

Grievance Redressal Mechanism Policy



**Sambalpur University
Jyoti Vihar
Sambalpur-768 019 (Odisha)**

Grievance Redressal Mechanism Policy

I. PURPOSE

The purposes of formulating the policies for the grievance redressal mechanism in the Sambalpur university are to establish a fair, independent and consistent system for redressal of various issues faced by the stakeholders in the university; and to develop a responsive attitude among all those stake holders that nurture the harmonious atmosphere in the campus of university and in the campus of colleges under Sambalpur University.

II. OBJECTIVES

The major objectives of the policies for grievance redressal mechanism are as follows:-

- (i) To develop and maintain a sustainable harmonious atmosphere in campus of university and in the campus of affiliated colleges of Sambalpur university;
- (ii) To provide a convenient platform to raise the issues/complaints for the students, faculty members, and the non-teaching staff that are perceived to be affecting negatively to them.
- (iii) To provide a transparent and uniform mechanism for the redressal of the grievances in the defined time period.
- (iv) To justify the true organizational citizenship behavior for the society and country at large.

III. COVERAGE

Grievance redressal mechanism of Sambalpur university covers both the departments of University campus and the affiliated colleges. Further, it addresses the issues of both the students and the employees (faculty members & non-teaching staff). This mechanism offers both the off-line and on-line platforms to be deal with the grievances.

IV. WHAT IS GRIEVANCE REDRESSAL MECHANISM ?

According to the statement released by Ministry of Human Resource Development in 2012, every higher education institution should establish a grievance redressal mechanism to address the issues/complaints of students, faculty members, and other employees. According to the statement, UGC, AICTE and NCTE asked all the educational institutions under their jurisdiction to establish a grievance redressal mechanism, if not existing; redefine the system according to the statement of HRD ministry, if already exist. For the students, University Grand Commission (Grievance Redressal Students) Regulations, 2018, is operating for higher education institutions.

A grievance or complaint can be defined as any kind of communication that expresses discontent about an action or lack of action, about the standard of service or absence of service of an institute and the complainant asks for remedial action; and grievance redressal mechanism can be defined as a set of arrangements that enable the students, faculty members, and other employees to raise

their grievances/issues/complaints, if perceived as negatively influencing them, to be resolved by the appropriate authority for the greater interest of the university.

V. FEATURES OF APPROPRIATE GRIEVANCE REDRESSAL MECHANISM

- (i) An ideal grievance redressal procedure or mechanism should be faire, transparent and easy to understand.
- (ii) It should follow a defined procedure
- (iii) It must show the promptness to respond the grievance
- (iv) The procedure need to be redefined, whenever necessary.
- (v) An ideal grievance redressal procedure or mechanism always build employees' confidence and students' trust worthiness.

VI. GRIEVANCE REDRESSAL PROCESS

Step-1: Lodging the grievance/complain either through email or by hard copy.

Step-2: Forwarded to principal (if affiliated college) or chairman-PG council or registrar or vice-chancellor as per the nature and type of grievance

Step-3: Examination of material facts (relevant documents)

Step-4: Examination (or discussion with) of all parties of the grievance including the witnesses in the appropriate committee (specified below)

Step-5: Cross-verification, if necessary or send to the syndicate of the University

Step-6: Final decision and communication to the parties of the dispute/grievance

Table-1 : Grievance redressal committee for students		
Sl. No.	Constituents	Position in the committee
1	Chairman, PG. Council (if university students)	Chairman
2	Head of the department or principal (if colleges) in case of disciplinary matters; COE in case of examination matter	Member
3	One Senior most faculty member of the department or university/college (if not available in the concerned department)	Member
4	One nominee of the Vice-chancellor	Member
5	Any other faculty member(s) or employee/employees, as the VC think-fit	Member
Special Attention : (1) The VC himself can make himself available without nominating any member; (2) if the matter is serious in nature, then it can be taken to syndicate of the university.		

Table-2 : Grievance redressal committee for the faculty members		
Sl. No.	Constituents	Position in the committee
1	Chairman, PG. Council (if university faculty member)	Chairman
2	Head of the department or principal (if colleges) in case the head is not a part of the dispute	Member
3	One Senior most faculty member of the university/college (if faculty member belong to affiliate college)	Member
4	One nominee of the Vice-chancellor	Member
5	Any other faculty member(s) or employee/employees, as the VC think-fit	Member
Special Attention : (1) The VC himself can make himself available without nominating any member; (2) All heads of the departments of the university will be the member in some urgency as per the order of VC of syndicate); (3) if the matter is serious in nature, then it can be taken to syndicate of the university.		

Table-3 : Grievance redressal committee for the non-teaching staff		
Sl. No.	Constituents	Position in the committee
1	Registrar / Principal (if the staff belongs to affiliated college)	Chairman
2	Section Head (if non-teaching staff of the university)	Member
3	One Senior most faculty member of the university/college (if staff belong to affiliate college)	Member
4	One nominee of the Vice-chancellor	Member
5	Any other faculty member(s) or employee/employees, as the VC think-fit	Member
Special Attention : (1) The VC himself can make himself available without nominating any member; (2) if the matter is serious in nature, then it can be taken to syndicate of the university.		

VII. PRINCIPLES TO BE FOLLOWED IN THE GRIEVANCE REDRESSAL MECHANISM

Apart from the grievance redressal procedure, some principles Sambalpur university follows as follows.

- (i) Sufficient scope will be given the delinquent to defend himself / herself
- (ii) All possible material facts (documents / evidences / supporting materials) need to be examined, because every quasi-judicial matter go by “law of natural justice”.

- (iii) All possible witnesses need to be examined to follow “law of natural justice”.
- (iv) Adequate time will be given to the parties of the grievance/dispute, if wishes for appropriate justice.
- (v) No step of the grievance redressal procedure will be omitted
- (vi) The final report of the grievance redressal mechanism will be written with utmost care as it is connected not only with his/her family but also with his/her social life that can never be regained, once lost.
- (vii) All record/reports/evidences must be reserved for indefinite time period for future references.
- (viii) The statement released by Ministry of Human Resource Development in 2012 for every higher education institution must be followed.
- (ix) The University Grand Commission (Grievance Redressal Students) Regulations, 2018 must be followed, if it is student related matter.
- (x) The advisory of the state government regarding grievance redressal that is/are releasing from time to time must be followed.