

Grievance Redressal Process and Procedure

The Grievance Cell aims to address concerns and grievances of faculty, staff, students, and others associated with the institution.

Who Can File a Complaint: Any "aggrieved person" who experiences grievances or harassment, either within the workplace or outside the institution, may file a written complaint related to the institute to the Grievance Cell established by the employer.

Where to File a Complaint: Complaints can be submitted to the Nodal Officer of the Grievance Cell either via the PG Portal of the Government of India, or through email/letter to the Director, Registrar, or Nodal Officer of the Grievance Cell within the organization.

Role of the Grievance Redressal Officer:

- Collect and organize complaints and concerns from citizens/community systematically.
- Resolve issues that can be promptly addressed.
- Escalate issues requiring expert input to higher authorities.
- Ensure proper follow-up.
- Communicate professionally with the complainant about the scope and limitations of the process.

Exempted Categories:

- RTI matters
- Court-related/sub-judice issues
- Religious matters
- Suggestions
- Service matters of Central Government employees

Grievance Cell Investigation: Upon receipt of a grievance, the Nodal Officer forwards the complaint to the relevant department/section for a necessary response. A satisfactory reply is then uploaded to the PG Portal.

If a grievance requires detailed investigation, the Nodal Officer proposes a committee for the authority's approval, which may consist of:

1. Nodal Officer (Grievance Cell) - Chairperson
2. Assistant Registrar/Deputy Registrar (Concerned Section) - Member
3. Head of Department/Head of Concerned Section - Member
4. Nodal Officer (Legal Cell) - Member
5. Assistant Registrar (C&R) - Member Convener

The Grievance Cell is responsible for conducting a thorough investigation, which includes:

- Examining the complaint and collecting evidence.
- Allowing the accused an opportunity to respond to the allegations.
- Interviewing the complainant, the accused, and any witnesses.

Grievance Cell Findings and Recommendations: After completing the investigation, the Grievance Cell will submit a report with findings and recommendations to the employer, which may include:

- Taking disciplinary action against the accused if the complaint is substantiated.
- Providing counseling or support to the complainant.
- Proposing necessary actions by the administration to resolve the grievance.

The Grievance Redressal Cell is required to maintain confidentiality throughout the investigation process.