

## **Frequently Asked Questions (FAQ)**

### **Q.1 Where can students find information related to the Fee Notification, Academic Calendar, scholarships, education loans, and other student-related matters?**

Students can access information related to the Fee Notification, Academic Calendar, scholarships, education loans, and other relevant student related matters through the “Students Related” section available on the homepage of the Institute website.

The Institute regularly updates this section with important notifications and announcements for students. Therefore, students are advised to periodically visit the Institute website and check their official email to stay informed about the latest updates and notifications.

### **Q.2 What are the Institute fees and the payment schedule?**

The Institute fees include Tuition Fees, Hostel Fees, Mess Charges, and other applicable charges, as specified in the semester-wise fee notification issued by the Institute. Detailed information regarding the fee structure, payment schedule, and applicable deadlines is communicated from time to time through official notifications issued by the Institute.

Students may refer to the fee notifications available on the Institute website: <https://nidmp.ac.in/fee-notification/>

Students are advised to regularly check the Institute website and their official email for the latest updates and instructions regarding fees and payments.

### **Q.3 What are the modes of fee payment accepted by the Institute?**

The modes of fee payment are specified in the Fee Section of the Institute website. Students are advised to refer to the website for detailed instructions regarding the available payment methods.

Students are further advised to regularly check the Institute website and their official email for the latest updates and instructions related to fee payment.

### **Q.4 What is the process for refund of advance payment / caution money?**

The refund of advance payment (if excess) or caution money shall be processed only after the issuance of the Final No Dues Certificate by the Institute. The Final No Dues Certificate must include clearances from all concerned departments/sections, such as Accounts, Hostel, Mess, Discipline, Laboratories, Library, and other relevant units of the Institute.

Any amendments or updates in the refund process will be notified by the Institute through official notifications. Students are advised to regularly check the Institute website /official email for the latest updates and instructions.

### **Q.5 What is the appropriate communication hierarchy/channel for student queries?**

Students are advised to follow the prescribed communication hierarchy while addressing any academic or administrative matters. As a general practice, students should first approach the concerned Course Lead / Faculty Member / Discipline Lead /Activity Chairperson (Education) relevant administrative office for guidance and resolution of their queries. Direct communication with higher authorities should be avoided unless the matter has already been addressed through the appropriate channel and requires further escalation.

For efficient handling of queries, students may contact the concerned offices through the following official email addresses:

- (a) Academic Matters (Queries related to teaching and learning activities): Concerned Course Lead / Discipline Lead/ Activity Chairperson (Education).
- (b) Academic Office (Official work, certificates, result etc.): academics@nidmp.ac.in
- (c) Fees (Fee payment, receipts or any other relevant queries etc.): studentfees@nidmp.ac.in
- (d) Girls Hostel (Hostel facilities, hostel-related queries etc.): narmada.hostel@nidmp.ac.in
- (e) Boys Hostel (Hostel facilities, hostel-related queries etc.): bbh@nidmp.ac.in
- (f) IT Services (IT Support, Internet, Wi-Fi, technical issues etc.): itservices@nidmp.ac.in
- (g) Security Services (Queries related to the security services etc.): headss@nidmp.ac.in

Students are advised to use their official Institute email ID while communicating with these offices and clearly mention their Name, Discipline, Semester and Enrollment/Roll Number for quick and effective resolution of their queries.

### **Q.6 Hostel accommodation is available for Graduation project (8<sup>th</sup> semester Students)?**

Hostel accommodation for students undertaking the Graduation Project (8th Semester) shall be provided subject to the availability of rooms in the respective hostels. An amount of ₹170 per day shall be deducted from the advance deposited by the student towards the Hostel Fee. Excess amount (if any) shall be calculated after the final stay during the Graduation Project Jury and shall be refunded within seven days of the Convocation to be held every year, subject to completion of all formalities and clearance of No Dues. All students pursuing the Graduation Project under the Client Sponsored Category are required to deposit the advance payment of two months' Mess Fee and Hostel Fee (notified in Fee notification) An amount of ₹170 per day shall be deducted from the advance deposited by the student towards the Mess Fee. All students pursuing the Graduation Project under the Self Sponsored Category are required to deposit semester Hostel and mess fee (notified in Fee notification).

### **Q.7 How can students apply for a hostel room and what is the room allotment system?**

After confirmation of admission, students are required to submit the hostel application form, which is available through the Institute's Hostel Office.

Hostel rooms are allotted on a twin-sharing basis, and therefore two students are accommodated in each room. Each hostel room is also provided with an attached balcony. Room allotment is carried out by the Institute as per the applicable hostel rules and availability.

### **Q.8 Are their rules for hostel conduct?**

Yes, students are required to adhere strictly to hostel rules, which include observing discipline, silence hours, and refraining from hosting unauthorized guests, possessing prohibited items, or engaging in any activities that violate institute regulations.

### **Q.9 What facilities are available in the hostel?**

Facilities generally include:

- Furnished rooms (bed, study table, chair, cupboard, fan, tube light, night lamp)
- Common room with TV, indoor and outdoor games
- Wi-Fi connectivity at hostels, academic buildings, workshops etc.
- Elevators
- Automatic washing machines
- RO & Water coolers
- Hot water dispenser
- CCTV
- 24x7 security guard
- Housekeeping and maintenance

### **Q.10 Are washroom facilities attached to the hostel rooms?**

Common washroom facilities are available on each floor for the use of all hostel residents.

### **Q.11 Are visitors, parents, or guardians allowed in the hostel?**

Visitors are permitted in the hostel only during designated visiting hours and are allowed to meet students in the reception or other designated visitor areas, subject to prior permission and hostel regulations. Visitors are not allowed inside the hostel rooms.

