



गुरु घासीदास विश्वविद्यालय, बिलासपुर (छ0ग0)

GURU GHASIDAS VISHWAVIDYALAYA, BILASPUR (CG)

(A Central University established by the central Universities Act. 2009 No. 25 of 2009)

(केन्द्रीय विश्वविद्यालय अधिनियम, २००९ क्रमांक २५, २००९ के अंतर्गत स्थापित केन्द्रीय विश्वविद्यालय)

Guru Ghasidas Vishwavidyalaya, Bilaspur vide notification No. 405/IQAC-GGV/2023 Dated 4.7.2023 in serial No. 30 constituted a committee for Grievance Redressal of Students, Employees and Faculties.

GUIDELINES
FOR
GRIEVANCE REDRESSAL
OF
STUDENTS, EMPLOYEES AND FACULTIES

PREAMBLE:

In order to meet the increasing legitimate expectations of Students, Employees and Faculties for better, faster and more effective service, Guru Ghasidas Vishwavidyalaya (GGV) shall constantly endeavour to improve its service rules, standards and capabilities. GGV expects all its Employees and Faculties to maintain highest standards of integrity, honesty and transparency in their working conditions with Students and staff.

A Grievance is a documented manifestation of dissatisfaction of Student/Employees/Faculties. Such dissatisfaction, if left unaddressed, unresolved and unredressed that can be endanger the lifeline of GGV and erode's its image. It is expected that all employees shall devote attention, time and effort in resolving, redressing the Grievances of Student/Employees/Faculties within the framework of the GGV's guidelines and the terms of the policy.

The Objectives of the Grievance Redressal Policy are:

- a) To develop an organisational framework to resolve Grievances of Students/Employees/Faculties within stipulated time.
- b) To Provide Students/Employees/Faculties access to immediate, hassle free recourse to have their Grievances redressed.
- c) To enlighten the Students/Employees/Faculties on their duties and responsibilities towards GGV.
- d) To establish structure interaction with Students/Employees/Faculties to elicit information, academic and administrative process on their expectations.
- e) To provide fair and equal treatment to Students/Employees/Faculties without bias at all times.
- f) To ensure that all issues raise by Students/Employees/Faculties are dealt with courtesy.
- g) To Institute a Monitoring Cell to oversee the functioning of the Grievance Redressal Policy

Students/Employees/Faculties Focus:

- a) Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- b) GGV shall endeavour to improve service through constant interaction with the Students/Employees/Faculties to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- c) At least one meeting per year shall be held to offer opinions and suggestions from Employees/Faculties on Academic and Administrative stands and services. In case of students on quarterly basis.
- d) GGV will take all efforts to abide and enforce Central Universities Act, 2009, UGC regulations in case of Students Grievances and Employees/Faculties in the approved guidelines by the competent body in all its operations.
- e) All Students/Employees/Faculties will also be abided by the Code of Conduct approved by GGV and issued from time to time, in this regard.
- f) All efforts should be made to leverage Information Technology for providing an easy platform to the Students/Employees/Faculties to lodge grievances/complaints, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

STUDENTS GRIEVANCE REDRESSAL:

GGV has adopted University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 vide Gazette of India, UGC Notification Dated 11 April, 2023.

In pursuance to the above Regulations of the UGC, GGV vide its Notification No. 2122/Estt/Adm/2023 Dated 29.5.2023 constituted, the Students Grievance Redressal Committee (SGRC)

GGV has appointed Ombudsperson, in case any student aggrieved by the decision/resolution of the Students Grievance Redressal Committee; he/she may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

The students may be lodged their grievances according to UGC Regulations, 2023 which is also available in the University Website.

Further, in order to maintenance of discipline amongst students of University, the Central Universities Act, 2009, No. 25 of 2009, Statute No. 28 clause 1 to 7 will also be applicable for redressal of grievances according to the nature.

The SGRC will conduct its meeting with the students once in every quarter to offer their suggestions/guidances

DUTY OF THE SGRC:

On receiving the grievances, the SGRC must:

- Fix a date – inform to the aggrieved – allow him/her to be represented/accompanied by someone – follow the path of natural justice – give the resolution/decision within stipulated time frame.
- In case of fraudulent or frivolous complaint, appropriate action can be taken against the complainant..
- Details of the GRC and the rights and duties of the students must be printed in the prospectus or nay other platform like University Website/SAMARTH Portal, University handbook or University's Internet/facebook, etc.

STUDENTS OTHER GREIVANCES REDRESSAL

- A separate Cell for SC/ST/OBC/Minority for Scholarship has been constituted and named as SC/ST Cell situated in the first floor of the Administrative Building.
- With regard to UGC/CSIR-HRDG/Non-NET fellowship, the Development Section is processed all the fellowship payment online/offline. Online fellowship by MAKER and CHECKER (Nodal Officer) under the supervision of Assistant Registrar/Joint Registrar/OSD(Dev.). In case of any grievance concerned student may contact to the above mentioned officer of the Development Section.

- Further, with regard to Non-NET Fellowship payment issue, the research scholars can be contacted to the Finance Section - Assistant Registrar/OSD(Finance)/Finance Officer.
- With regard to grievances if any by the women students, an Internal Complaint Committee has been constituted which is headed by the senior most female employee.
- A separate Cell of SC/ST, OBC and Minority Community students have been constituted where they can lodge their complaint/grievance for redressal.

