

ਮਹਾਰਾਜਾ ਰਣਜੀਤ ਸਿੰਘ ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ, ਬਠਿੰਡਾ

**MAHARAJA RANJIT SINGH PUNJAB TECHNICAL UNIVERSITY**

*(A State Univ. Estd. by Govt. of Punjab vide Punjab Act No. 5 of 2015 and Approved u/s 2(f) & 12 (B) of UGC; Member AIU)*

Bathinda-151001 (Punjab), India

# **POLICY DOCUMENT ON GRIEVANCE REDRESSAL**



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**2021**

**INTERNAL QUALITY ASSURANCE CELL  
MAHARAJA RANJIT SINGH PUNJAB TECHNICAL UNIVERSITY  
BATHINDA 151001**

# **POLICY DOCUMENT ON GRIEVANCE REDRESSAL**

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**INTERNAL QUALITY ASSURANCE CELL**

# **Policy Document on Grievance Redressal**

## INTRODUCTION

### 1. Definitions

- a) **'Grievance'** may be related to any of the employee's dissatisfaction / disagreement with any aspect of the University activities and services including those of other employees or persons.
- b) **'Employee or Person'** shall mean a member of the academic staff or an officer or non-teaching staff of the University who are on the rolls of the University.
- c) **Students / Parents / Guardians** shall mean a students on the current rolls of the University or their parents / guardians.

### 2. 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 principles:

- a) To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps to prevent recurrence of such incident;
  - b) To set in place a grievance handling system that is student/employee focused;
  - c) To ensure that any grievance are resolved promptly, objectively and with sensitivity and in complete confidentiality as best as possible;
  - 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.
3. To bring about transparency in administration and to ensure an unhindered process of teaching and learning in this University and to address the grievances of all the stakeholder (students, teaching staff and administrative staff), it is important to establish a Grievance Redressal Committee to weed out any grievement, which may arise due to biasness on the basis of religion, caste, colour, gender, linguistic origin or region or age.
4. **Types of Grievance** (The list is not comprehensive / exhaustive and issues as other 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 work place

**e)** Against library functioning

**f)** Against common services such as transportation, canteen, medical facilities etc.

**(2) Staff grievances**

**a)** Grievances 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 work place.

**(3) Student Grievances:**

**I. Grievances of Academic Nature**

**a)** Academic content, quality, Course material

**b)** Class scheduling / time table

**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, 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 and Examination Related

**b)** Mid-semester, End-semester, Supplementary examination related issues

**c)** Grading / results, De-barred / year-back

**IV. Grievances Regarding 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 due
- b) Fees concessions
- c) Scholarships
- d) Refunds

**VII. Student to Student Grievances**

- a) Conflicts between students of same course / class
- b) Intra University conflicts
- c) Inter University 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 / counseling.
- b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.
- c) If necessary, a committee may be formed to resolve the issue in transparent and fair manner.

**(2) Grievance handling and resolution mechanism**

- a) Matrix for Grievance Redressal mechanism for faculty and staff is 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 Grievances Handling**

The following procedure can be utilized by faculty members / staff 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 Redressed 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-toface interview with the complainant.
- d) The Authority concerned will then endeavour to resolve the grievance as soon as possible, but within maximum of 5 days 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.

**Grievances of Students / Parents**

Name of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Appellate Authority
<b>Academic nature</b> 1. Registration / Re-Registration 2. Academic quality Course material 3. Inadequate learning Resources 4. Co – Curricular Activities	Campus Director/Dean Academic Affairs	GR Cell	Registrar
<b>Against Faculty</b> 1. Academic delivery and quality 2. Classroom Conduct 3. Regularity and Punctuality 4. Any discrimination / victimization of student 5. Attendance. 6. Class time table 7. Students Records	Campus Director/Dean Academic Affairs	GR Cell	Registrar
<b>Examination Related</b> 1. End-semester / Supplementary exam Data sheet. 2. Evaluation of Answer sheet 3. Grading /Results 4. De-Barred / Year Back Cases	Controller of Examination	Dean Academic Affairs/UMC Committee	Vice-Chancellor



5. Internal Assessment.			
<b>Internship and Placements</b> 1. Discrimination in Internship Selection 2. Discrimination or non-adherence of placement procedure / rules	Head of the Deptt. (HoD)	Director (TPO)	Professor In-charge (CRC)
<b>Amenities and Services</b> 1. Common Services (Transportation / Canteen..) 2. Co-curricular facilities 3. Travel Concessions 4. Identity Cards 5. Open Air Theatre 6. Sports 7. Dispensary etc.	Estate/Transport Officer	Associate Dean (Admin)	Registrar
<b>Hostel related Grievances</b> 1. Quality of Food and Hygiene 2. Hostel Amenities	Warden	Chief-Warden	Dean (Student Welfare)
<b>Finance related</b> 1. Fees and Dues 2. Fees Concessions 3. Scholarships 4. Refunds	AR (Finance)	Finance Officer/Prof. I/c (Finance & Purchase)	Registrar
<b>Student to Student</b> 1. Intra –Department Conflicts 2. Inter – Department Conflicts	HoD	Disciplinary Committee	Dean (Student Welfare)
<b>Sexual Harassment (Student)</b>	HoD	ICC	GR Cell

#### Grievances of Faculty/Staff

Name of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Appellate Authority
<b>Against HR, Admin &amp; Finance Deptt.</b>	Concerned In-charge/Officer	GR Cell	Registrar
<b>Against the Reporting Officer</b>	GR Cell	Registrar	Vice-Chancellor
<b>Facilities at Work Place</b>	Concerned Section Head	Registrar	Vice-Chancellor
<b>Sexual Harassment at Workplace</b>	ICC	GR Cell	Registrar

#### Grievances Redressal (GR) Cell

A Grievances Redressal (GR) Cell should handle all such cases if not resolved, before putting same to Appellate Authority.

#### Government Grievance Redressal System

Being an organization, established after issuance of Gazette Notification of Government of Punjab; The University is also a part of various Punjab Government Grievance Redressal portals. Various complaints

received through this portal are resolved within specified time frame by Nodal Officer, appointed for this purpose.

- PB-PGRAMS Portal
- Punjab Government Grievance Redressal Portal (e-Governance)

**Grievance Redressal Portal on University Portal**

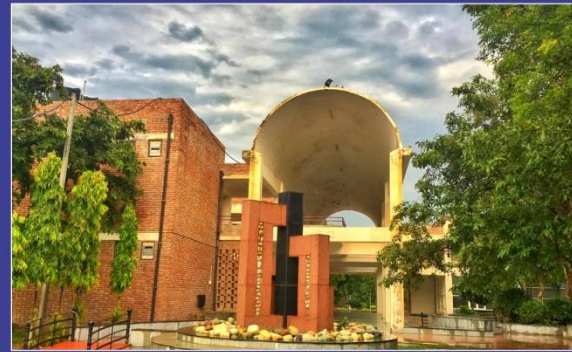
A Grievance Redressal Portal should be designed to receive any complaint/grievance through website. Upon submission of any complaint through this portal, an e-mail should be sent to concerned officer directly with a copy to IQAC/Registrar. The concerned officer must resolve the complaint by replying to concerned and intimate about the same to IQAC at earliest.



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Dabwali Road, Bathinda (Pb.) - 151001

(Estd. by Govt. of Punjab Vide Punjab Act No. 5 of 2015) ONLY TECHNICAL UNIVERSITY OF PUNJAB HAVING UGC APPROVAL UNDER 2(f) AND 12 B OF UGC ACT, MEMBER AIU.



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