



राष्ट्रीय डिज़ाइन संस्थान
National Institute of Design
मध्यप्रदेश Madhya Pradesh

(An Institution of National Importance under DPIIT, Ministry of Commerce and Industry, Govt. of India)

Ref. no. NIDMP-1-900AC/1/2025-NIDMP_Registrar

Date: 03.04.2025

OFFICE ORDER No. 66/2025

Subject: - Reconstitution of Grievance Redressal Committee (GRC) for Students.

Grievance Redressal Mechanism makes an organization accountable, responsive and provides important feedback on its functioning. With an aim to redress the grievances of the students and in supersession of notification no. NIDMP/1-90/2022/283 dated 22.12.2022, the Grievance Redressal Committee (GRC) for the students has been reconstituted by the institute. The composition is as follows:

i.	Dr. Shabaridharan, AVC (Education)	Chairperson
ii.	Dr. Mohit Kumar, Deputy Registrar	Member
iii.	Ms. Shruti Nigam, Faculty, FS	Member
iv.	Mr. Mayank Sharma, STI, CD	Member
v.	Dr. RK Vidhate, STI, ID	Member
vi.	Mr. Nipendra Nayak, SE (LBM)	Member
vii.	Ms. Neha Singh, Hostel Warden (Girls)	Member Secretary

2. Term of the Committee shall be two years. Measures to address the grievances are as under:

- Open Door:** General invitations to students to discuss the grievance with the Discipline Co-Lead/Discipline Lead.
- Drop Boxes:** Students can drop their grievance in the drop box placed in their Hostel and their academic spaces
- E-mails:** Through e-mail to GRC at **stugrievances@nidmp.ac.in**
- Letter:** Students can submit their grievance to the Member Secretary, GRC.


3. Initial procedure for redressal of grievances shall be as under:

Any grievance related matter shall first be submitted to the Activity Chairperson (Education), who shall resolve the grievance in consultation with the Discipline Lead concerned or the authorities concerned, failing which the grievance shall be addressed to the GRC.

4. Subsequent grievance redressal procedure shall be as under:

- The Member Secretary on receipt of the letter/mail, shall inform the GRC and immediately provide a copy of the representation to the student/faculty/staff concerned for furnishing reply within seven days.
- The GRC shall fix a date for hearing the complaint which shall be communicated to the student/faculty/staff concerned as well as the aggrieved person either in writing (hard copy) or by e-mail, as may be feasible.

- iii. The GRC shall be guided by the principles of natural justice while hearing the grievance.
 - iv. The GRC shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance. Extension of time limit may be sought in exceptional circumstances.
 - v. On the conclusion of the proceedings, the GRC, shall submit its report to the Activity Chairperson (Education). The recommendations of the GRC shall also be communicated to the student concerned within a month of filing a grievance
 - vi. The report of the GRC along with the recommendations of the AC(E) and Registrar shall be put up to the Director for approval.
 - vii. The Activity Chairperson (Education) shall accordingly pass such order with reasons as may be deemed fit to redress the grievance and provide such relief as may be desirable to the aggrieved student.
5. The students are advised to first raise their concerns through the laid down mechanism(s) and should approach the GRC after exhausting the available mechanisms of resolution of various issues.
6. This is issued with approval of the Competent authority.


03 Apr 25

Registrar, NID MP

कुलसचिव / Registrar

राष्ट्रीय डिजाइन संस्थान मध्यप्रदेश

National Institute of Design Madhya Pradesh

अचारपुरा, ईंटखेड़ी, भोपाल-462038

Acharpura, Eintkhedi, Bhopal-462038

Distribution:

- (i) All Committee Members
- (ii) Office of the Director, NID MP
- (iii) All Activity Chairs & Discipline Leads, NID MP
- (iv) CAO (Officiating) & CFA, NID MP
- (v) Administrative Officer & Head Security Services, NID MP
- (vi) Wardens - for displaying details of the Committee in both the Hostels and Academic Block please.
- (vii) All students' groups- by email
- (viii) Academic Office & IT Section