



ESWAR COLLEGE OF ENGINEERING: NARASARAOPET

Approved by AICTE, New Delhi
Affiliated to JNTUK, Kakinada
Sponsored by Shaik Dada Saheb Charitable Trust, Narasaraopet.
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GRIEVANCE REDRESSAL POLICY

Policy Statement

Grievance redressal policy has been formed in order to quicken the redressed of grievances. The policy aims to resolve the grievances of the students and staff within the framework of the college guidelines, so as to ensure the highest standards of integrity and transparency among the staffs and students and a proactive work culture.


Objectives

- To develop a protocol to resolve grievances of students and staff
- To provide the Students and staff access to immediate recourse to have their Grievances redressed
- To make the Students and staff aware of their duties and responsibilities
- To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy.

Roles

- Grievance Redressal Committee (Staff) will be constituted to have three senior professors selected in rotation basis. Committee will be appointed by the Principal with concurrence from the Management.
- Grievance and Appeals Committee (Students) will address the grievances of the students which include leave, examinations, internal assessment and so on. The Principal will be the Chairman, Other members will be nominated in rotation basis. Committee will be appointed by the Principal with concurrence from the Management.
- Women's Grievance Redressal Committee will address grievance regarding Sexual Harassment contemplated under Sexual Harassment of Women at work places (prevention, provision and Redressal Act, 2013). Committee will be constituted as per the directions of the govt. The term of office of the committee will be 1 years rotation basis. Committee will be appointed by the Principal with concurrence from the Management.

Responsibility


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Grievances for the purpose of this procedure would only mean a grievance relating to any staff member or student arising out of the implementation of policies/ rules or decisions of the Organization. It includes matters relating to leave, examinations, internal assessments, increment, work- arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc. of an individual nature.

PROCEDURE

Handling of Grievance

Subject to the above provisions, individual grievance of Staff Members and Students shall henceforth be processed and dealt with in the following manner:

- a) An aggrieved Staff Member or student shall take up his/her grievance(s) orally with his/her immediate superior who will give a personal hearing and try to resolve the grievance(s) at his level within a week. The superior officer for this purpose will be:
 - ❖ Head of the Department - in case of staff members
 - ❖ Staff advisor - in case of students
 - ❖ Principal - in case of HODs/Deans/Administrative staff
- b) If the grievance is not satisfactorily redressed, the aggrieved staff member/student may submit his grievance in writing to Superior Officer or a nominated officer for this purpose by the College. The superior Officer or such nominated person will record his comments on the representation within seven days, and will be referred to the Grievance Redressal Committee, in case the grievance is not resolved or settled amicably. The Grievance Redressal Committee (GRC) make a thorough analysis of the case and makes a decision either unanimously or by vote. The recommendation of the Grievance Redressal Committee will be conveyed within one month to the College management and the decision of the Deciding Authority will be final, subject to the provisions contained in paragraph below.
- c) In exceptional case, with the concurrence of the Grievance Redressal Committee, the aggrieved staff member or student whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Management. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the Management will be final and binding on the aggrieved staff member or student and the management. All grievances referred to the Grievance Redressal Committee shall be properly documented. Grievance Redressal Record should be kept (Eg. Minutes, copies of complaints etc).


ACTION PLAN

Overall guidance and conditions


- a) The Staff Member or the student shall bring up his/her grievance immediately and in any case within a period of one week of its occurrence.
- b) If the grievance arises out of an Order given by the Management, the said Order shall be complied with before the staff member or the student concerned invokes the procedure laid down herein for redressal of his/her grievance.
- c) Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure.

1. Annual performance appraisals/confidential reports;
2. Promotions including DPC's minutes and decisions;
3. Where the grievance does not relate to an individual employee or student;
4. In case of any grievance arising out of discharge or dismissal of a staff member or student.

d) Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the competent authority as laid down under the Service Rules of the organization and in such cases the grievance redressal procedure will not apply.


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