

**MECHANISM
OF
GRIEVANCE REDRESSAL
FOR
CHARUSAT EMPLOYEE**



CHARUSAT

CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

Charotar University of Science and Technology
CHARUSAT Campus, Off. Petlad Highway, At & Post - Changa, Taluka:
Petlad, Dist: Anand 388 421, Gujarat (India)

1. PREAMBLE

Charotar University of Science and Technology (CHARUSAT) is dedicated for creating a prosperous and pleasant work environment in which grievances are handled fairly and promptly. It strives to foster a work culture which is free of disputes as well as boosting to improve the performance and productivity of the employees. In this context; the university has defined mechanism of Grievance Redressal for the employees i.e teaching and non-teaching of CHARUSAT.

Grievance Redressal Mechanism facilitates the resolution of grievances in a fair and impartial manner involving the concerned Institute, Department, Section / Cell representatives maintaining necessary confidentiality.

2. OBJECTIVES

1. Fairness : Ensure fairness and impartiality in addressing the grievances regardless of the employee's designation or status within the university.
2. Conflict Resolution : Facilitate resolution of employee grievances in a timely manner, aiming to resolve issues at the lowest possible level of authority. Serve as a forum for resolving conflicts between employees and management in a constructive and collaborative manner.
3. Improvement of Work Environment : Identify recurring issues or systemic problems that contribute to employee grievances and recommend improvements to enhance the overall work environment.
4. Communication : Foster open communication between employees and management, promoting dialogue and understanding to prevent future grievances.
5. Employee Satisfaction : Contribute to employee satisfaction and morale by demonstrating that grievances are taken seriously and addressed effectively.

Overall, the aim is to create a supportive and inclusive work environment where employees feel valued, being heard and treated fairly which ultimately contributes in bringing effectiveness to the university.

3. FUNCTIONS

1. To foster environment wherein employees can express their grievances freely and honestly without any fear of being victimized.
2. To analyze the merits of grievances and conduct formal hearings and investigation as the case may be.
3. To protect the privacy and confidentiality of all individuals during the investigation, consistent with and subject to the policy / guidelines.
4. To obtain the facts through relevant & reliable sources in a fair and objective manner and then to work out a resolution.
5. To ensure speedy disposal of the grievance / application within maximum period as defined in this regulation.
6. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of participation in the grievance redressal process.

4. DEFINITIONS

- Grievance

Grievance means a complaint that includes any kind of dissatisfaction or negative perception, arising out of anything connected with university that an employee thinks, believes, or even feels, is unfair, unjust or inequitable.

- Grievant
Grievant means an employee submitting his/her grievance.
- Days
The term, *Days*, means working days excluding Sundays, Holidays or Vacation as indicated in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

5. TYPES OF GRIEVANCES

The type of grievance is distinguished and listed as per following however; it is not restricted to and shall comprise now and again.

Type of Grievance	Specification
Academic and Research related issues	a) Against the conduct of any employee b) Research Facilities, Library Functioning etc.
Amenities & Maintenance	a) Facilities at work place (Against common services such as transportation, canteen, medical facilities, etc.)
General administration	a) Matters related to service conditions, performance appraisal, promotion, pay and allowances, working hours etc. b) Differing interpretation of the University Policies and support

6. MATRIX OF GRIEVANCE HANDLING AUTHORITIES

Sr. No.	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Level-3 Appellate Authority
1	Against an action of Peer Group	Head of the Dept./Inst. and/or Dean of Faculty	Registrar	Provost
2	Against the conduct of any Faculty/Officer or support Employee	Head of the Dept./Inst. and/or Dean of Faculty	Registrar	Provost
3	Matters related to service conditions, performance appraisal, promotion, pay & allowances, working hours etc.	Concerned Section / Cell	Registrar	Provost
4	Facilities at work place (Transportation, Cleanness, Hygienic food, First-aid, Security, etc)	Concerned Section /Cell	Registrar	Provost
5	Against library functioning	Librarian	Registrar	Provost
6	Research Facilities & Support	Dean-Faculty /Principal	Registrar through Dean - Research	Provost
7	University Policies and Support	Concerned Section / Cell	Registrar	Provost
8	Against Stakeholders other than employee	Dean-Faculty	Registrar through Dean - Academic	Provost

[Note: In case of the complaint is against the Level-1 Grievance Handling authority as defined in above matrix or he / she is being first reporting authority then the complaint needs to be addressed to Level- 2 of Grievance Handling authority or second reporting authority as may be applicable.]

7. SCOPE OF APPLICABILITY

1. These Regulations shall comprise any kind of grievance that employees of the CHARUSAT may face while rendering their services in the university.

2. The workplace for the purpose of this mechanism is defined as the campus, any official travel or transport provided by the University, team events. social events related to employee duties/study, any venue whereby employees find them as a result of work or duties/study.
3. Grievance Redressal mechanism and all its provisions including decisions will be applicable & abiding to all the employees of the university.

8. PROCEDURE OF MAKING COMPLAINT

1. Matrix for grievance handling authority is specified under clause no. 6 which has three level of handling authority for which, Level - III is the Appellate Authority.
2. Formal grievance application needs to be submitted in writing stating full material facts to the First Level Grievance Handling Authority.
3. As far as possible, the complaint needs to be submitted with due signature by the employee. It can also be submitted through official email id of the university to the grievance handling authority.
4. Any anonymous application or malicious accusation without identity of the complainant shall not be taken for consideration and shall be disposed off as may feel deemed appropriate by the authority of the university.

