



Jamia Hamdard, New Delhi

Policy Title- Grievance Redressal Policy		
1	Policy Number	JH/IQAC/PD-08
2	Brief Description the Policy	Grievances relating to any staff member or student arising out of the implementation of policies/ rules or decisions of the Organization. It includes matters relating to leave, examinations, internal assessments, increment, work- arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc. of an individual nature.
3	Scope/Objectives	<ul style="list-style-type: none">• To develop a protocol to resolve grievances of students and staff• To provide the students and staff access to immediate recourse to have their Grievances redressed• To make the students and staff aware of their duties and responsibilities• To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy
4	Policy Applies To (please tick)	All academics (teachers and students) Administrative Managerial Staff in the university
5	Last Updated	September 03, 2022
6	Approved By	Academic Council Board of Management
7	Responsible Authority for Implementation and Monitoring	Vice chancellor, Registrar
8	Superseding Authority	Competent Authority/Body of the University
9	References for the policy (please tick)	NAAC accreditation UGC/Govt. Directives

Policy Statement

Grievance redressal policy has been formed to quicken the redressed of grievances. The policy aims to resolve the grievances of the students and staff within the framework of the college guidelines, to ensure the highest standards of integrity and transparency among the staffs and students and a proactive work culture.

Roles

Grievance Redressal Committee (Staff)

Will be constituted to have Three senior professors selected in rotation basis. Committee will be appointed by the Vice chancellor/Registrar.

Grievance and Appeals Committee (Students)

will address the grievances of the students which include leave, examinations, internal assessment and so on. Committee will be appointed by the Vice chancellor and Registrar

Women's Grievance Redressal Committee

will address grievance regarding Sexual Harassment contemplated under Sexual Harassment of Women at workplaces (prevention, provision, and Redressal Act, 2013).

Committee will be constituted as per the directions of the govt. the committee will be. Committee will be appointed by the with Vice chancellor/Registrar.

PROCEDURE

Handling of Grievance

Subject to the above provisions, individual grievance of Staff Members and Student shall henceforth be processed and dealt with in the following manner:

a) An aggrieved Staff Member or student shall take up his grievance(s) orally with his immediate superior who will give a personal hearing and try to resolve the grievance(s) at his level within a week. The superior officer for this purpose will be:

Head of the Department	-in case of staff members
Staff advisor/Mento	-in case of student
Vice Chancellor-	-in case of HoDs/HoCs/Deans
Registrar	-in case of administrative staff

b) If the grievance is not satisfactorily redressed, the aggrieved staff member/student may submit his grievance in writing to Superior

Officer or a nominated officer for this purpose by the University. The superior Officer or such nominated person will record his comments on the representation within seven days, and will be referred to the Grievance Redressal Committee, in case the grievance is not resolved or settled amicably. The GRC make a thorough analysis of the case and decides either unanimously or by vote. The recommendation of the Grievance Redressal Committee will be conveyed within one month to the College management and the decision of the Deciding Authority will be final, subject to the provisions contained in paragraph below.

c) In exceptional case, with the concurrence of the Grievance Redressal Committee, the aggrieved staff member or student whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Vice chancellor. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the Vice chancellor will be final and binding on the aggrieved staff member or student and the management. All grievances referred to the Grievance Redressal Committee shall be properly documented. Grievance Redressal Record should be kept (Eg. Minutes, copies of complaints etc).

ACTION PLAN

Overall guidance and conditions

The Staff Member or the student shall bring up his grievance immediately and in any case within a period of one week of its occurrence.

If the grievance arises out of an Order given by the Management, the said Order shall be complied with before the staff member or the student concerned invokes the procedure laid down herein for redressal of his grievance.

Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure.

1. Annual performance appraisals/confidential reports.
2. Promotions including DPC's minutes and decisions.
3. Where the grievance does not relate to an individual employee or student.
4. In case of any grievance arising out of discharge or dismissal of a staff member or student.

Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Service Rules of the organization and in such cases the grievance redressal procedure will not apply.

NOTIFICATION

This is to notify the constitution of Following School Student Grievance Redressal Committee (SSGRC) as per UGC Gazette Notification.

a.	Chairman	Prof. Farhan J Ahmad	Dean of the School
b.	Member	Dr. Selvapandiyam HOD, Department of Molecular Medicine, SIST	Head of the deptt from School
c.	Member	Dr Saeed HOD, Department of Food Technology, SIST	Head of the deptt from School
d.	Member	Prof. Arif Zaidi Dean, SUMER	<i>Professor, from outside the School to be nominated by the Vice Chancellor</i>
e.	Member	Prof. Vidhu Aeri, Dean SPER	<i>Professor, from outside the School to be nominated by the Vice Chancellor</i>
f.	Member	Dr Khalid Basheer Department of Food Technology, SIST	<i>A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson-Member</i>
g.	Special Invitee	Mr Adil Beg, Research Scholar, SIST M;9873301307	<i>A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities - Special Invitee.</i>

The tenure of this committee is for a period of two years. This is with the approval of the competent authority.

