

राजीव गांधी राष्ट्रीय युवा विकास संस्थान
Rajiv Gandhi National Institute of Youth Development
पेन्नलूर, श्रीपेरंबुदूर Pennalur, Sriperumbudur - 602 105

No.RG/523/2016-ACD

Date: 30.08.2016

परिपत्र/ CIRCULAR

Sub: Constitution of Interim Grievance Redressal Committee - reg.

The Competent Authority has constituted Interim Grievance Redressal Committee for Students, Teaching and Non-Teaching staff with the following members, till the Ordinances in this regard are approved:

1. Students

Dr. Pitabasa Sahoo, FH - Chairman & Convener
Dr. P.Sivakumar, Asst. Professor - Member
Shri. Kumaravel, Asst. Professor - Member
Dr. Lalitha, Asst. Profess - Member
President , Secretary and Lady representative of Students' Union

2. Teaching Staff

Dr. K. Gireesan, FH - Chairman & Convener
Ms. Avinu Veronica Richa, Asst. Professor- Member
Dr. Hiranniya Kalesh, Asst. Professor - Member

3. Non - Teaching Staff

Shri A Velu, Assistant Registrar - Chairman and Convenor
Ms Vijayalakshmi, Hindi Translator - Member
Mr S Eliah, Secretary, Employees Welfare Association - Member

This committee deals with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative.

Procedure for Redressal of Grievances : Students

- An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the Faculty Head/Adjunct Professor / Faculty Incharge. Faculty Head/Adjunct Professor / Faculty Incharge of the Department after verifying the facts will try to

redress the grievance within a reasonable time, if the student is not satisfied with the verdict or solution of the Faculty Head/Adjunct Professor / Faculty Incharge, then the same should be placed before the Department level committee.

- If the student is not satisfied with the decision of Department level committee, he/she can submit an appeal to the Students grievance committee within a week from the date of the receipt of the reply from the Department level committee.
- If the student is not satisfied with the Redressal offered by the Department level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the Grievance Redressal committee within a week from the date of receipt of decision with the relevant details.
- While dealing with the complaint, the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- The student will submit the application of Grievance or appeal to the Department level committee or Central Grievance Redressal committee, as the case may be, through the Head of Department and Head of Institute concerned.

Scope:

The committee will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing.
- The Grievance committee will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Functions:

- The cases will be attended promptly on receipt of written grievances from the students
- The Committee formally will review all cases and will act accordingly as per the provisions as laid in the Ordinances / Acts / Statutes, etc
- The Committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Responsibility for redressal :

1. The final responsibility for grievance Redressal rests with the Director.
2. The Institute expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonably period.
3. The grievance Redressal Committee shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Director.

Powers of the Committee

In case of any grievance, the members of the Committee are empowered to sort out the problems at their level through discussion with students. In case the members fail to find out any solution then the matter is referred to the Director for final commitment on the matter. Considering the nature and depth of the grievances, due inquiry is made by the members of the committee and through personal discussion and the matter is solved. If anybody is found to be guilty for any kind of nuisance he or she is given punishment with due consideration with the Director. The nature of punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the Institute.

Exclusions:

The grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of Studies and other administrative or academic committees constituted by the Institute.
- Decisions with regard to award of scholarship, fee concessions, medals etc;
- Decisions made by the Institute with regard to disciplinary matters and misconduct.
- Decisions of the Institute about admissions in any courses offered by the Institute.
- Decisions by Competent Authority on assessment and examination result.

Powers and Functions of Grievance Redressal Committee : Teachers and Non Teaching Staff:

- (i) to entertain written and signed complaints and petitions of teachers in respect of matters directly affecting them individually or as group;
- (ii) to enquire into the grievances, and make recommendations and report to the concerned authorities like Director / Academic Council / Executive Council for redressal or suitable action; and
- (iii) to recommend appropriate action against complainant, if allegations made in the documents found to be baseless.

TRA Durab
कुलसचिव | Registrar 31.8.16

To

Chairperson and Members concerned

Copy to
PS to Director
PA to Registrar
Notice Boards