

ORDINANCE-XXVI

Machinery for Redressal of Grievances of Employees & Students

[See Section 28(n) of the CU Act, 2009]

1. The University shall set up a machinery for redressal of grievances of its teaching and non-teaching employees and students, and shall constitute Grievance Redressal Committee in the manner provided hereunder.

Explanations:

- a) 'Student' means any student who is registered for a programme of study in any School/ Centre/Department of the University.
 - b) 'Employee' means any person appointed by the University and shall include teachers and other employees of the University.
2. The Grievances Redressal Committees shall observe the following rules:
 - a. It shall make the campus community fully aware of the grievance-redressal machinery.
 - b. Every grievance or complaint from any student or employee shall be registered and acknowledged.
 - c. If a final decision is not possible within a fortnight, an acknowledgement shall be sent to the complainant along with an indication as to when he/she can expect a final reply.
 - d. A grievance shall ordinarily be disposed of within three months.
 - e. The officer nominated by the Vice-Chancellor and the person responsible for addressing the grievance shall make himself/herself available to hear the grievances personally, at least once a week at fixed timings.
 - f. He/she shall take decisions on the grievance which are pending for more than three months. Any aggrieved person who is not satisfied with the redressal can approach the Vice-Chancellor for a decision.
 3. There shall be Grievance-Redressal Committees, the composition of which shall be as given below:

(A) Students' Grievance-Redressal Committee

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| (i) A person nominated by the Vice-Chancellor | - Chairman |
| (ii) Three representatives of Students' Council to be nominated by the Dean, Students' Welfare | - Members |
| (iii) Three nominees of the Vice-Chancellor | - Members |

Approved vide Resolution No-10 of the 29th Meeting of the Executive Council dated 07.11.2016

- (iv) The Dean of Students' Welfare (*Ex-officio*) - Member-Secretary.
- (v) Dean of the School, or in his absence, the Head of the Department concerned - Special Invitee

(B) Teachers' Grievance-Redressal Committee

- (i) The Vice Chancellor or his/her nominee - Chairman
- (ii) Five representatives from the teaching staff representing Gender, Minority, Scheduled Castes, Scheduled Tribes, Other Backward Classes, to be nominated by the Vice-Chancellor
- (iii) A nominee of the Vice-Chancellor - Member-Secretary

(C) Non-Teaching Employees' Grievance-Redressal Committee

- (i) A person nominated by the Vice-Chancellor - Chairman
- (ii) Five representatives from the non-teaching staff, representing Gender, Minority, Scheduled Castes, Scheduled Tribes, Other Backward Classes, to be nominated by the Vice-Chancellor.
- (iii) The Registrar or his nominee (of the position of at least Dy. Registrar or Assistant Registrar) - Member-Secretary

4. Powers and Functions of the Grievance-Redressal Committees

- (i) To entertain written and signed complaints and petitions of the students, teachers and non-teaching employees 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 authority concerned, for redressal or suitable action; and
- (iii) To recommend appropriate action against the complainant, if allegations made in the documents are found to be frivolous, false or mischievous.