

DECCAN GROUP OF INSTITUTIONS

Dar-Us-Salam, Aghapura, Hyderabad – 500 001 Telangana
(A Self-Financed Muslim Minority Technical Campus)
Estd. by: Dar-Us-Salam Educational Trust, Hyderabad, Approved by AICTE, New Delhi
Affiliated to Osmania University, Hyderabad, Recognized by Govt. of Telangana

DET/DGI/AICTE/ACAD/ESSENTIALS/04/2025

Dated: 09.12.2025

CERTIFICATE

GRIEVANCE REDRESSAL COMMITTEE (GRC)

(Redressal of Grievance of Faculty / Staff Member)

As required by AICTE, Deccan Group of Institutions (PID No: 1-8641511) has constituted the Grievance Redressal Committee (GRC) to look into the grievances of faculty and staff members, including service matters, at the Institution level itself. This is in compliance with the All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021, notified in the Gazette of India on 25.03.2021 vide F.No. 1-103/AICTE/PGRC/Regulation/2021, which being statutory in nature, are binding on Technical Institutions. The Hyperlink for composition of GRC is available on the institution website: <http://www.dgi.org.in/Essentials.html>

COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEE

S.No.	Name of the Committee Member	Position	Designation	Mobile Number
1	Prof. Mir Iqbal Faheem	Chairperson	Director	9704731117
2	Dr. Raza Shah	Member	Head of Business Management	9490792478
3	Dr. P. Vishwapathi	Convener	Head of Engineering	9948296268
4	Dr. Manisha Saxena	Member	Head of Hospital Management	9704009232
5	Dr. Khaja Mahabubullah	Member	Professor	8125671866
6	Dr. Masrath Parveen	Member	Professor	9398657094
7	Dr A Swetha	Member	Associate Professor	9398134600

STATUTORY REQUIREMENTS:

- Constituted under Clause 4(i) of the AICTE (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021.
- A complaint from an aggrieved faculty/staff member relating to the Institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
- The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member within 15 days from the date of receipt of the complaint.
- A faculty/staff member not satisfied with the decision of the GRC may appeal to the concerned affiliating University / State DTE (in the case of diploma institutes) for redressal of the grievance.
- Grievances covered include withholding of or refusal to return deposited documents; non-payment of salaries, wages, benefits, allowances or dues; discrepancies in wages/benefits vis-à-vis staff in similar roles; termination without reason, notice or memorandum; non-payment of gratuity as per prevailing Government rules; and any other liability directly connected with service causing financial loss, harm or trauma.

Any aggrieved faculty/staff member desiring to file a grievance can send an email to dcet@deccancollege.ac.in or can forward a hard copy of the same to the Chairperson of the GRC at the office of the Director, Deccan Group of Institutions, Darussalam, Aghapura, Hyderabad, 500001 (Telangana).

DIRECTOR

DECCAN GROUP OF INSTITUTIONS

Dar-Us-Salam, Aghapura, Hyderabad – 500 001 Telangana

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DET/DGI/AICTE/ACAD/ESSENTIALS/SOP/GRC/03/2026

Dated: 21.08.2026

STANDARD OPERATING PROCEDURE

GRIEVANCE REDRESSAL COMMITTEE (GRC) FOR FACULTY AND STAFF MEMBERS

(Redressal of Grievance of Faculty / Staff Member)

Document Title	Standard Operating Procedure – Grievance Redressal Committee
Institution	Deccan Group of Institutions, Dar-Us-Salam, Aghapura, Hyderabad – 500 001, Telangana
AICTE Permanent ID	1-8641511
Affiliating University	Osmania University, Hyderabad
Governing Regulation / Act	AICTE (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 – Gazette dated 25.03.2021, F.No. 1-103/AICTE/PGRC/Regulation/2021
Issued by	Office of the Director
Version / Date	Version 1.0 / 09.12.2025
Review Cycle	Annual, or earlier upon amendment of the governing Regulation
To be read with	The Committee Constitution Order and the consolidated SOP for Statutory Committees

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1. PURPOSE, SCOPE AND LEGAL BASIS

This SOP governs the constitution and functioning of the Grievance Redressal Committee for faculty and staff members of the Institution, constituted under Clause 4 of the AICTE (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021. The Regulations apply to all technical institutions recognised or approved by AICTE under Section 10(k) of the AICTE Act, 1987.

