



## **NCRD's Sterling Institute of Management Studies, Nerul, Navi Mumbai**

### **STUDENT GRIEVANCE REDRESSAL CELL**

Grievance is any type of problem, concern, dispute or complaint or suggestion (s) related to administration or academics in the institute premises. The institution has a separate student grievance redressal cell that looks into general and academic complaints of the students. It promptly tries to offer solutions for their redressal through meetings of the committee. The students are informed to put their complaints about administration or academics in the Grievance/Suggestion box. If the grievances are not within the purview of the committee, then the issues are brought to the notice of the Institute Director.

### **OBJECTIVES**

1. To create a platform where students can raise their problems about any academic and non-academic issues.
2. To investigate the cause of grievances.
3. To receive suggestions from the students for improvement.
4. To ensure effective solution depending upon the gravity of the problems/issues raised by the students.
5. To ensure effective solution to the students to redress their problems.

## **FUNCTIONS**

- 1.The cases are attended promptly on the receipt of grievances from the students.
- 2.The cell reviews all cases and acts accordingly as per the policy.
- 3.The cell submits report to the Director regarding the cases attended.

## **MECHANISM**

### **The mechanism of Grievance Redressal Cell**

1. The committee will deal with all administrative and academic grievances of the students.
2. All complainants should file their grievances either by writing in paper to the committee or through online mode using the institute website.
3. The committee will meet as and when required to resolve the grievances.If required meetings will be more frequent as per the need.
4. The student shall bring up his/her grievances in the prescribed format immediately to the grievance cell without fail. The number of grievances settled or pending will be reported to the Institute Director
5. A box marked 'Grievance/Suggestion Box' is placed on the First floor. Any student may put in their case/concern with name, date and class in this box. Confidentiality and privacy is maintained.
6. One may refer to the University Circular for more details regarding the grievance redressal process.
7. Online Students Grievance Redressal Facility is available.

## COMMITTEE MEMBERS

<b>Sr. No.</b>	<b>Name of the Member</b>	<b>Committee Designation</b>	<b>Contact No.</b>
1	<b>Dr. Prashant Gundawar</b> Director, SIMS	Chairman	990127600
2	<b>Mr. Iftiqar Mistry</b> Associate Professor(MMS)	Teaching Representative	9867502905
3	<b>Ms. Renu Kumari</b> Librarian (MCA)	Non-Teaching Representative	9867407492
4	<b>Ms. Sampada Acharekar</b>	Student Representative MMS	9920586820
5	<b>Ms. Akashay Agarwal</b>	Student Representative MCA	8286469069
6	<b>Ms. Seema Bhuvan</b> Assistant Professor(MCA)	Member Secretary	9892605230