



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.