Dean, School of Interdisciplinary
Sciences & Technology

Copy to

- All concerned
- Director (IQAC)
- AR(academic)
- Secretary to VC
- PA to Registrar

OFFICE OF THE DEAN
SCHOOL OF ENGINEERING SCIENCES AND ENGINEERING
JAMIA HAMDARD

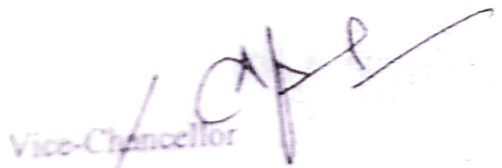
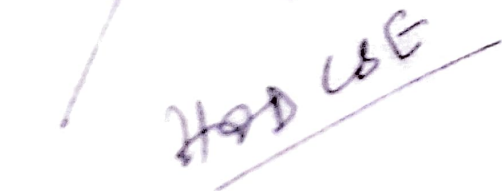
December 3, 2021

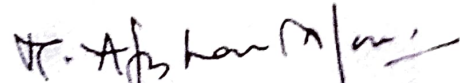
Subject: School Student Grievance Redressal Committee (SSGRC-SEST)

The following School Student Grievance Redressal Committee (SSGRC) of the School of Engineering Sciences & Technology is being proposed for approval of the Vice-Chancellor.

S.No.	Categories	Name	Position in SSGRC
1.	Dean of the School	Prof. M. Afshar Alam	Chairperson
2.	Head of the Department	Dr. Farheen Siddiqui	Member
3.	Two Professors from outside of the School- to be nominated by the VC	Prof. Shibu John	Member
		Prof. Suhail Pervez	Member
4.	A member of the faculty, well-versed with the mechanism of grievance redressal (to be nominated by the Dean)	Dr. Harleen Kaur	Member
5.	A representative from among students of the School	Mr. Akram Hasan	Special Invitee

Submitted please,


Vice-Chancellor

HOD CSE


(Prof. M. Afshar Alam)
Dean, SEST

150-13
24/9/21

OFFICE OF THE DEAN
School of Pharmaceutical Education and Research
JAMIA HAMDARD

Date: 21/09/2021

As approved by the Hon'ble Vice Chancellor, all Deans of the Schools are required to constitute a School Student Grievance Redressal Committee (SSGRC), with reference to the gazette notification entitled Redress of Grievances of Students Regulation, 2019 by the University Grants Commission, Delhi. As per the regulations, the Institute and its related schools are required to formulate School level committee to redress student's grievances.

The composition shall be as follows:

(a) Dean of the School

Chairperson

(b) Heads of the Departments

Member

(c)

Prof. A. Jay km Singh
Prof. Suhel Pervez

Member (Two Professors,
from outside the
School/Department/
Centre to be nominated by the
Vice Chancellor)

(d) Prof. S. H. Ansari

Member (Well-versed with the
mechanism of grievance
redressal to be nominated by
the Chairperson)

(e)

Special Invitee (A representative
from among students of the college
based on academic merit/excellence
in sports/performance in co-
curricular activities to be nominated
by the Vice Chancellor)

Vidhu Aeri
21.9.21
Prof. (Dr.) Vidhu Aeri
DEAN, SPER

Submitted for required nomination and approval please.

Vice Chancellor

*Approved. Pl send the list of
the students to
27-9-21*

OFFICE OF THE DEAN
SCHOOL OF CHEMICAL & LIFE SCIENCES
JAMIA HAMDAR


September 22, 2021

Subject: School Student Grievance Redressal Committee (SSGRC - SCLS)

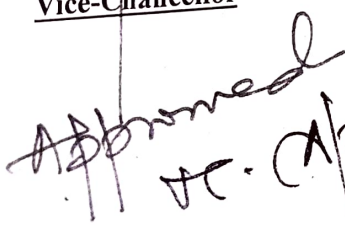
The following School Student Grievance Redressal Committee (SSGRC) of the School of Chemical & Life Sciences is being proposed for approval of the Vice-Chancellor.

