

BENNETT UNIVERSITY, GREATER NOIDA
RULES GOVERNING GRIEVANCE REDRESSAL MECHANISM FOR EMPLOYEES AND STUDENTS

1. These Regulations shall come into force with effect from the date of approval.
2. **Definitions**
 - (a) **‘Grievance’** may be related to any of the employees’/students’ dissatisfaction / not in agreement with any aspect of the University’s activities and services including those of other employees or persons or students.
 - (b) **‘Employee or Person’** shall mean a member of academic faculty or an officer or staff of the University on the rolls of the University.
 - (c) **Students/Parents/Guardians shall** mean a student on the current rolls of the University or their parents / guardians
 - (d) In these Regulations wherever ‘he’ and ‘his’ occurs, these shall mean to imply ‘he/she’ and ‘his/her’ respectively
3. **Aim.** The aim of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its employees, students and their parents / guardians, in this, following shall be the key operative principals:
 - (a) To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps to prevent recurrence of such incidents;
 - (b) To set in place a grievance handling system that is student/employee focused;
 - (c) To ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
 - (d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
 - (e) To ensure that there is a consistent response to grievances.
4. **Types of Grievances** (The list is not comprehensive/exhaustive and issues as others may emerge would also form part of it)
 - (1) **Faculty Grievances**
 - (a) Against an action of Peer Group, Head of Department, Dean
 - (b) Against the conduct of any officer or support staff
 - (c) Matters related to service conditions, performance appraisal, promotion, pay and allowances, etc.
 - (d) Facilities at workplace
 - (e) Against library functioning
 - (f) Against common services such as transportation, canteen, medical facilities, etc.
 - (2) **Staff grievances**
 - (a) Grievance against Human Resource, Administration & Finance departments
 - (b) Action of any member of the faculty or staff
 - (c) Against the reporting officer
 - (d) Common services such as transportation, canteen, medical, etc.
 - (e) Facilities at workplace.

(3) Student Grievances:

I. Grievances of Academic Nature

- (a) Academic content, quality, Course material
- (b) Class scheduling / timetable
- (c) Issues related to student progress such as internal assessment, attendance norms / relaxation, progression to next class etc.
- (d) Inadequacy / non-availability of learning resources such as library books & journals, lab equipment's, IT facilities, maintenance issues, etc.

II. Grievances against Faculty (Including Heads of Departments)

- (a) Academic delivery and quality
- (b) Classroom conduct
- (c) Regularity and punctuality
- (d) Any discrimination / victimization of students

III. Registration and Examination Related

- (a) Registration / re-registration, Student records
- (b) Mid-semester, End-semester, Supplementary examinations related issues
- (c) Grading / results, De-barred / year-back

IV. Grievances Regarding Summer Internships and Placements

- (a) Discrimination regarding selection for summer internship
- (b) Grievance regarding discrimination or non-adherence of placement rules and procedures

V. Non-Academic Grievances (Amenities and Services)

- (a) Deficiency in common services such as transportation, canteen, medical, etc.
- (b) Quality of food and hygiene in hostels and mess
- (c) Any deficiency in extra-curricular activities and facilities
- (d) Student financial aid
- (e) Student travel concession
- (f) Identity card related

VI. Accounts Related Grievances

- (a) Fees and dues
- (b) Fee concessions
- (c) Scholarships
- (d) Refunds

VII. Student to Student Grievances

- (a) Conflicts between students of same course / class
- (b) Intra College conflicts
- (c) Inter College conflicts

5. Procedure for Redressal of Grievance

- (1) Informal resolution before an issue becomes a formal grievance
 - (a) Complainants will be encouraged to resolve concerns or problems directly with the person(s)/Department concerned through personal discussions/counselling.
 - (b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority and for students by their respective teacher of the course/ Head of the Department/School.

(2) Grievance handling and resolution mechanism

- (a) Matrix for Grievance Redressal mechanism for faculty, staff and students are attached to these regulations.
- (b) The grievance Redressal mechanism has three levels of Grievance Redressal of which, Level-III is the Appellate Authority.
- (c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority, as specified in the Matrix .

(3) Procedure & stages in Grievance Handling

The following procedure can be utilized by faculty members/staff/students to submit a grievance of any kind, as specified under clause 4 above.

