

GRIEVANCE REDRESSAL POLICY (Faculty and Staff)

Policy #HR424

Grievance Redressal Policy – Faculty and Staff

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Grievance Redressal Policy – Faculty and Staff

1. Objective:

To provide a forum for faculty and staff members to raise and resolve grievances in a fair, transparent, and timely manner.

2. Scope:

This policy is applicable to all faculty and staff members of the University. Matters related to the following shall fall under Grievance redressal:

- a) Denial of any service
- b) Denial of any benefit
- c) Denial of legitimate right being an employee of the University

Matters related to the Human Resources department, ICC (for Prevention Prohibition and Redressal of Sexual Harassment), Whistleblower, Human and Animal Research shall not come under the purview of this committee. These will be referred to the relevant committees/departments to determine the violation and sanction/penalty.

3. The constitution of the Grievance Cell (GC):

- 3.1. Faculty related matters to have Faculty as the Chairperson and its members.
- 3.2. Non-faculty related matters to have the Registrar as the Chairperson and faculty and/or staff as its members.
- 3.3. A minimum quorum of three members must vote and arrive at their recommendation on each case.
- 3.4. One Human Resource representative must be part of the committee and shall work as a member secretary.
- 3.5. The term of membership of the nominated members shall be 2 (two) years and may be renewed for 1 (one) more successive term.
- 3.6. The Executive Director (ED) to form/renew the GC and the Registrar to notify the same.
- 3.7. The GC shall have a maximum of 6 members, including the Chairperson.

4. Redressal Levels for registering grievance:

- 4.1. Seek resolution at the first level of authority i.e. Reporting Manager/ HoD
- 4.2. Senior Management of the School (Dean) / University (Executive Director)
- 4.3. Grievance Cell

5. Process to file the grievance:

5.1. Receipt of the grievance:

- 5.1.1. Any faculty, or staff of Shiv Nadar IoE, after going through the above redressal levels, may report their grievance in writing via Grievance Redressal Form to employeegrievance.committee@snu.edu.in. The form can be accessed at SNULinks.
- 5.1.2. The grievance must include documentary evidence supporting the grievances along with a list of witnesses (if any).
- 5.1.3. Conflict of Interest: All members of the GC should be aware of any potential conflict of interest between themselves and all the parties involved, including the complainant and the defendant. Committee members with past or present personal or professional relationships and proximity to any of the parties involved will notify the Chair that a conflict of interest exists without disclosing the nature of the relationship. The Committee member(s) will appropriately carry out the deliberations and the decision-making of the case to ensure that there is no bias whatsoever.

5.2. Preliminary Investigation:

- 5.2.1. All written grievances received through email will first be taken up for preliminary investigation by the GC to ensure that all redressal levels have been approached.
- 5.2.2. The entire process of screening and establishing the validity of the grievance (as outlined below) is confidential and should be completed within 15 (fifteen) working days from receipt of the written grievance.
- 5.2.3. Following this, either (a) the complainant will be guided to follow the redressal levels or to refer the matter to any other committee as the case may be by the Chair of the GC or (b) the matter will be taken up for further proceedings by the GC.
- 5.2.4. At the preliminary investigation stage, the potential defendant/accused or the witnesses will not be notified or called for any hearing before the GC.

5.3. Procedure to be followed by the Grievance Cell:

- 5.3.1. The GC to issue a show cause notice to the defendant for submitting a written statement of defense.
- 5.3.2. Within 4 (four) working days, the defendant to send an acknowledgment of the receipt of the show cause notice. As part of being a member of the University, it is binding.
- 5.3.3. The defendant is to send a written response to the show cause notice within 07 (Seven) working days after acknowledgment.

- 5.3.4. The complainant and defendant will be bound by a clause of confidentiality with immediate effect. This confidentiality clause will remain in effect as long as the members are part of the University and will continue even after their exit from the University.
- 5.3.5. There will be a restraining order on the defendant to prevent any contact, influence, pressure, or intimidation towards the complainant/witnesses involved during the period of investigation.
- 5.3.6. Depending on the availability of the parties and the Committee members, a hearing of both the complainant and defendant and witnesses (if any) will be scheduled within 15 (fifteen) working days from receipt of the defendant's written response. The complainant will be heard first.
- 5.3.7. Written statements of these hearings will also be recorded and duly attested by the parties concerned.
- 5.3.8. A final meeting of the committee will be convened as per the defined quorum within 07 (seven) working days of completion of all procedures and receipt of closing arguments and come to a consensus.
- 5.3.9. The GC is to recommend their findings to the Vice-Chancellor.
- 5.3.10. The Vice-Chancellor having reports of GC's findings on the matter and on the basis of the evidence adduced during the inquiry, that any of the penalties specified should be imposed on the member, they shall move a final decision imposing such penalty.
- 5.3.11. The Final Decision made by the Vice-Chancellor shall be communicated to the parties by the chairperson of the GC.
- 5.3.12. Both the Complainant and the Defendant need not to engage legal practitioners for the purpose.

5.4. Final Decision:

The decision of the Vice-Chancellor will be final and binding on all members.

In case the Complainant or the Defendant finds the decision to be unsatisfactory, they may appeal to the Vice-Chancellor within 10 working days from the date of receipt of the final decision.

6. Documentation and Confidentiality of Records:

- 6.1. The GC shall be responsible for recording, maintaining, and preserving all minutes of the meetings and documents of the grievance proceedings for a period of 3 years from the submission of the GC's final recommendations.
- 6.2. Any audits to be managed by the GC.
- 6.3. All members of the grievance committee agree that any discussions, materials, and evidence presented during grievance proceedings shall be kept strictly confidential.

7. Review and Amendment of the GC:

An annual review of the GC regulations will be conducted. The Vice-Chancellor reserves the right to amend the guidelines and regulations on GC proceedings whenever a need arises.
