

ANNEXURE - VII



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.

