

PAYMENTS RELATED GRIEVANCE MANAGEMENT POLICY

Objective

NIELIT Deemed to be University is committed to providing a fair, transparent, and timely mechanism for addressing grievances relating to online payments.

Submission of Grievance

Grievances may be submitted through:

- Email at payments@nielit.ac.in
- Written representation to:
NIELIT Campus Ropar,
Village Bada Phull, Rupnagar-140001

Resolution Process

Level 1

Concerned section review.

Level 2

Review by Grievance Officer.

Level 3

Review by competent University authority.

Timelines

- Acknowledgement: Within 3 working days.
- Preliminary response: Within 7 working days.
- Final resolution: Normally within 30 working days.

Grievance Officer

Designation: Grievance Officer
NIELIT Deemed to be University
Main Campus, Bada Phull
Rupnagar (Punjab) – 140001

Email: sonia.b@nielit.gov.in