It is mandatory for the Institution to address the grievances of faculty and staff members, including service matters, at the Institution level itself. The objective is to provide opportunities for the redressal of certain grievances of faculty and staff members already appointed in the Institution, as well as of those seeking appointment to the Institution, and to establish a mechanism for that purpose.

2. DEFINITIONS

- “Aggrieved Faculty / Staff Member” means a faculty or staff member who has any complaint in the matters relating to or connected with the grievances defined under the Regulations.
- “Grievance Redressal Committee” means the Committee constituted under the Regulations.
- “Technical Institution” means an institution as defined under Section 2(h) of the AICTE Act, 1987.
- “University” means a university established or incorporated by or under a Central Act or a State Act, and includes an institution deemed to be a university under Section 3 of the UGC Act, 1956.

3. CONSTITUTION, COMPOSITION AND TENURE

S.No.	Name of the Committee Member	Position	Designation	Mobile Number
1	Prof. Mir Iqbal Faheem	Chairperson	Director	9704731117
2	Dr. Raza Shah	Member	Head of Business Management	9490792478
3	Dr. P. Vishwapathi	Convener	Head of Engineering	9948296268
4	Dr. Manisha Saxena	Member	Head of Hospital Management	9704009232
5	Dr. Khaja Mahabubullah	Member	Professor	8125671866
6	Dr. Masrath Parveen	Member	Professor	9398657094
7	Dr A Swetha	Member	Associate Professor	9398134600

- The Committee shall be constituted by a written office order of the Director, specifying the name, designation and contact particulars of every member.
- The nomination of the University and DTE representatives shall be obtained in writing from the competent authority and kept on record.
- A fresh order shall be issued immediately upon any vacancy, and in any event whenever the nominating authority changes its nominee.

4. GRIEVANCES WITHIN THE JURISDICTION OF THE COMMITTEE

“Grievance” means and includes complaints made by an aggrieved faculty or staff member in respect of the following service-related matters:

- Withholding of, or refusal to return, any document in the form of certificates of degree, diploma, experience certificate, relieving order or any other award or other document deposited for the purpose of seeking appointment in the Institution.
- Non-payment of salaries or wages, or of benefits or any other allowances or dues, during service or on retirement or resignation, as the case may be.
- Discrepancies between the wages or benefits of the aggrieved member and those of other members of staff in similar roles, posts or with similar experience.
- Termination without giving any reason, notice or memorandum.
- Non-payment of the gratuity amount as per the prevailing Government rules in force on resignation or retirement.
- Any other liability which is directly connected with the service and causing financial loss, or any harm or trauma.

5. MATTERS OUTSIDE THE JURISDICTION OF THE COMMITTEE

Nature of the matter	Committee / forum having jurisdiction
Sexual harassment of a woman employee at the workplace	Internal Committee

Nature of the matter	Committee / forum having jurisdiction
Caste-based discrimination or atrocity against an employee belonging to the Scheduled Castes or Scheduled Tribes	SC / ST Committee; and FIR where a cognizable offence is disclosed
Grievances of students	Student Grievance Redressal Committee
Matters to be proceeded against under the penal provisions of any law in force	Jurisdictional police / court of competent jurisdiction
Matters already sub judice before a court or tribunal	The court or tribunal seized of the matter

6. PROCEDURE FOR REDRESSAL

1. A complaint from an aggrieved faculty or staff member relating to the Institution shall be addressed in writing to the Chairperson, Grievance Redressal Committee, and may be delivered at the office of the Director or sent by e-mail to dcet@deccancollege.ac.in.
2. The complaint shall set out the particulars of the complainant, the nature of the grievance, the relevant dates, the relief sought, and shall enclose copies of the supporting documents.
3. The complaint is entered in the GRC Complaint Register on the date of receipt, and an acknowledgement bearing the complaint number and date is issued to the complainant.
4. The Chairperson convenes the Committee within a reasonable period, ensuring that the statutory timeline can be met.
5. The Committee calls for the relevant service records, appointment letters, pay records and correspondence from the establishment section.
6. The Committee gives the complainant a reasonable opportunity of being heard, and also hears the officer or authority whose action or inaction is the subject of the grievance.
7. The Committee records its findings and the reasons for them, and formulates its recommendations, if any.
8. Within 15 days from the date of receipt of the complaint, the Committee sends its report with recommendations to the concerned Directorate of Technical Education or University, and a copy thereof to the aggrieved faculty or staff member.
9. The Institution implements the recommendations, and the action taken is recorded in the Register and communicated in writing to the complainant.
10. In case the faculty or staff member is not satisfied with the decision of the Committee, an appeal may be preferred to the concerned affiliating University or the State DTE (in the case of diploma institutes) for redressal of the grievance. The Grievance Redressal Cell established at the University level or the DTE level shall address such grievances and settle the matter at the State or University level.

