

CENTRAL UNIVERSITY OF PUNJAB

Policy for Grievance Redressal of Employees and Students

The word grievance for the purpose of implementation of this policy, shall include any discontent or dissatisfaction, arising out of functioning of university or conduct of any of its member, that a student or an employee thinks, believes, or even feels, is unfair, unjust and unreasonable as covered under bye-laws, rules, regulations and notifications of the university and the established Law of the Land. This policy shall address the following objectives:

- a) To link redressal mechanism with the well-defined disciplinary system
- b) To provide prompt redressal of grievances
- c) To make the redressal process fair, impartial and consistent
- d) To prevent misconduct.

Measures to address the Grievances of Students and Employees:

The university shall follow the following measures to redress the grievances of students and employees:

1. **Open Door Method:** This is to encourage the aggrieved students/employees to informally consult the concerned officer and address the grievance through mutual discussion. They may even talk to the concerned officer through the official phone to address the grievance.
2. **Grievance Portal:** A Centralized Grievance Portal shall be created to lodge complaints. The Department Heads/ Section Heads will be able to login in with their official email ids and passwords.
3. **Opinion Surveys:** The feedback shall be taken from students and employees to understand the veracity of the grievances redressal mechanism and to further improve upon it.

Process of lodging complaint/grievance

1. If the grievance/complaint is from a student or an employee, s/he will login through registered Email ID/Mobile on Samarth Portal.

2. On logging in, there will be a drop down box for selecting type of grievance/complaint i.e.;

1. Academic	11. Hostel
2. Establishment Branch	12. Mess
3. Examinations	13. Sports
4. Finance	14. Health
5. Estate	15. Academic
6. Project	Departments
7. Fellowship	16. Recruitment Branch
8. Security	17. Audit Section
9. Library	18. Store Section
10. Computer Centre	19. Purchase Section
3. The complaint/grievance will be forwarded to the concerned dealing hand of the above chosen department/branch/section. The dealing hands will be able to login in with their official email ids and shall resolve, depending on the nature of the complaint/grievance, within three to five working days.
4. If the complaint/grievance is not within the authority of the dealing hand, s/he will refer it to next higher level on the same day and so on. Login credential for senior level will be same as official email-id and password.