

ORDINANCE
EMPLOYEES AND STUDENTS' GRIEVANCES REDRESSAL COMMITTEE

(Section 28(n) 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 - School/ Centre/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 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

Chairman - The Pro Vice-Chancellor or such other 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 School concerned (special invitee)

POWER 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 Executive Council for redressal or suitable action; and
- iii. to recommend appropriate action against complainant, if allegation made in the documents are found to be baseless.

II. TEACHERS' GRIEVANCES COMMITTEE

There shall be constituted a Committee by the Executive Council consisting of the following:

Vice-Chancellor or his/her representative : Chairman

Five representative 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 Chairman . 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.
