

Grievance Redressal Mechanism

The University has a grievance redress mechanism which is in compliance to the Act of the University; the University policy on redress of grievances provides a fair and reasonable opportunity to employees or students who have any grievance with the University or any of its authorities/policies/decisions. The Grievance Redress Mechanisms for Faculty/Staff and Students/Parents are given below:

(1) For Faculty and Staff

University policy on Grievance Redressal Mechanism for faculty and staff has been prepared dealing with different kinds of grievances – and has three levels of grievance redressal of which Level-III is the Appellate Authority. A brief matrix of grievances and their redress is as follows

Grievances of Faculty

Nature of Grievance	Level – I Grievance Handling	Level – II Grievance Handling Authority	Appellate Authority
Against an action of Peer Group	HOD	Dean of School	VC
Against HOD	Dean of School	-	VC
Against Dean	VC	-	Chancellor
Against an Officer or Support Staff	Line Manager		VC
Performance Appraisal, etc.	Dean of School	-	VC
Service Matters	Head HR	-	VC
Work place facilities/etc.	Head Admin	-	VC
Library Function	Head Library	Chairman, Library Committee	VC

Grievances of Staff/NT Faculty

Nature of Grievance	Level – I Grievance Handling	Level – II Grievance Handling Authority	Appellate Authority
Against an action of any Faculty Member	Concerned HOD	Dean of School	VC
Against an action of any Staff Member	Reporting Officer	Head HR	VC
Against Reporting Officer	-	-	VC
Against action of any Admin Department	Head Admin		VC
Performance Appraisal, etc.	Head HR	-	VC
Service Matters	Head HR	-	VC
Work place facilities/etc.	Head Admin	-	VC

(2) For Students and Parents

Students are encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions / counselling in that the aggrieved students should first approach the respective Course Coordinator who will informally try to resolve the problem. Wherever necessary, the Course Coordinator may seek guidance from the appropriate authority for the purpose.

A Matrix for Grievance Redressal Mechanism for students has been prepared dealing with different kinds of grievances. The Grievance Redressal Mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.

Student Related Grievances

Nature of Grievance	Level – I Grievance Handling	Level – II Grievance Handling Authority	Appellate Authority
Academic Related	Concerned HOD	Dean of School	VC
Faculty related	Concerned HOD	Dean of School	VC
Registration related	Concerned HOD	Registrar	VC
Examination related	Concerned HOD	COE / Faculty in charge (Exams)	VC
Internships / Placements	Head Placement	Dean of School	VC
Amenities & Services	Head Admin	Chairman Student Affairs	VC
Hostel related	Coordinator Student Affairs	Chairman Student Affairs	VC
Finance related	Head Finance	-	VC
Student to student related	Coordinator Student Affairs	Chairman Student Affairs	VC

No complaints have been received till date.

No complaints are currently pending.


