Redressal Committee is as follows-

S . N o .	Name(s) of the Ombuds person(s) with contact details (In the case of a university) (Name, Designation, Phone and Email)	Details of the Student Grievance Redressal Committee(s) (name, Designation, Phone and Email)
1	Dr. R. Marimuthu 9843165641 alumarimuthukarur@gmail.com	Dr. B. Bindhu Professor of Physics Director – Student Affairs 9500427092 bindhub@niuniv.com
2		Dr. H. Vennila Associate Professor/EEE 9994273837 vennilarajesh@yahoo.co.in
3		Dr. M. Sankaranarayana Pillai, Director – Student Welfare 9442077787 msankars@yahoo.com

4		Dr. R. Jubi, Professor / HoD/ FMS 9447472428 <a href="mailto:jubir2005@gmail.com">jubir2005@gmail.com</a>
5		Dr. R. Rajesh, HOD/ Mechanical Department 9488882073 <a href="mailto:rajesh2009@niuniv.com">rajesh2009@niuniv.com</a>
6		Mr. Muniasamy M Assistant Professor Marine Engineering Department 7373555565 <a href="mailto:munishsailor@gmail.com">munishsailor@gmail.com</a>
7		Dr. Munnu Das J, Assistant Professor/AHS 9074010977 <a href="mailto:munnulj@niuniv.com">munnulj@niuniv.com</a>
8		Ms. Swasthy S (1121201011), Student Representative 8590968002 <a href="mailto:swasthysanthosh@gmail.com">swasthysanthosh@gmail.com</a>

The latest university notification will govern this constitution. The SGRC shall follow principles of natural justice in considering the grievance before it. The SGRC shall send its report with recommendations, if any, to the competent authority of the university concerned and a copy thereof to the aggrieved students, preferably within 15 working days from the date of receipt of the complaint.

#### **5. Term of the Student Grievance Redressal Committee**

- The term of the Chairperson and members shall be two years.
- The special invitee shall be invited for one year.
- The Quorum of the meeting, including the chairperson but excluding the special invitee, shall be five.

## **6. Functions of the Committee**

- To provide proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be;
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner;
- To ensure speedy disposal of every grievance application.

## **7. Facilities for Filing Grievance**

A student may produce his/ her grievances in person. The students may submit their grievances through email at [grievancecell@niuniv.com](mailto:grievancecell@niuniv.com)

Students shall also submit their grievances to the Suggestion box.

## **8. Standard Operating Procedure (SOP)**

Any student or parent who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance. If there is no response within the stipulated time from the respective department/office or the grievant is dissatisfied with the response/resolution to his / her grievance, then the grievant is free to represent his/ her grievance to the University's Student Grievance Redressal Committee (SGRC). If the grievance is against the respective Head of the department/office, then the grievant may directly submit his/her grievance in writing via email or submit it in person at the Grievance Redressal Office.

## **9. Formal Registration**

Any aggrieved student, parent, or staff member with a genuine grievance will submit it in writing along with any necessary documents through any of the modes.



## **10. Forwarding**

Upon receipt of the grievance, the Student Grievance Redressal Committee shall analyse its merits and forward it to the respective department/office/individual, requesting they enquire into the grievance and redress within such period as may be specified, not exceeding 15 days from the receipt of the grievance complaint.

## **11. Ombudsperson**

Any student aggrieved by the decision of SGRC may prefer an appeal to the Ombudsperson within a period of 15 days from the date of receipt of such decision. The University has selected Dr **R. Marimuthu** (email [alumarimuthukarur@gmail.com](mailto:alumarimuthukarur@gmail.com)), and the mobile no. 9843165641. The Ombudsperson has been appointed for a period of 03 years or until he attains the age of 70 years, which is earlier than the date of assuming office, and shall be eligible for re-appointment for another term.

## **12. Scrutiny**

The Grievance Redressal Committee will conduct a thorough review of the redressal process. If the committee feels satisfied with the resolution the respective department/office/individual provided, it will inform the grievant.

## **13. Final Decision**

After the hearing or investigation, the Student Grievance Redressal Committee shall use its best efforts to work out solutions to the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit. If the student forwards the case to the Ombudsperson in that case, the decision taken by the Ombudsperson will be submitted to the Hon'ble Vice-Chancellor and the decision of the Hon'ble Vice-Chancellor will be final.

## **14. Closure of complaint**

- The complaint shall be considered disposed of and closed when:
- The grievant has indicated acceptance of the resolution.
- The grievant has not responded within 15 days from the date of receipt of information on resolution

## 15. Documentation

Information relating to grievance proceedings shall be treated as confidential and can be viewed only by the Student Grievance Redressal Committee members for the purpose of investigation.

## 16. Meetings And Reporting

- Two regular meetings will be held every academic year to address student concerns and review any outstanding issues.
- Additional meetings may be scheduled as required to address urgent or specific grievances, ensuring timely resolution and responsiveness to student needs.
- The Student Grievances Redressal Committee Chairman sends a summary report to the Registrar every year.



  
Registrar

**Dr. P. THIRUMALVALAVAN,**  
Registrar,  
Noorul Islam Centre for Higher Education,  
Kumaracoil - 629 180, Thuckalay,  
Kanyakumari District.