6.1 Timelines at a glance

Stage	Timeline
Acknowledgement of the complaint to the complainant	On the date of receipt
Report of the GRC with recommendations to the DTE / University, with a copy to the aggrieved member	Within 15 days from the date of receipt of the complaint
Implementation of the recommendations by the Institution	Forthwith on receipt of the report
Appeal to the affiliating University / State DTE	On dissatisfaction with the decision of the GRC

7. GENERAL PRINCIPLES OF PROCEDURE

- Natural justice: no person shall be held guilty without being given notice of the allegation, a copy of the complaint, and a reasonable opportunity of being heard; both parties shall be permitted to place facts, documents and witnesses before the committee.
- Reasoned decisions: the committee shall record in writing the findings arrived at and the reasons for them.
- Conflict of interest: no member having a personal, professional or financial interest in a matter shall participate in the proceedings of that matter; the recusal shall be recorded in the minutes.
- Confidentiality: the identity of the complainant, the victim, the witnesses and the respondent shall not be made public or placed in the public domain, particularly during the pendency of the inquiry.
- Protection: no retaliatory or adverse action shall be taken against a complainant, a witness, or any person associated with a complainant, on account of participation in the proceedings.

- Meetings: the committee shall meet at least once per semester, and as often thereafter as is required to dispose of complaints within the statutory timelines; minutes shall be signed by the Chairperson and preserved permanently.
- Continuity: a fresh constitution order shall be issued on expiry of the term of the committee and immediately upon any vacancy arising from resignation, retirement, transfer or cessation of studentship.

8. RECORDS, REPORTING AND WEBSITE DISCLOSURE

- The GRC Complaint Register, the minutes of every meeting, the reports issued to the DTE or University, and the records of the action taken shall be maintained permanently.
- Records relating to individual service matters shall be kept in confidential custody with the Chairperson and shall not form part of the general correspondence of the Institution.
- The Institution shall furnish prominently, on its website, all relevant information in respect of the Grievance Redressal Committee coming within its purview, including the composition of the Committee and the procedure for filing a grievance.
- A consolidated annual status report of grievances received, disposed of and pending shall be placed before the Director.

9. CONSEQUENCES OF NON-COMPLIANCE

Failure to constitute the Committee, to place grievances before it, to observe the prescribed timeline, or to implement its recommendations amounts to a contravention of the Regulations and attracts action by the Council against the Institution, including withdrawal of approval, withholding of grants, declaration of ineligibility for assistance under any general or special assistance programme, public notification of the default, and a recommendation to the affiliating University for withdrawal of affiliation. No such action shall be taken unless the Institution has been given an opportunity to explain its position and an opportunity of being heard.

10. ANNEXURES

ANNEXURE – A : Format of Complaint / Application

Particulars	Details to be furnished by the Complainant
Committee to which addressed	Grievance Redressal Committee (Faculty / Staff)
Name of the complainant	
Status	Student / Faculty / Non-teaching staff / Parent / Other
Roll No. or Employee ID; Department; Year or Designation	
Mobile number and e-mail address	
Date, time and place of the incident / cause of grievance	
Name(s) of the person(s) complained against, if known	
Statement of the grievance (attach separate sheet if required)	
Names and addresses of witnesses, if any	
List of documents enclosed	
Relief sought	
Declaration	The information furnished above is true to the best of my knowledge and belief.
Signature of the complainant and date	

ANNEXURE – B : Contact Points

Purpose	Contact
Committee – e-mail	dcet@deccancollege.ac.in
Institution – telephone	(L) 040-24802634 (M) 9704731117
Office of the Director	Deccan Group of Institutions, Dar-Us-Salam, Aghapura, Hyderabad – 500 001, Telangana
Institution website – committee details	http://www.dgi.org.in/Essentials.html

This Standard Operating Procedure is issued for the information and strict compliance of all members of the Grievance Redressal Committee, all Heads of Departments, and all students and employees of the Institution.

