

पंजाब केन्द्रीय विश्वविद्यालय

(संसद के अधिनियम सं 25(2009) के द्वारा स्थापित)
नगर परिसर, मानसा मार्ग, बठिंडा-151001
ईमेल: registrar@cup.ac.in
वेबसाइट: www.cup.ac.in
दूरभाष: +91-164-2864106



Central University of Punjab

(Established vide an Act no. 25(2009) of Parliament)
City Campus, Mansa Road, Bathinda-151001
Email: registrar@cup.ac.in
Website: www.cup.ac.in
Telefax: +91-164-2864106

Ref No: CUPB/Notification/15/15-EC/ 13

Dated: 23/07/2015

NOTIFICATION -13

In pursuance to Item No. EC:15:15:37 of the Minutes of the 15th Meeting of Executive Council of Central University of Punjab, approval of the Executive Council is hereby conveyed for constitution of the committee for addressing the **Grievance Redressal of Employees and Students** comprising of the members as detailed hereunder:

Every CoC/OIC of the Centre will be the Grievance Officer for Redressal.

Appeals Committee:-

- i. Prof. A. K. Dhawan, Dean, School of Health Sciences - Chairperson
- ii. Prof. S. K. Bawa, Dean, School of Education
- iii. Dr. Alpna Saini, Associate Professor
- iv. Dr. Tarun Arora, Associate Professor
- v. Dr. Harish Chander, Assistant Professor
- vi. Mr. Rajender Kumar, Assistant Registrar (Exams) - Convener

Review Committee:-

- i. Prof. P. Ramarao, Dean Academic Affairs - Chairperson
- ii. Prof. R. G. Saini, Invited Professor
- iii. Prof. R. C. Sharma, DSW
- iv. Prof. S. K. Bawa, Dean, School of Education
- v. Dr. Anjana Munshi, CoC for Human Genetics
- vi. Dr. Dhanya M.S., Assistant Professor
- vii. Dr. Pankaj Khare, Registrar - Convener

Mercy Appeals shall be considered by the Vice Chancellor

The above committee shall address the Grievance of Employees and Students, if any, as per the guidelines enclosed with the notification.

(Signature)
23/07/15
Registrar

Copy to:-

1. VC Secretariat: for kind information of the Vice Chancellor
2. Dean Academic Affairs: for information
3. All Concerned
4. All Deans/CoCs/OICs: for information
5. System Analyst for information and uploading on the University website
6. Concerned file

POLICY FOR GRIEVANCE REDRESSAL OF EMPLOYEES AND STUDENTS

A Grievance shall include any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with CUPB that a student or an employee thinks, believes, or even feels, is unfair, unjust or inequitable. This policy shall aim at redressing grievances of students and employees of CUPB in just and fair manner with the following objectives:

- a) Linking with a well-defined disciplinary system to make it acceptable to all.
- b) Providing prompt redressal of Grievance.
- c) To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct.
- d) To prevent misconduct rather than controlling through punitive measures.

Measures to address the Grievance of Students and Employees:

CUPB shall follow the following measure to redress the grievances of students:

- a) **Open Door:** General invitations to students/employees informally drop in the Concerned Officer's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the said officers.
- b) **Drop Boxes:** Students/employees can drop their anonymous complaints in the boxes.
- c) **Opinion Surveys:** Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
- d) **E-mails:** Through separate e-mails to COCs/OICs, Deans, Registrar or to an email created for grievances purpose grievances_students@cup.ac.in for students and grievances_employees@cup.ac.in for employees

Grievance Redress Procedure for Students:

- a) An aggrieved student shall first present his/her grievance in writing to the concerned COCs/OICs of the Centre. The COCs/OICs is required to furnish the answer within one week of the presentation of grievance.
- b) If the student is not satisfied with the answer, he/she can approach to the '**Appeals Committee**' appointed for that purpose, directly. The committee must give his/her answer within 3 weeks of the presentation of the complainant(s).

Appeals Committee shall be constituted school-wise and shall comprise of:

1. Dean of the School
2. Coordinators of Centres concerned

- c) If the student is not satisfied with the answer, he/she can approach to the '**Review Committee**' which shall evaluate the case and make its recommendations to the Vice Chancellor within three weeks of presentation of the case.

Review Committee shall comprise of:

1. Dean Academic Affairs

2. Dean Students Welfare

- d) If the committee fails to take the decision within the stipulated time or the student is not satisfied with the decision, he/she can an appeal to '**Mercy Appeals Committee**'. The committee is supposed to communicate its decision within 40 days of student's revised petition.

Mercy Appeals Committee shall comprise of the Vice Chancellor

- e) If the student is unsatisfied with the decision of this committee also, he/she may approach the Ombudsman of CUPB.

Grievance Redressal Procedure for employees:

- a) An aggrieved employee shall first present his/her grievance in writing to the concerned CoC/ head of section where he/she is posted. The head is required to furnish the answer within 1 week of the presentation of grievance.
- b) If the employee is not satisfied with the answer, he/she can approach to the '**Appeals Committee**' appointed for that purpose, directly. The committee must give his/her answer within 3 weeks of the presentation of the complainant(s).

Appeals Committee shall comprise of:

1. Dean of the School
 2. Co-ordinator of Centre/Section or Department Heads
- c) If the employee is not satisfied with the answer, he/she can approach to the '**Review Committee**' which shall evaluate the case and make its recommendations to the Vice Chancellor within 3 weeks of presentation of the case.

Review Committee shall comprise of:

1. Dean Academic Affairs
 2. Registrar
- d) If the committee fails to take the decision within the stipulated time or the employee is not satisfied with the decision, he/she can submit an appeal for revision to '**Mercy Appeals Committee**'. The committee is supposed to communicate its decision within 40 days of student's revised petition.

Mercy Appeals Committee shall comprise of the Vice Chancellor

- e) If the employee is unsatisfied with the decision of this committee also, he/she may approach the Ombudsman of CUPB.