

GRIEVANCE REDRESSAL MECHANISM

Grievance redressal mechanism for students, academic and non-academic staff

Introduction:

In order to redress individual as well as collective grievances of the students and staff of the University, a grievance redressal mechanism has been devised.

Grievance Redressal Cell was set up at Dayananda Sagar University in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students, parents and staff members.

Staff refers to all academic and non-academic staff members. It includes faculty (full time, part-time or visiting), teaching assistants, tutors, directors, academic support staff members, full-time or part time employees and full time consultants who are involved in administrative or non-academic work.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College /Dept. / Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be.

Definition of Grievance:

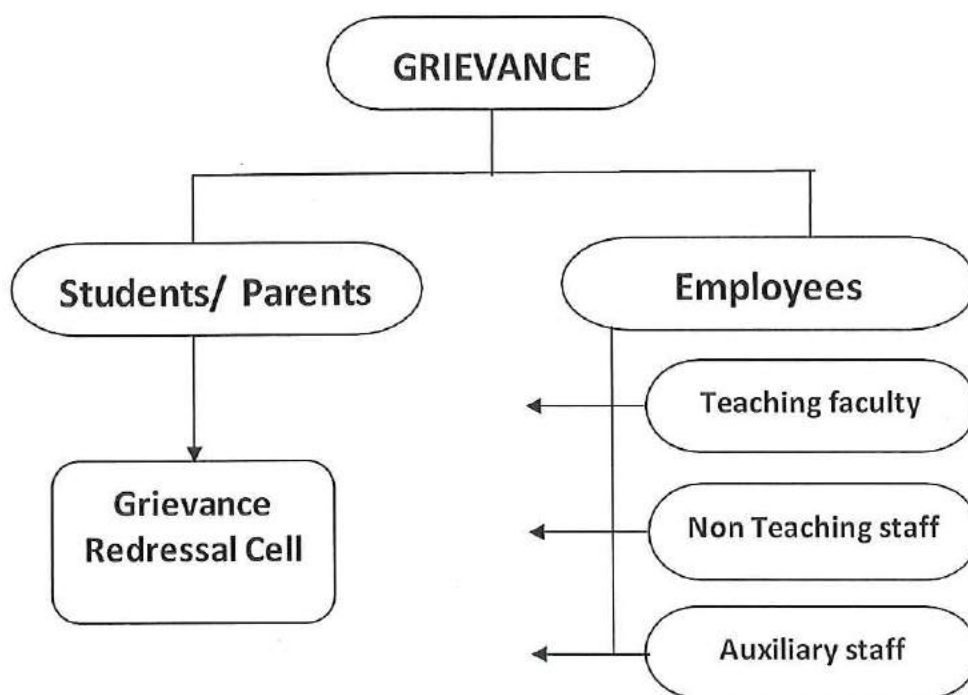
A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with University that a student or staff thinks, or even feels, is unfair, unjust or inequitable. Any grievance / complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters by Committee against Sexual Harassment.

Procedure for filing the formal complaint / grievance:

1. Any student or staff of the Dayananda Sagar University may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.



3. Complaint may be oral, by email registrar@dsu.edu.in or in writing. If the complaint is oral, it will be converted into a written form by the Grievance Redressal Committee (GRC) member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
4. Upon receipt of complaint by any member of GRC, the member should forward it to registrar@dsu.edu.in



Procedure for filing a complaint / grievance without revealing identity:

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library.

Process for addressing Grievance:

- Upon receipt of complaint, the Chairperson of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.
- At this stage, based on the nature of the complaint and severity of its possible impact, the Chairperson may take one of the two options to proceed on addressing the concerns while



keeping the Chairperson, GRC copied in all communication:

- a. Option 1 which can be exercised on matters that could be more routine operation:
 - i. The Chairperson of the Committee may address the issue directly with the help of the concerned department.
 - ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
 - iii. Once the matter has been resolved, the Chairperson will send a final update to the complainant on the matter.
 - b. Option 2 which can be exercised in matters of very serious concern, in consultation with the Chairperson:
 - i. Member may also call for a meeting of the GRC. The quorum for the meeting is 5 (Five).
 - ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
 - iii. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.
 - iv. The Member of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the Vice Chancellor.
2. The Member will maintain an updated record of all complaints, actions taken and closure status.
 3. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

Re-appeal:

1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Appeal Committee for GRC for a reconsideration and review within 15 working days.



2. The members of the Appeal Committee are follows:

- a. Pro-Vice Chancellor
- b. Registrar
- c. Dean / Principal of Dept. / College
- d. HR Manager

3. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.

Note:

1. The committee will recommend appropriate action against complainant(s), if complaint made are found to be baseless or trivial.
2. Board of Management (BOM) of the University may revise the procedure from time to time.

