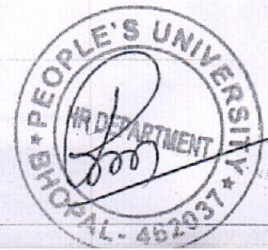


## Chapter III

### Redressal of Grievances

18. **Personal Matters.** Service matters include Service conditions, Promotions, Salary matters and Transfers etc. Service condition of an employee are matters finalized between the employee and University at the time of recruitment. As such, service matters shall not be within the purview of formal grievance redressal mechanism. However, the employees may approach concerned authorities directly to convey personal issues, after submitting their personal particulars and statement of their point of view. Based on the merits of the case, employee shall be informed of the decision of competent authority.
19. **Other Grievances.** Work-place issues, interpersonal matters and performance appraisals etc. shall be subject to grievance redressal mechanism. Modalities of the same shall be as follows:-
- (a) An employee may apply for redressal of grievances (RoG) to concerned Head of Department, through an application on plain paper, duly signed and dated.
  - (b) The application shall be in English or Hindi language only.
  - (c) Advance copy of the application may be endorsed to next immediate Superior Authority.
  - (d) Testimonials/documents relevant to the grievance may be attached with the application.
  - (e) The application shall not be worded in inappropriate language. Use of foul languages/abuses shall attract disciplinary action against the applicant. Application containing frivolous matter shall not be processed and returned to the applicant.
  - (f) The application shall invariably include following:-
    - (i) Name of Employee, Department and Institution.
    - (ii) Comprehensive and unambiguous statement of grievance.
    - (iii) Testimonials/documents in support.
20. Following Authorities shall be authorized to grant redressal:-



- (a) Head of Department (HoD).
- (b) Head of Institution (Hol)
- (c) Vice-Chancellor (For Group A & B Staff).
- (d) Registrar (For Group C & D Staff)
- (e) Chancellor

21. Time-frame, by which Competent Authority shall grant redressal, shall be as follows:-

STAGE	LEVEL	AUTHORITY	TIME ALLOTTED GRANTING FOR REDRESSAL
I	Deptt	HoD	15 Days
II	Institution	Hol	15 Days
III	University	VC/Registrar	15 Days
IV	Chancellor	Chancellor	15 Days

22. **Responsibilities of Competent Authorities.**

- (a) Competent Authority shall interview the Applicant.
- (b) Competent Authority shall investigate the matter through appropriate modality.
- (c) Grievances, not within the powers of Competent Authority, shall be submitted to higher authority forthwith, without waiting for allotted time of 15 days, along with comments.
- (d) In case of grievances not deserving redressal, Competent Authority shall interview and counsel the Applicant accordingly.
- (e) Competent Authority shall be personally accountable to ensure subjectivity and confidentiality of the matters, based on the subject matter in the application and its merits.
- (f) Competent shall grant redressal in writing, under information to next Superior Authorities. A copy of Application containing grievance(s) and redressal granted by Competent Authority shall be forwarded for records in the personal file of the Applicant.
- (g) If during the process of redressal of the matters contained in the application, defaults/irregularity committed by any employee come to light, Competent Authority shall process action against defaulters in terms of Conduct Rules of



University. Grant of redressal may be delayed, in this case, based on merit of the case. Interim redressal may be granted, if considered relevant.

(h) Competent Authority shall not subject the Applicant to witch-hunting/harassment. Whistleblowers should be protected.

22. **Kind of Redressals Not Authorized.** Competent Authority shall, in no case, entertain redressals on following matters:-

- (a) Family matters of employees.
- (b) Personal Service & Non-service Matters.
- (c) Service Conditions, Salary & Promotion Matters.
- (d) Frivolous Matters.
- (v) Complaints against employees/authorities.
- (vi) Joint Representations.
- (vii) Matters subjudice.

23. **Subject Matters To be Entertained Through Grievance Redressal Mechanism.** Only such applications containing grievances shall be entertained, which impact the social, emotional, operational/functional personal matters which directly impact the morale/satisfaction level of the applicant employee.

24. **Conclusion.** To generate employee friendly work-place atmosphere and harness their whole hearted work-support, this policy must be supplemented by matching attitude at all supervisory level. The provisions contained herein must be adopted with crafty inter-personal skill and improvisation to provide stress-free atmosphere to the employee, whose contribution is vital to the efficient functioning of the University.