The following committee is proposed for grievance redressal of the students:

1. The first stage for grievance redressed is to approach the Mentor/Head of the Department.
2. The Second stage is to approach the Office of the Dean for grievance redressal.
3. The student can also approach the DSW/Proctor for redressal.
4. The nodal officers of SC/ST Cell, Internal Complaint Committee etc. can also be approached for redressal/help.
5. If the student is not satisfied with any of the above, he/she may approach the SGRC.

EMPLOYEES AND FACULTIES GRIEVANCES REDRESSAL POLICY

Definition of Grievances:

Grievances would encompass a variety of issues like delays, rudeness, inefficiency, inaccuracy, harassment, victimisation, Injustice, discrimination, unfairness, bias, malpractice, misbehaviour, etc. A grievance may be perceived grievance or real grievance or it may even be a disguised grievance. A dissatisfaction/complaint becomes a grievance when the complaint is formally registered in accordance with redressal procedure.

Pre-requisites:

1. Anonymously registered grievances will not be recognised. The names of the complainant and the accused must be specifically mentioned.
2. Persons must register grievances individually, not collectively as a group.
3. The grievance must first be taken to the first level (superior or superior above superior, as the case may be) and only after unsatisfactory resolution, should it be escalated to the Grievance Redressal committee.

Procedure for Appeal

- Every employee of the university have a right to appeal the Executive Council against the decision of any office or authority of the university, removal of the services and arbitration matter Section 33, 35 and statute 25 will be applicable to all employees.

How to raise the Grievance:

The employees/faculties of GGV can raise grievances through the following modes:

- **Phone Message/Call:** Message/call to contact number specified on institute website to register the complaint/grievance.
- **Email:** The stakeholders may write complaint/grievance on email id specified on institute website to register the complaint/grievance.
- **Letter:** The stakeholders can write a letter to the concerned authorities.
- **Website:** The stakeholder may also raise the grievance by writing complaint/grievance on grievance redressal portal (<https://ggv.ac.in>). The grievance redressal portal is available on official website of the University: www.ggv.ac.in.
- **Verbal Call:** In case of verbal complaint/grievance should not be entertained. If complainant wants, it should be decided verbally by calling both the parties. No record will be maintained, in this regard.

Maintenance of records of grievance and reporting:

The Chairman/Secretary of grievance redressal committee preserves all records pertaining to grievance/complaint resolved resolution and closure of the grievance. The complaint/grievance shall be transferred to the concerned committee/official within a period of (03) three days from the date of received of the complaint/grievance. Provided, however, that resolution time shall not exceed (30) thirty days from the date of the receipt of the complaint/grievance from the complainant.

Closure of grievance:

Every grievance shall be disposed off within a period thirty days of its receipt and a final reply shall be sent to the complainant containing details of resolution or rejection of the complaint/grievance with reasons thereof recorded in writing.

Policy to handle Major Grievance:

- Major grievances such as problem involving legal matters shall refer to the higher authority/GGV competent officer. Appropriate action is carried as per guidance provided by the GGV authority.
- In case grievance involved external agencies, matter is referred to official/authority for further action.

Proposed committee in case of Faculty members for redressal of grievances:

1. In case of Assistant /Associate Professor:

Head of the Department - Convener
One senior faculty of the concerned department – Member
One faculty among the school nominated by the Dean, SoS – Member
One faculty member as HVC nominee - Member

2. In case of P:rofessor/Deans, Schools of Studies:

A nominee of the Vice-Chancellor: Convener
One Senior most professor by the concerned department – Member
One senior most professor by other department – Member
One Faculty member as HVC nominee - Member

Proposed committee in case of Employees (Officers other staff)

1. In case of Statutory/other officers

The Vice-Chancellor or His Nominee – Convener
Registrar of the University – Member
One Senior Most Officer - Member
One Dean, SoS nominated by Vice-Chancellor – Member

2. In case of all Class – II and III employees:

Registrar of the University – Convener
One officer of the University – Member
Controlling Officer of the concerned department – Member
The Senior employee of the University – Member

Rules/Policy/Guidelines to be followed by Teaching and Non-Teaching Staff:

Apart from the provisions of the Central Universities Act, 2009, the teaching and non-teaching staff should follow the rules/policy/guidelines/order notified by the University Administration from time to time till the new statute is framed by the University

Note: The committee so nominated by the competent officer of the University at least once in a year to convene a meeting of all Employees to know their suggestions/advice for better functioning of the Grievance Redressal Committee.

Women's Grievance Committee:

As per University Grants Commission (UGC) guidelines, GGV has constituted Women's Grievance Redressal Cell named as Internal Complaint Committee for ladies employees wherein it is headed by the Woman employee.

Lady faculty members, lady employees (teaching and non-teaching staff) should launch their complaint/grievance to the Chairman, Internal Complaint Committee.

SC/ST/OBC/MINORITY EMPLOYEES:

GGV has constituted a separate cell for SC/ST/OBC/MINORITY categories employee both (teaching and non-teaching staff). An aggrieved employee may lodge their complaint/grievances to the Chairman/Convener of concerned committee.

The term of the committee constituted will be the Two years from the date of issue of the Office Memorandum/Order, in this regard.