

**ORDINANCE ON
EMPLOYEES AND STUDENTS' GRIEVANCES REDRESSAL
COMITTEES**

(Under Section 24 (I) of SVSU Act)

There shall be a constituted mechanism for the redressal of the grievances of Employees and Students of the University.

Unless otherwise mentioned:

Student means all students who are enrolled for a Programme of study in any School/ Centre/ Department/ College or Campus maintained or affiliated by the University.

Employee means any person appointed by the University, its affiliated colleges, including teachers and other staff of the University.

1.The Grievances Committee shall observe the following general principles:

- i) The Campus and its affiliated Community should be made fully aware of the grievance redressal mechanism;
- ii) Every grievance from the student/staff should be registered and acknowledged;
- iii) If a final decision is not possible within a fortnight, an acknowledgement should be sent to the applicant along with an indication as to when he/she can expect a final reply;
- iv) As a matter of general rule, no grievances should be pending beyond the limit of three months;
- v) The officer nominated by the Vice-Chancellor and the person responsible for addressing grievances should make himself/herself freely available to hear the grievances personally, at least once a week at fixed timings; and
- vi) He/ she will take decisions on grievances which are pending for more than three months. Aggrieved parties who are not satisfied with redressal in subordinate/attached formation may approach the Vice-Chancellor for a decision.

2. STUDENTS' GRIEVANCE REDRESSAL COMMITTEE: -

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| i) | Dean of Students' Welfare (DSW) | Chairman |
| ii) | Proctor. | Members: |
| iii) | Two Nominees of the Vice-Chancellor (one male & one female). | Members: |
| iv) | Two Representatives of Students (one male & one female). | Members: |
| v) | Dean of the School concerned. | Members: |
| vi) | Chief Warden | Members: |
| vii) | Secretary to the Committee to be nominated by the DSW | Secretary |

POWERS AND FUNCTIONS: -

- (i) to entertain written and signed complaints and petitions of students in respect of matters directly affecting them individually or as a group;
- (ii) to enquire into the grievances, and make recommendations and report to the Vice-Chancellor for redressal or suitable action; and
- (iii) to recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.

3. TEACHERS' GRIEVANCES COMMITTEE: -

There shall be a Committee constituted by the Vice-Chancellor and approved by the Executive Council consisting of the following:

- i) Vice-Chancellor or his/ her nominee – Chairman.
- ii) Five representatives from the teachers' community representing gender, minority, SC, OBC. - Members:
- iii) Two outside experts not below the rank of Professor (one male & one female). - Members:
- iv) Secretary to the Committee to be nominated by the Vice-Chancellor -Secretary

POWERS AND FUNCTIONS: -

- i) to entertain written and signed complaints and petitions of teachers in respect of matters directly affecting them individually or as group;
- ii) to enquire into the grievances, and make recommendations and report to the Vice Chancellor who may place it to the Executive Council for redressal or suitable action; and
- iii) to recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.

4. NON-TEACHING STAFF GRIEVANCES COMMITTEE: -

There shall be a Committee constituted by the Vice-Chancellor consisting of the following:

- i) Chairman to be nominated by the Vice-Chancellor.
- ii) Five representatives from the non-teaching staff representing gender, minority, SC, OBC - Members
- iii) Two outside experts to be nominated by the Vice-Chancellor (one male & one female). - Members
- iv) The Registrar or his nominee shall be the Member-Secretary of the Committee.

POWERS AND FUNCTIONS: -

- i) to entertain and consider written and signed complaints and petitions of staff (Non-Teaching) in respect of matters directly affecting them individually or as a group;
- ii) to enquire into the grievances, and make recommendations and report to the Vice-Chancellor for redressal or suitable action; and
- iii) to recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.

5.Tenure of the committees: -

Three years. However, if there is any vacancy in membership, the same may be filled from the respective category for the residual period.

6.Quorum: -

Fifty percent of the total membership of the respective committee.

7. Suitable modification/amendment to be made in this ordinance according to any new/latest regulation notification of UGC and other Regulatory bodies which are relevant to this ordinance.