



श्री माता वैष्णो देवी विश्वविद्यालय  
Shri Mata Vaishno Devi University, Katra

Kakryal, Katra – 182 320 (J&K)  
EPABX No.: 01991-285524, Extn. 2102

No: SMVDU/Adm/Estt./32<sup>nd</sup> EC/21/616-13

Date: 17<sup>th</sup> June, 2021

**NOTIFICATION**

**Subject: Adoption of Rules Governing Grievance Redressal at SMVD University for Non-Teaching Staff Members.**

As approved by the Executive Council in its 32<sup>nd</sup> meeting held on 21<sup>st</sup> February, 2021, minutes of which were issued vide no. SMVDU/EC Affairs/21/147 dated: 7<sup>th</sup> May, 2021, the adoption of following Rules Governing Grievance Redressal at SMVD University for Non-Teaching Staff Members is hereby notified for the information of all concerned.

**RULES GOVERNING GRIEVANCE REDRESSAL AT SMVDU**

**JURISDICTION**

These Guidelines/Rules shall cover Non-Teaching Employees of the University with grievances in the area of inter-se-seniority, placement, house allotment, pay-fixation and allied issues.

A grievance shall include any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of inter-se-seniority, placement, house allotment, pay-fixation and allied issues connected with SMVDU that an employee thinks, believes, or even feels, is unfair, unjust or inadequate. This policy shall aim at redressing grievances of Non-Teaching Employees of SMVDU in a fair and just manner with the following objectives;

- Linking with a well-defined disciplinary system so as to make it acceptable to all
- Providing prompt redressal of the grievances
- To make the redressal process fair, impartial, consistent, with prior warning and commensurate gravity of misconduct/inequity
- To prevent misconduct/inequity rather than controlling through punitive measures.

**PROCEDURE:**

- An aggrieved employee shall first present his/her grievance in writing [in the prescribed format: FORM NO: SMVDU/GRC-01 (copy attached) to the concerned Head of School /Section where he/she is posted. The Head is required to forward the grievance of the employee to the Registrar Office with his clear recommendations. All the grievances of the individual member/employee shall be routed through the concerned Head of the School/Section together with six copies on the prescribed form.
- These grievances shall then be processed by the Registrar Office and one set of grievances of all the personnel shall be forwarded to each member of the Grievance Redressal Committee, at

*[Handwritten signature]*  
17/06/21



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- least 15 days before the holding of periodical meeting for the in-depth study of the case by the members.
3. The Committee may invite the Head of the School/Section whose staff member is seeking redressal of the grievances for clarification or / and the employee concerned, for clarification.
  4. The Grievance Redressal Committee shall give its recommendations ordinarily within a period of three months from the date of receipt of a grievance.
  5. The recommendation of the Committee shall be then forwarded to the Competent Authority through the Registrar, for its perusal and approval of the same will ordinarily be binding on the parties concerned.
  6. In case the Competent Authority is not satisfied with the recommendations and/or is of the opinion that due process has not been followed, it may revert the same to the committee for re-consideration.
  7. The Grievance Redressal Committee shall reassess the case / grievance and after deliberations and satisfying itself that proper process has been followed and all aspects have been taken into consideration, re-submit its recommendations within a fortnight to the Competent Authority for its perusal and approval. The approval of the Competent Authority will ordinarily be binding on the parties concerned.

#### COMPOSITION OF THE COMMITTEE

A Grievances Redressal Committee shall be constituted for each grievance received, comprising of the following:

1. One Dean to be nominated by the Vice Chancellor as Chairman.
2. One Faculty Member to be nominated by the Vice Chancellor.
3. One Women Officer/Teacher of the University to be nominated by the Vice Chancellor.
4. Registrar
5. Finance Officer

Registrar shall act as the Member Secretary of the Committee.

#### TENURE OF THE GRIEVANCES REDRESSAL COMMITTEE:

One year barring the ex-officio members and they will be eligible for re-appointment/ nomination.

#### QUORUM OF THE GRIEVANCES REDRESSAL COMMITTEE:

50% of the members shall form the quorum

  
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**FREQUENCY OF THE MEETINGS OF THE GRIEVANCES REDRESSAL COMMITTEE:**

The meeting shall be held periodically at least once in a spell of three months.

**FINAL DISPOSAL OF THE GRIEVANCES:**

The recommendation of the Grievances Redressal Committee shall be forwarded to the Registrar within fifteen days from the date of the meeting of the Committee, by the Chairman, and the recommendation shall be implemented as early as possible depending upon the subject matter of the case. The Vice-Chancellor may see that the recommendations are implemented in letter and spirit and no further harassment is caused to the concerned employee.

This issues with the approval of the Competent Authority.

  
17/06/21  
Registrar  
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Copy to:

1. All Deans/ Heads/I/c Head/Section Heads, for information.
2. All Non-Teaching employees, for information.
3. PS to VC for the information of Hon'ble Vice Chancellor.
4. Faculty I/c Website for information and uploading the same on the University website.
5. Concerned file.

## FORM FOR REDRESSAL OF INDIVIDUAL GRIEVANCE

1. Name \_\_\_\_\_
2. Designation \_\_\_\_\_
3. School/Section \_\_\_\_\_
4. Nature of Grievance: (i) Promotion  
 (Please tick  
 whichever is (ii) Pay Fixation  
 appropriate) (iii) Inter-se-Seniority  
 (iv) Residential Accommodation  
 (v) Any Other

Give reasons for grievance precisely (not exceeding 150 words):  
 (all supporting evidence including detailed reasons may be annexed to the form, duly self-attested,  
 indexed and flagged)

Relief sought [please specify in not more than 50 words]:

**DECLARATION**

I declare that I have no reservation whatsoever against any member of the Grievance Redressal Committee and would unhesitatingly accept its findings. The decision of the Committee shall be binding upon me.

Dated: \_\_\_\_\_

Sig. of Employee

Remarks of the forwarding Officer:

To,  
 The Registrar  
 SMVDU.