

NRM SCHOOL OF ARCHITECTURE
STUDENTS' GRIEVANCES REDRESSAL CELL (SGRC)

NRM School of Architecture has very keen interest in the welfare of the students who are studying Architecture Education. Several measures have been taken by the NRMSA for the benefit of the students from time to time. For better serving to the students' Architects community, NRMSA has created a Students' Grievance Redressal Mechanism. This mechanism helps the students, to redress their grievances related to academic matters such as, timely dispatching of study materials, conducting academic classes, submission of assignments, conducting of term end examinations (TEE), issuing of certificates, convocation related activities, facilities for placements and alumni engagement, etc. In order to make the Students' Grievance Redressal Mechanism more interactive, participative and effective, it is proposed to constitute a **Students' Grievance Redressal Cell (SGRC)** for redressing the grievances of the students from time to time. The cell shall comprise of a mixture of authorities, faculty, and staff members of NRMSA

Vision

Developing a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere for ensuring academic excellence in NRMSA.

Mission

Promoting grievance redressal procedure in accordance with the rules and regulations of the University and maintaining a conducive and unprejudiced educational environment for all the students.

Objectives

- To redress the students' grievances without any intervening time.
- To enrich the students' grievance mechanism with a high success rate.
- To generate a coordination among students, schools and divisions in order to redress the grievances.
- To support the aggrieved students who are deprived of the services of the University for which he/she is entitled.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- To make officials, faculty, and staff members of the College responsive, accountable, courteous in dealing with the students.

Students' Grievance Redressal Mechanism

The NRMSA deals with all the students' grievances directly, which are related to the common problems at the College level both academic and administrative in nature. The NRMSA shall facilitate the receipt of grievances through both online or offline modes.

Online Grievance Redressal Mechanism:

Relevant grievances from the learners are being received from online mode through www.nrmsa.com in which one of the segments is student portal. After registration with NRMSA, the students can register their name with the help of enrollment number generated by the University. Once they

register in the student portal, the learners can submit their grievance related to all academic support activities and the same is being resolved by the automation team of NRMSA under the supervision of Student Registration and Evaluation Division within 15 (fifteen) days.

Offline Grievance Redressal Mechanism:

Grievances form has been developed and utilized in the information center of Trust Office. When the learners visit the trust office in person, the staff of Information Center will attend the learners and issue the grievance form in which the learners will notify their grievances. The staff will send the form to the respective School / Office depending upon the nature of the grievance; otherwise it will be resolved using the available information within a day.

Thus, the aggrieved students shall submit their grievances through online or offline mode. The representation / letter bearing various issues from the aggrieved students, once brought to the notice of the Cell shall be prioritized based on urgency and importance. Depending upon the nature of the grievances it shall be brought to the knowledge of the respective School / Office by forwarding the copy of representation / letter received from the students. By the way, the SGRC will resolve the students' grievances within a maximum of 15 working days from the receipt of the grievance. Accordingly, the SGRC shall reach exhaustively to the students and shall coordinate with the students, provide them with solutions to suit the interest of the students and the University.

.Exclusions

SGRC shall not entertain the following grievances:

1. Decisions of the Academic Council / Board of Studies and other academic / administrative committees constituted by the University.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by the University under the Discipline Rules and Misconduct.
4. Decisions of the competent authority on assessment and examination results.
5. Policy decisions of the University on any academic and administrative matters.

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