

POLICY DOCUMENT ON GRIEVANCE REDRESSAL MECHANISM FOR EMPLOYEES AND STUDENTS

1. Definitions

- a) **'Grievance'** may be related to any of the employee's dissatisfaction / disagreement with any aspect of the College activities and services including those of other employees or persons.
- b) **'Employee or Person'** shall mean a member of the academic staff or an officer or non-teaching staff of the College who are on the rolls of the College
- c) **Students / Parents / Guardians shall** mean a students on the current rolls of the College or their parents / guardians.

2. Aim. The aim of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its employees, students and their parents / guardians. In this, following shall be the key operative principles :

- a) To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps to prevent recurrence of such incidents ;
- b) To set in place a grievance handling system that is student / employee focused ;
- c) To ensure that any grievance are resolved promptly, objectively and with sensitivity and in complete confidentiality as best as possible ;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and ;
- e) To ensure that there is a consistent response to grievances.

3. To bring about transparency in administration and to ensure an unhindered process of teaching and learning in this University and to address the grievances of all the stakeholder (students, teaching staff and administrative staff), it is important to establish a Grievance Redressal Committee to weed out any grievement, which may arise due to biasness on the basis of religion, caste, colour, gender, linguistic origin or region or age.

4. Types of Grievance (The list is not comprehensive / exhaustive and issues as other may emerge would also form part of it)

(1) Faculty Grievances

- a) Against an action of Peer Group, Head of Department , Dean
- b) Against the conduct of any officer or support staff
- c) Matters related to service conditions, performance appraisal, promotion, pay and allowances etc.
- d) Facilities at work place
- e) Against library functioning

f) Against common services such as transportation, canteen, medical facilities etc.

(2) Staff grievances

- a) Grievances against Human Resource, Administration & Finance departments
- b) Action of any member of the faculty or staff
- c) Against the reporting officer
- d) Common services such as transportation, canteen, medical, etc.
- e) Facilities at work place.

(3) Student Grievances :

I. Grievances of Academic Nature

- a) Academic content, quality, Course material
- b) Class scheduling / time table
- c) Issues related to student progress such as internal assessment, attendance norms / relaxation, progression to next class etc.
- d) Inadequacy / non-availability of learning resources such as library books & journals, lab equipment, IT facilities, maintenance issues, etc.

II. Grievances against Faculty (Including Heads of Departments)

- a) Academic delivery and quality
- b) Classroom conduct
- c) Regularity and punctuality
- d) Any discrimination / victimization of students

III. Registration and Examination Related

- a) Registration and Examination Related
- b) Mid-semester, End-semester, Supplementary examination related issues
- c) Grading / results, De-barred / year-back

IV. Grievances Regarding Internships and Placements

- a) Discrimination regarding selection for summer internship
- b) Grievance regarding discrimination or non-adherence of placement rules and procedures

V. Non –Academic Grievances (Amenities and Services)

- a) Deficiency in common services such as transportation, canteen, medical, etc.
- b) Quality of food and hygiene in hostels and mess
- c) Any deficiency in extra-curricular activities and facilities
- d) Student financial aid
- e) Student travel concession
- f) Identity card related

VI. Accounts Related Grievances

- a) Fees and dues

- b) Fees concessions
- c) Scholarships
- d) Refunds

VII. Student to Student Grievances

- a) Conflicts between students of same course / class
- b) Intra College conflicts
- c) Inter College conflicts

5. Procedure for Redressal of Grievance

(1) Informal resolution before an issue becomes a formal grievance

- a) Complainants will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions / counseling.
- b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

(2) Grievance handling and resolution mechanism

- a) Matrix for Grievance Redressal mechanism for faculty and staff is attached to these regulations.
- b) The grievance Redressal mechanism has three levels of Grievance Redressal of which, Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority, as specified in the Matrix.

(3) Procedure & stages in Grievances Handling

The following procedure can be utilized by faculty members / staff to submit a grievance of any kind, as specified under clause 6 above.

- a) Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
- b) The authority concerned will start the Redressed process within two working days of receipt of the matter
- c) The designated authority may allow an opportunity to the complainant to formally present his / her case along with the relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- d) The Authority concerned will then endeavour to resolve the grievance as soon as possible, but within maximum of 5 days and convey the outcome / action taken to the complainant or forward the same to level – 2 authority.
- e) The Level 2 authority, may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
- f) Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.

- g) The complainant may approach / appeal to the next higher level / Appellate authority in case he / she receives no response from either level 1 or level 2 handling officer, or where the complainant finds the response not being satisfactory.
- h) The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- i) The decision of the Appellate Authority will be final, and no further appeal will be entertained under any circumstances.

5. Safeguarding Confidentiality

- a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of this procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this process and their outcomes shall be maintained for a period of one year.
- f) There will be no cost to the complainant for utilizing this grievance and appeals process.

Grievances of Students / Parents

Name of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Appellate Authority
Academic nature 1. Registration / Re-Registration 2. Academic quality Course material 3. Inadequate learning Resources 4. Co – Curricular Activities	Vice-Principal / Dean of Students	IQAC	Principal
Against Faculty 1. Academic delivery and quality 2. Classroom Conduct 3. Regularity and Punctuality 4. Any discrimination / victimization of student 5. Attendance. 6. Class time table 7. Students Records	Vice-Principal	Staff Welfare Committee	Principal
Examination Related			

8. End-semester / Supplementary exam Data sheet. 9. Evaluation of Answer sheet 10. Grading /Results 11. De-Barred / Year Back Cases 12. Internal Assessment.	Vice-Principal	Exam Committee	Principal
Internship and Placements 1. Discrimination in Internship Selection 2. Discrimination or non-adherence of placement procedure / rules	Placement Coordinator	Principal	Principal
Amenities and Services 1. Common Services (Transportation / Canteen..) 2. Co-curricular facilities 3. Travel Concessions 4. Identity Cards	State Manager/ Dean	Student welfare committee	Principal
Hostel related Grievances 1. Quality of Food and Hygiene 2. Hostel Amenities	Hostel Warden	Student welfare committee	Principal
Finance related 1. Fees and Dues 2. Fees Concessions 3. Scholarships 4. Refunds	Bursar	Student welfare committee	Principal
Student to Student 1. Intra –School Conflicts 2. Inter – School Conflicts	Dean	Disciplinary Committee	Principal

Date:

Principal