9. PROCEDURE OF GRIEVANCE HANDLING

Following procedure shall be observed by the employees to seek redressal of their grievance.

a) Stage 1

- i. Formal written complaint by the aggrieved person needs to be submitted to the Level - I Grievance Handling Authority.
- ii. The authority concerned will acknowledge the receipt of the complaint and within three working days will send one copy of the complaint with required guidelines to the respondent.
- iii. Upon receipt of the copy of the complaint, the respondent needs to submit his/her reply along with the supportive within a period of seven working days.
- iv. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or in person interaction with the complainant.
- v. If required, the matter shall be investigated through a designated subcommittee as appointed by the grievance handling authority and in such case, the sub-committee may submit the fact findings within five working days.
- vi. On receiving the reply from the respondent, the authority concerned will then endeavor to resolve the grievance within next five working days and convey the outcome / action taken to the complainant. The same shall also be communicated to the respondent.
- vii. In any case, the redressal process including communicating the decision has to be completed within fifteen working days.

b) Stage 2

- i. If a complainant does not receive any response within the stipulated time period or is dissatisfied with the outcome of the complaint, then s/he may lodge an appeal in writing to the Level - II Grievance Handling Authority within ten working days of receipt of decision of Level - I authority or within fifteen working days of submission of complaint.

- ii. The Level - II authority shall ask for all the relevant proceedings from Level – I authority and may seek further required clarification from complainant / respondent as may feel deemed appropriate.
- iii. All the procedures of hearing, consultation and decision needs to be completed with ten working days.
- iv. If required, the matter shall be investigated through a designated subcommittee as appointed by the grievance handling authority and in such case, the sub-committee may submit the fact findings within five working days.
- v. The decision taken by the Level – II authority shall invariably be communicated in writing to the complainant and respondent.

c) Stage 3:

- i. If a complainant is still dissatisfied with the outcome or decision of Level - II authority on the appeal, then s/he may represent the matter to the Appellate Authority as specified in this regulation within five working days of receipt of the decision.
- ii. The concerned Appellate Authority will convey the decision within next five working days from the date of receiving the appeal.
- iii. The decision of the Appellate Authority will be final and abiding.

However, in case, if the complainant is still not satisfied with the outcome / decision of appellate authority, then s/he can make final appeal to the President, CHARUSAT within seven days from the receipt of the decision. The President, CHARUSAT shall take a final decision within ten working days of receipt of the appeal, which shall be abiding to all the concerned. In addition, wherever required, the University will take preventive or corrective measures in a reasonable time and advise the complainant of the same.

10. PROXY

The aggrieved employee shall have to apply personally and represent his/her grievance before the concerned authority i.e no proxy will be allowed to represent a case. However, for any unforeseen reason; where the complainant is unable to make written complaint then on due consent of complainant; the university will extend all the required support to lodge a written complaint. In such case also, the decision of the authority of the university will be abiding to the individual.

11. PUNISHMENT

On completion of the inquiry, if anyone found guilty shall be punished with minor / major penalties as may proposed and approved by the decision making authority or in accordance with the service rules of the university.

12. CLOSURE OF COMPLAINT

The complaint shall be considered as disposed off and closed when the concerned individuals have received the communication regarding the decision and having no appeal to make within the stipulated time duration.

13. RECORDS AND CONFIDENTIALITY

Concerned authorities shall maintain the confidentiality of information shared throughout the grievance process. All information collected / provided will be treated as confidential and will not be disclosed to anyone without the consent of the complainant / respondent. However, if the disclosure of information / complaint is required for the purpose of fact-finding or efforts to resolve the grievance the decision of the constituted committee will be considered as final. Individual (i.e complainant and

respondent) involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and about the identity of the grievant.

In order to monitor the redressal process from time to time, all departments / institutes/ authorities shall maintain a grievance record.

- a) During all stages of the Grievance Handling and Resolution Procedure, the university will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated.
- b) Implementation of the procedure will be done without prejudice to anyone.
- c) At all stages of this procedure, a full explanation (in writing for decisions) of the action taken as part of the process will be provided if so, requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this procedure and their outcomes should invariably be maintained. Other pertaining matters like proceeding, hearings, complaints, communication etc. shall be recorded and maintained in a systematic manner by the constituted committee & concerned authority.
- f) There will be no cost to the complainant for utilizing this grievance and appeal process.

14. ACTION AGAINST FRIVOLOUS COMPLAINT

If the grievance handling authority / appellate authority concludes that allegation made were false, malicious or the complaint was made knowing it to be untrue / forged or misleading information has been provided during the inquiry, then the complainant shall be liable to be punished with minor / major penalties as may be decided by the authority of the university.

15. EXCLUSIONS

The following complaints/grievances shall not be entertained by the authorities for consideration and shall be considered as null and void unless and until it is an error or mistake:

- a) Decisions of authority of the university / Council(s) / Boards or Committees constituted by the university.
- b) Complaints in matters wherein the grievant is not affected directly or indirectly.
- c) Decisions with regard to the Award of Fellowships, Fee Concessions, Medals, etc.
- d) Decisions with regard to Disciplinary Matters and Misconduct or Misbehavior.
- e) Decisions with regard to the Recruitment and Selection
- f) Decisions by competent authority on Assessment and Examination Result / Revaluation or Remarking of Answer Sheets
- g) Anonymous and Frivolous Complaints
- h) Rules, Regulations, Ordinances, Statutes and other such promulgations of university.

[Note : this policy is being considered and approved in the Joint meeting of the Governing Body and Board of Management held on 26th December, 2024 under item no. JM 18.24.05 (E)]

Date : 30th December, 2024


Registrar
CHARUSAT