S.No.	Categories	Name	Position in SSGRC
1.	<i>Dean of the School</i>	Prof. Shakir Ali	Chairperson
2.	<i>Heads of the Departments</i>	Prof. S. Raisuddin	Member
		Prof. Suhel Parvez	Member
		Prof. Kalim Javed	Member
		Prof. Shahid Umar	Member
		Prof. P.K. Chakraborti	Member
		Prof. Rana Zaidi	Member
3.	<i>Two Professors from outside of the school – to be nominated by the VC</i>	Prof. Javed Ali	Member
		Prof. S. Mehartaj Begum	Member
4.	<i>A member of the faculty, well-versed with the mechanism of grievance redressal (to be nominated by the Dean)</i>	Dr. Alka Narula	Member
5.	<i>A representative from among students of the School</i>	Mr. Pushkar Kaira MSc Botany II Year	Special Invitee

Submitted please,


 (Prof. Shakir Ali)
 Dean, SCLS
 22/9/21

Vice-Chancellor


 Approved
 VC. (A/3) / au
 27-9-21

OFFICE OF THE DEAN
SCHOOL OF MANAGEMENT & BUSINESS STUDIES [SMBS]

SMBS/Meet/ 1113

Date: 29.09.2021

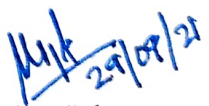
Sub : School Student Grievance Redressal Committee (SSGRC)

This is in reference to the gazette notifications entitled Redress of Grievances of Students Regulations 2019 by the University Grants Commission, Delhi. As per the regulations, institute and its related schools are required to formulate department/school level and institutional level committees to redress student's grievances.

Accordingly, constitution of school level committee to redress student's grievances for SMBS is approved as follows: -

Dean of the School	:	Prof (Dr.) Shibu John, Chairperson.
Heads of the Department or the Centre	:	Prof.(Dr.) N.Ravichandran Dr.Syed Nadimul Haque
Two Professors from Outside School	:	1) Prof. S. Raisuddin 2) Prof. M.Sarwar Alam
Member from the Faculty	:	Dr.Sana Beg, Asstt.Professor, SMBS
Representative from the Student of the College	:	Ms. Samia Obeid, MBA Mob : 9267924464

The above constitution is approved by the Competent Authority.


Prof.(Dr.) Shibu John
Dean, SMBS

Prof.Divya Vohora
Chairperson, ISGRC
Jamia Hamdard

Copy to : All Concerned.

Discipline is the key to success and Jamia Hamdard firmly believes in maintaining discipline in students and developing good habits in students to make a responsible citizen of the country. To maintain discipline in the university, Jamia Hamdard has created various mechanisms by forming different committees at school and university level. Also, to maintain a peaceful and productive environment for learning of students and redressal of grievances, committees are formed to report and resolve the issues timely.

Antiragging committee keeps strict vigilance so that no newly admitted candidate experiences any incident of ragging. Any reported incident is reported to the Proctor's office headed by Chief proctor of the university. Various Antiragging committees are formed at school levels where Senior Faculty members along with other faculties keep strict vigilance on any ragging incident. Senior students are supposed to submit an undertaking that they will not be involved in any such incident.

Any incident reported or observed by the Antiragging committee is taken up by the Proctors office along with anti-ragging committee. The committee then examines and decides on what shall be done to make the students disciplined. The students may be fined, suspended or expelled from the university as per the conduct during the incidence.

Under the chairmanship of a Senior faculty the Grievance Cell of Jamia Hamdard takes up the issues and resolve them accordingly. A departmental Student Grievance Redressal Committee and Institutional Student Grievance Redressal committee is formed. Various grievance received are taken by the departmental and institutional level committee and resolved accordingly. The students are free to submit their Grievance by meeting any member of the committee or any other committee such as Dean Students' Welfare Proctorial office feels that the same may be resolved by the Grievance the same is referred to them

Jamia Hamdard has provided various platforms to students to report any incident of inconvenience happened with them. Not only the committee members of Antiragging and Grievance cell is committed to students but every faculty member is open to help the student in their problem.

Jamia Hamdard encourages an environment of cohesiveness amongst its students. They are oriented with the rules and regulation of Jamia Hamdard in their initial days of student life. All the students of Jamia Hamdard along with their parents are supposed to submit an undertaking for not involving any in disciplinary and ragging activity. The meticulous team of Proctor office, Antiragging committee, members of Sexual Harassment Cell always keep a sharp observation by taking physical rounds in the campus. The security Guards of Jamia Hamdard are on their toes round the clock and observe any undue activity happening within the campus.

Jamia Hamdard believes that when students stay focused and disciplined, it stays on the top of their things be it their studies and personal life. Discipline increases productivity and happiness in life. Jamia Hamdard stands to make its students productive and disciplined for their profession, society and Nation Building.

