

## **Ordinance -11**

### **Employees and Students' Grievances Redressal Mechanism**

(Section 32 of the Act)

There shall be constituted a Mechanism for the redressal of the grievances of Employees and Students of the University.

#### **Unless otherwise mentioned:**

Student means all students who are registered for a Programme of Study in any Department / College or Campus maintained by the University.

Employee means any person appointed by the University and includes teachers and other staff of the University.

#### **The Grievances Committee shall observe the following general principles:**

1. The Campus Community should be made fully aware of the grievance redressal mechanism;
2. Every grievance from the student/staff should be registered and acknowledged;
3. If a final decision is not possible within a fortnight, an acknowledgement should be sent to the applicant along with an indication as to when he/she can expect a final reply;
4. As a matter of general rule no grievances should be pending beyond the limit of three months;
5. The officer nominated by the Vice Chancellor and the person responsible for addressing grievances should make himself/herself freely available to hear the grievances personally, at least once a week at fixed timings; and
6. He/she will take decisions on grievances which are pending for more than three months. Aggrieved parties who are not satisfied with redressal in subordinate/attached formation can approach the Vice Chancellor for a decision.

#### **I. STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

**Chairperson** – Any person to be nominated by the Vice-Chancellor.

#### **Members:**

- 3 Representatives of Students' Council.
- 3 Nominees of the Vice Chancellor.
- Dean of Students' welfare, Member-Secretary. Dean of the Faculty concerned (special invitee)

#### **POWERS AND FUNCTIONS**

- (i) To entertain written and signed complaints and petitions of students in respect of matters directly affecting them individually or as a group;
- (ii) To enquire into the grievances, and make recommendations and report to the concerned authorities Academic Council and the Board of Management for redressal or suitable action; and
- (iii) To recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.

## **II. TEACHERS' GRIEVANCES COMMITTEE**

There shall be constituted a Committee by the Board of Management consisting of the following:

A representative of the Vice Chancellor - Chairperson

Five representatives from the teachers community representing gender, minority, SC, ST, OBC. Vice Chancellor's nominee shall be the Secretary to the Committee.

### **POWERS AND FUNCTIONS**

- (I) To entertain written and signed complaints and petitions of teachers in respect of matters directly affecting them individually or as group;
- (II) To enquire into the grievances, and make recommendations and report to the concerned authorities- Academic Council and Executive Council for redressal or suitable action; and
- (III) To recommend appropriate action against complainant, if allegations made in the documents found to be baseless.

## **III. NON-TEACHING STAFF GRIEVANCES COMMITTEE**

- The Chairperson - to be nominated by the Vice Chancellor.
- Five representatives from the non-teaching community representing gender, minority, SC, ST, OBC.
- The Registrar or his nominee shall be the Member- Secretary of the Committee.

### **POWERS AND FUNCTIONS**

- (i) To accept and consider written and signed complaints and petitions of staff (Non-Teaching) in respect of matters directly affecting them individually or as a group;
- (ii) To enquire into the grievances, and make recommendations and report to the concerned authorities- Academic Council and Executive Council for redressal or suitable action; and
- (iii) To recommend appropriate action against complaints, if allegations made in the documents found to be baseless.

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**Note: Approved by AC vide Resolution No. 1.2 dated 04-05-2015 & BOM vide Resolution No.1.8 dated 11-05-2015.**