

Grievance Redressal of Employees Policy

1. Background

- a) These regulations shall be called the “SRM University-AP, Amaravati Regulations Governing Grievance Redressal of Employees”.

2. Purpose

SRM University-AP, Amaravati is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its employees, which is easily accessible and offered to complainants at no charge.

3. Aim

The aim of these rules is

- a) To develop a culture of understanding, addressing and providing quick redress to any grievance and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is employee focused;
- c) To ensure that 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. Scope and Applicability:

- a) These Regulations shall cover any kind of grievance that employees of the University may face during their stint in the University.
- b) The workplace for the purpose of this policy 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.

5. Definitions

- a) ‘Grievance’ may be related to any of the employee’s dissatisfaction/ not in agreement with any aspect of the University’s activities and services including those of other employee or persons.
- b) ‘Employee or Person’ shall mean a member of academic faculty or an officer or staff of the University
- c) ‘University’ means the SRM University-AP, Amaravati.

Note: In these Regulations wherever ‘he’ and ‘his’ occurs, these shall mean to imply ‘he/she’ and ‘his/her’ respectively.

6. Types of grievance

Types of employee grievance

- a) Against the conduct of any employee
- b) Matters related to service conditions, performance appraisal, promotion, pay and allowances, working hours etc.
- c) Facilities at work place (Against common services such as transportation, canteen, medical facilities, etc.)
- d) University Policies and support
- e) Research Facilities, Library Functioning etc.

7. Procedure for redressal of grievance

Informal Resolution before an issue becomes a formal grievance

- a) Employees 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.

Grievance handling and resolution mechanism

- a) Matrix for grievance Redressal mechanism for employees is given under clause 9 of 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 under clause 9 of these regulations.

Procedure and Stages in Grievance Handling

The following procedure can be utilized by the employees to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

- a) Stage 1
 - i. Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority, as specified under clause 9.
 - ii. The authority concerned will acknowledge the receipt of the complaint and initiate the Redressal process within seven working days.
 - iii. 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 by face-to-face interview with the complainant.
 - iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
 - v. The Level one authority, may get the matter investigated through a designated subcommittee, if so considered necessary, to arrive at a decision.

- vi. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- b) Stage 2:
 - i. If a complainant does not receive any response within the stipulated number of days or is dissatisfied with the outcome of the complaint, s/he may lodge an appeal in writing with the Level-II Grievance Handling Authority concerned as specified under Clause 9 of these regulations.
 - ii. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.
 - iii. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.
- c) Stage 3:
 - i. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority as specified under clause 9 of these regulations.
 - ii. The concerned Appellate Authority will convey its decision within five working days from the date of receiving the appeal.
 - iii. The decision of the Appellate Authority will be final and no further appeal will be entertained under any circumstances.

8. Confidentiality:

- 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 against.
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the 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 appeal process.

9. Matrix of Grievance handling authorities

Grievances of the faculty

| S. No | Nature of Grievances | Level-1 Grievance Handling | Level-2 Grievance Handling | Appellate Authority |
|--------------|---|-----------------------------------|--------------------------------------|----------------------------|
| 1 | Against an action of Peer Group | Department Coordinator | Dean of the School | Vice Chancellor |
| 2 | Against the conduct of any officer or support staff | Dean of the School | Registrar | Vice Chancellor |
| 3 | Matters related to service conditions, performance appraisal, promotion, pay and allowances, working hours etc. | Manager HR | Director HR | Vice Chancellor |
| 4 | Facilities at work place (transportation, canteen, medical etc.) | Manager – Campus Admin | Director Campus Life and Maintenance | Vice Chancellor |
| 5 | Against library functioning | Librarian | Registrar | Vice Chancellor |
| 6 | Research Facilities and support | Dean - Research | Pro – Vice Chancellor | Vice Chancellor |
| 7 | University Policies and support | Manager HR | Director HR | Vice Chancellor |

Grievances of the Staff

| S. No | Nature of Grievances | Level-1 Grievance Handling | Level-2 Grievance Handling | Appellate Authority |
|--------------|---|-----------------------------------|--------------------------------------|----------------------------|
| 1 | Against an action of Peer Group | Reporting officer / Director | Registrar | Vice Chancellor |
| 2 | Against the conduct of any Faculty or support staff | Reporting Officer / Director | Registrar | Vice Chancellor |
| 3 | Matters related to service conditions, performance appraisal, promotion, pay and allowances, working hours etc. | Manager HR | Director HR | Vice Chancellor |
| 4 | Facilities at work place (transportation, canteen, medical etc.) | Manager – Campus Admin | Director Campus Life and Maintenance | Vice Chancellor |
| 5 | University Policies and support | Manager HR | Director HR | Vice Chancellor |