Parents or guardians may visit during the permitted hours; however, stay or accommodation for parents or guardians in the hostel is not permitted.

### **Q.12 Can students use personal electrical appliances?**

The use of personal electrical appliances such as heaters, irons, kettles, and similar devices is strictly prohibited in the hostel premises due to safety and fire hazard concerns. However permission for coolers is generally granted (for which specifications are pre-defined).

### **Q.13 Are students allowed to use personal routers/Wi-Fi devices in the hostel rooms?**

Yes, students may use personal routers in their hostel rooms; however, only registered and properly configured devices are permitted. It is the responsibility of the student to get their router registered and configured by the IT Team of NID MP. Only after successful registration can the device be used within the NID MP network, in compliance with the institute's internet usage policy.

### **Q.14 What is the institute's policy on ragging?**

The institute maintains a strict zero-tolerance policy towards ragging. It is completely prohibited and any student found to be involved in ragging, in any form, will be subject to appropriate disciplinary action as per the institute's Code of Conduct and the prevailing anti-ragging

guidelines/laws. All students are expected to contribute to a safe, respectful, and inclusive campus environment.

#### Q.15 What committees are there in place to address student grievances and complaints?

The Institute has established several committees to address and resolve student grievances and complaints in a fair and transparent manner. These include:

- a) Student Grievance Redressal Committee
- b) Internal Complaints Committee (ICC)
- c) Anti-Ragging Committee
- d) Anti-Ragging Squad, among others.

Detailed information regarding the procedures for submitting complaints or grievances is available on the Institute notice boards and the official website. Students are encouraged to refer to these sources for guidance on the appropriate mechanism for addressing their concerns.

#### Q.16 Under what circumstances can hostel accommodation be cancelled by the institute?

Hostel accommodation may be cancelled by the institute under the following circumstances:

- a) Violation of hostel rules or code of conduct
- b) Indulgence in ragging, misconduct, or unlawful activities
- c) Use, possession, or consumption of any prohibited substances, including drugs, alcohol, or other intoxicants, is strictly forbidden within the hostel and campus premises.
- d) Disciplinary matters.
- e) Non-payment of institute fee.
- f) Misuse or damage to hostel property
- g) Unauthorized absence from the hostel for an extended period
- h) Any act that poses a threat to the safety, security, or well-being of other residents

#### Q.17 How is the Mess Facility at the NID MP Campus?

The Institute provides a mess facility for all residents, healthy and hygienic meals in a communal dining environment. The menu is thoughtfully curated to offer balanced food choices by the Mess Committee & students' representative.

Mess timings & Menu are clearly displayed on designated noticeboards within the dining areas. All students are expected to strictly adhere to these timings to ensure smooth operations, minimize food wastage, and maintain discipline within the mess premises.

The functioning and quality of the mess services and operational efficiency are reviewed on a periodic basis by the Institute and the Mess Committee.

**Note:** The mess facilities for students of the Graduation Project (8th Semester) shall be provided on an advance payment basis, as specified in the fee notification. The mess charges will be calculated on a pro-rata basis, based on the actual usage of the facility.

#### Q.18 What kind of Sports and Recreational Facilities are available on the campus?

The Institute offers a range of indoor and outdoor sports facilities to promote physical fitness, teamwork, and overall well-being among students. Well-maintained infrastructure supports games such as badminton, table tennis, volleyball, cricket, football, and other recreational sports, encouraging active participation and a healthy lifestyle.

In addition to sports, the Institute also provides a variety of musical instruments for students' recreational and creative engagement. These resources serve as a platform for students to explore their musical interests, relieve stress, and foster a vibrant and culturally rich campus atmosphere.

Enhancing the student experience, our hostels offer a fully air-conditioned common room. This vibrant space is perfect for unwinding, with a 65-inch TV for entertainment and a range of indoor game facilities to encourage social interaction and recreation.

#### **Q.19 What are the medical facilities on campus?**

The Institute provides basic healthcare support through an on-campus Dispensary for general health issues. The medical team includes two visiting doctors, one General Physician (MBBS) and one Gynecologist who are available at scheduled times. In addition, two nursing staff members (one male and one female) are available on campus to handle first-aid, minor ailments, and immediate care needs. Each hostel is equipped with a dedicated sick room where students can examine under supervision in case of illness. Nursing staff are available on a rotation basis to monitor students in sick rooms when required.

For medical situations that require specialist consultation, expert treatment, or hospitalization, students are expected to make their own arrangements. However, in case of emergencies, the Institute ambulance is supported to transport the patient to a nearby hospital.

In the event of a medical emergency, illness, or hospitalization of a student, the Institute will promptly inform the parents or guardians. Upon receiving such communication, it is the responsibility of the parents/guardians to respond without delay. They must immediately coordinate with the hospital authorities to stay informed about the student's condition and, if deemed necessary by medical personnel, decide to be physically present at the hospital. Parents are also expected to ensure that appropriate medical treatment is completed and to assist in making any critical decisions related to the student's care.

#### **Q.20 What psychological support facilities are available on campus?**

The Institute provides psychological counselling and support services to promote the emotional well-being and mental health of students. A professional psychologist/counsellor is available to offer guidance and support to students who may require assistance with personal, emotional, or academic stress-related concerns.

Students may avail themselves of these counselling services through in-person consultations on campus or through telephonic discussions, as per the availability and scheduled timings of the counsellor. Further details regarding the counselling facility may be obtained from the concerned stakeholder or through official Institute communications.

**Q.21 Whether there is any ambulance facility?**

Yes, the Institute provides 24\*7 ambulance facilities for students in case of medical emergencies or hospitalization, the on-duty nursing staff will accompany the ailing student to the hospital, offering necessary medical assistance and support during transit.