

Ref. No. U-739(i)/SVSU/2024/273

Date: 29.06.2024

## OFFICE MEMORANDUM

Sub: Grievance Redressal Mechanism for Teaching and Non-Teaching Staff of the University

The SVS University has from time to time issued guidelines regarding handling of complaints in Constituent Colleges/Departments/subordinate office of the University. This guideline is issued in compliance with Resolution No. 33(7) of Minutes of Meeting of 33<sup>rd</sup> Executive Council held on 28.06.2023. The grievances of employees of University are broadly categorized as under:

- (A). Representation from University employees on service matters
- (B). Redressal of grievances of Individual employee of University

In order to redress "Individual" as well as collective grievances of the Teachers and Non-Teaching Staff of the University, a three-tier Grievance Redressal Mechanism has been devised. The details procedure to be followed is as under:

### Level-1; Institute / College / Department Level Grievance Redressal Committee:

1. Any grievance at Institute / College / Department Level may, in the first instance, be brought to the notice of the Dean /HOI / Principal / Director / Department head. The Head of concerned faculty / department will look into the grievance of the teaching and non-teaching staff and try to redress it within 15 days from the receipt of written representation from the teacher / non-teaching staff to this effect. The composition of Level-1 College Level Grievance Redressal Committee shall be as under;

- a. Dean Concerned Faculty/ Department Head : Chairperson
- b. Two members to be nominated by concerned Dean/Dept. Head : Members

2. In case of no response or unsatisfactory response from the Head of Colleges / Departments, the teacher / non-teaching staff will be free to represent his / her case to the Institute /College level Grievance committee.

3. The committee after receipt of written representation, if consider necessary, may invite at its discretion, the aggrieved Teacher / non-teaching staff for an oral submission. The committee will be empowered to summon the relevant papers from the concerned departments of the university to accurate-redressal of the grievances referred to it and shall submit recommendations ,to the university within two weeks of receipt of such representations.



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4. In case there is no response within the stipulated period or if the teacher / staff is not satisfied with the recommendations of the College / Department level Grievance redressal committee, he / she may prefer an appeal to the University Level Grievance Committee within 07 days of receipt of decision of College / Departmental Level Grievance Redressal Committee.

#### Level-2: University Level Grievance Redressal Committee:

5. The collective grievances of the teachers / non-teaching staff, the grievances raised by individual teacher / non-teaching staff having ramification at the university level or involving a group of teachers or any teacher not being satisfied with the decision of the college level grievance committee will be placed before the university level grievance redressal committee.

6. The composition of the University Level Grievance Redressal Committee shall be as under:

a. Pro Vice Chancellor:	Chairperson
b. Deans & Principal , Subharti Institute of Law:	Member
c. Dean & Principal, Subharti Nursing College;	Member
d. Dean & Principal, Subharti college of Pharmacy;	Member
e. Vice Principal, Subharti Medical College;	Member
f. Additional Registrar (General):	Member
g. Admin Officer-I:	Member
h. University Staff Welfare officer:	Member
i. Assistant Registrar, Office of Registrar;	Member Secretary

7. On a written request, the committee may, at its discretion, invite the aggrieved teacher for a personal hearing. The committee may invite a representative of equal opportunity office, while dealing with an issue connected with the interest of socially deprived sections.

8. All the representations received by the end of previous month shall be deliberated upon in its meetings. An adjourned meeting shall be held on a date agreed upon in the meeting of the committee. The committee shall give its recommendations in the grievances referred to it within 07 days' time. The University, if found necessary, may refer any representations having collective repercussions and received by it directly, to this committee for redressal.

#### Level-3; Grievance Redressal at the Vice-Chancellor Level

9. In case there is no response within the stipulated period or if the teacher / non-teaching staff is not satisfied with recommendations of the University level Grievance Redressal Committee, he or she may prefer to appeal to the Vice Chancellor within 15 days' time. The Vice Chancellor, keeping in view his engagement, may dispose off the

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appeal within 4-6 weeks time. The decision of the Vice Chancellor, in such cases matters shall be final and there shall be no further appeal in the matter.

#### Complaints against Dean/HOI/Principal/Directors

10. The complaints against Dean/HOI/Principal/Directors, whether pseudonymous or otherwise, received by the office of Registrar will be first scrutinized by Group Headed by Pro Vice Chancellor. The composition of the group shall be Pro Vice Chancellor, Dean Academics and Dean Students Welfare. The Group, after reviewing the complaints, would proceed as follows;

- a. If there is no substance in the complaint or the complaint is frivolous in nature, the group would close the complaint and inform the relevant Head of Office from where the complaint was received.
- b. In case the preliminary scrutiny of the complaint indicates that there is some substance in it or there are verifiable allegations, the Group would refer the matter to the Hon'ble Vice Chancellor

#### General Instructions:

11. The individual grievance received by the University directly, shall also be referred to this committee for redressal. However, if the College level committee finds that redressal of such a grievance, in the first place, lie with other concerned department, the same may be referred to the Chairperson of University level grievance committee under intimation to teachers / non-teaching concerned. In such cases the chairperson of the University Grievance will take action thereon within 15 days' time.

12. Whenever, in any matter connected with his service rights or conditions, a University employee wishes to press a claim or to seek redressal of a grievance, the proper course for him is to address his immediate official superior, or the Head of Office, or such other authority at the appropriate level who is competent to deal with the matter in the organization.

13. No action is required to be taken on anonymous complaints, which do not carry both name and address of the complainant, irrespective of nature of allegations and such complaints need to be simply filed in record.

14. Complaints containing vague allegations could also be filed in record without verification of identity of the complainant.

15. If a complaint contains verifiable allegations, Office of the Registrar may take cognizance of such complaints with the approval of competent authority of University as per distribution of work. In such case, the complaint will be sent to the complainant for owning / disowning, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days

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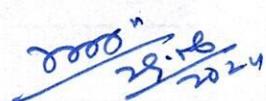
after sending the reminder, if still nothing is heard, the said complaint may be filed as pseudonymous by Office of the Registrar.

Note-1: If any interpretation of rules is involved, the Hon'ble Vice Chancellor shall be the competent authority and his decision will be final and binding upon the parties

Note-2: Any grievance / complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters.

All Deans/HOIs/Principals/Directors/HODs requested that above procedure may be brought to the notice of all Teachers / Non-teaching staff of Faculty / colleges departments and subordinate Offices.

This is issued with approval of the Hon'ble Vice-Chancellor.

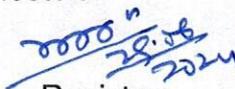
  
Gp Capt M Yakoob  
Registrar

Date 29.06.2024

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Copy forwarded for information of:-

1. Hon'ble Vice Chancellor,
2. CEO
3. Pro Vice Chancellor
4. All Deans/HOIs/Principals/Directors/HODs /Chief /Senior Warden of Hostels
5. Guar File

  
Registrar