- (a) Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
- (b) The authority concerned will start the Redressal process within two working days of receipt of the matter.
- (c) The designated authority may allow an opportunity to the complainant to formally present his/her case along with the 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 by face-to-face interview with the complainant.
- (d) The Authority concerned will then endeavour to resolve the grievance as soon as possible, but within maximum of 5 and convey the outcome / action taken to the complainant or forward the same to level -2 authority.
- (e) The Level 2 authority may get the matter investigated through a designated subcommittee, if so, considered necessary to arrive at a decision.
- (f) Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- (g) The complainant may approach/appeal to the next higher level /Appellate authority in case he/she receives no response from either level 1 or level 2 handling officer, or where the complainant finds the response not being satisfactory
- (h) The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- (i) The decision of the Appellate Authority will be final, and no further appeal will be entertained under any circumstances.

6. Safeguarding Confidentiality

- (a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- (b) Implementation of this procedure will be done without prejudice to either party.
- (c) At all stages of this procedure, a full explanation in writing for decisions and actions 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 shall be maintained for a period of one year.
- (f) There will be no cost to the complainant for utilizing this grievance and appeals process.

7. Matrix for Grievance Handling Authorities

(The email addresses of Grievance Handling Authorities are attached as Annexure-1)

(1) Grievances of the Faculty.

Nature of Grievances (List is not Exhaustive)	Level-I Grievance Handling Authority	Level-II Grievance Handling authority	Appellate Authority
1. Against an action of Peer Group	Head of the Department	Dean of the School	VC
2. Against Head of Department	Dean of the School	VC	Chancellor
3. Against Dean	VC	-	Chancellor
4. Against an Officer or Support Staff	Reporting Officer	Chief Operating Officer	Vice Chancellor
5. Performance appraisal, promotion,	Dean of School	Head HR	VC
6. Service matters including pay and allowances, etc	Head HR	Chief Operating Officer	VC
7. Workplace facilities/ Common facilities such as transportation, canteen, medical, etc	Head Admin	Chief Operating Officer	VC
8. Library Function	Librarian	Chief Operating Officer	VC

(2) Grievances of the Staff

Nature of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling authority	Appellate Authority
1. Against an action of any member of Faculty	Concerned Head of the Department	Concerned Dean	VC
2. Against an action of any staff member	Reporting Officer	Head HR	VC
3. Against the reporting Officer	Head HR	Chief Operating Officer	VC
4. Against action of any Administrative Department	Head Admin	Chief Operating Officer	VC
5. Performance appraisal, promotion,	Head HR	Chief Operating Officer	VC
6. Service matters including pay and allowances, etc.	Head HR	Chief Operating Officer	VC
7. Workplace facilities/ Common facilities such as transportation, canteen, medical, etc.	Head Admin	Chief Operating Officer	VC

(3) Grievances of the Students/Parents/Guardians.

Nature of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Appellate Authority
1. Academic nature	Authority	Authority	
- Academic quality - Course material - Class timetable - Inadequate learning resources (IT, Library, Labs / Equipment, etc.) - Attendance/directed reading - Internal Assessment - Co-curricular activities	Head of the Department	Dean of respective school	VC
2. Against Faculty - Academic delivery & quality - Classroom conduct - Regularity & punctuality - Any discrimination / victimization of students	Head of Department	Dean of respective school	VC

3. Registration/Examination related • Registration / Re-registration • Student records • Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet • Evaluation of answer books • Grading / results • Re-checking/ Re- evaluation • De-barred / Year back cases • Discrepancy in Diplomas / Degrees	Head of Department	Dean/ Registrar/ COE/ DOSA	VC
4. Summer Internship & Placements • Discrimination in summer Internship selection • Discrimination or nonadherence of placement procedures /rules	Head of Department	Dean/ Head Placements	VC
5. Amenities & Services • Common services • (Transportation / Canteen / Medical, etc.) • Extra-curricular facilities • Student Financial Aid • Travel Concession • Identity Cards	Head Admin	DOSA	VC
6. Hostel related • Quality of Food and Hygiene • Hostel amenities	Hostel Warden/ Head Admin	Dean of Students' Affairs	VC
7. Finance related • Fees and Dues • Fee Concessions • Scholarships • Refunds	Finance Officer / CFO	Chief Operating Officer	VC
8. Student to Student • Conflict between students of same Program • Intra-School conflicts • Inter-School conflicts	Head of Department	Dean of the School/ DOSA	VC

Sd/-
Registrar

Approved

Sd/-
Vice Chancellor