DIRECTOR



भारत का राजपत्र The Gazette of India

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असाधारण
EXTRAORDINARY

भाग III—खण्ड 4
PART III—Section 4

प्राधिकार से प्रकाशित
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नई दिल्ली, बृहस्पतिवार, मार्च 25, 2021/चैत्र 4, 1943
NEW DELHI, THURSDAY, MARCH 25, 2021/CHAITRA 4, 1943

अखिल भारतीय तकनीकी शिक्षा परिषद्

अधिसूचना

नई दिल्ली, 22 मार्च, 2021

फा. सं. 1-103/अभातशिप/पीजीआरसी/विनियम/2021.—अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 (1987 का 52) की धारा 23 की उपधारा (1) के अंतर्गत प्रदत्त अपनी शक्तियों का प्रयोग करते हुए अखिल भारतीय तकनीकी शिक्षा परिषद् निम्नलिखित विनियम बनाती है, यथा :-

1. संक्षिप्त नाम, प्रयोज्यता और प्रारंभ :

- क. इन विनियमों का नाम अखिल भारतीय तकनीकी शिक्षा परिषद् (संकाय/स्टॉफ सदस्यों की शिकायतों का निवारण) विनियम, 2021 है।
ख. ये विनियम अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 10(ट) के अधीन, अखिल भारतीय तकनीकी शिक्षा परिषद् द्वारा मान्यता प्रदान की गई अथवा अनुमोदित की गई सभी तकनीकी संस्थाओं पर लागू होंगे।
ग. ये राजपत्र में इनके प्रकाशन की तारीख से प्रवृत्त होंगे।

2. उद्देश्य :

किसी भी संस्था में पहले से नियुक्त और साथ ही ऐसे संस्थान में नियुक्ति पाने की आकांक्षा रखने वाले संकाय/स्टॉफ सदस्यों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना, इस संबंध में एक तंत्र स्थापित करना।

3. परिभाषा : इन विनियमों में जब तक कि संदर्भ से अन्यथा अपेक्षित न हो :-

- (क) "अधिनियम" से अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 अभिप्रेत है ;
(ख) "परिषद्" से अखिल भारतीय तकनीकी शिक्षा परिषद् अभिप्रेत है ;
(ग) "यूजीसी" से विश्वविद्यालय अनुदान आयोग अभिप्रेत है ;

- (घ) "विश्वविद्यालय" से अभिप्रेत केन्द्रीय अधिनियम अथवा राज्य अधिनियम द्वारा अथवा इसके अंतर्गत स्थापित अथवा शामिल संस्थाएं हैं तथा जिसमें यूजीसी अधिनियम 1956 के खण्ड 3 के अंतर्गत घोषित की गई मानित विश्वविद्यालय संस्थाएं भी शामिल हैं।
- (ङ) "राज्य" का अभिप्राय संविधान की प्रथम अनुसूची में विनिर्दिष्ट किसी राज्य से है जिसमें संघ राज्य क्षेत्र भी शामिल हैं ;
- (च) "तकनीकी शिक्षा" से अभिप्रेत, अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम, 1987 की धारा 2(छ) के अंतर्गत परिभाषित शिक्षा कार्यक्रमों से है।
- (छ) "तकनीकी संस्था" से अभिप्रेत अखिल भारतीय तकनीकी शिक्षा परिषद् अधिनियम 1987 की धारा 2(ज) के अंतर्गत परिभाषित संस्था से है।
- (ज) "पीड़ित संकाय/स्टॉफ सदस्य" से अभिप्रेत किसी ऐसे संकाय/स्टॉफ सदस्य से है, जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (झ) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीड़ित संकाय/स्टॉफ सदस्य(यों) द्वारा की गई शिकायत(तें) शामिल हैं, नामतः :-
- किसी संकाय/स्टॉफ सदस्य द्वारा ऐसे संस्थान में नियुक्ति लेने के प्रयोजन से जमा किए गए अपने किसी दस्तावेज जोकि डिग्री प्रमाणपत्र, डिप्लोमा, अनुभव प्रमाणपत्र, कार्यमुक्ति आदेश अथवा किसी अन्य पुरस्कार के प्रमाणपत्र के रूप में अथवा अन्य दस्तावेज हों, को अपने पास रख लेना, या वापस करने से इंकार करना ;
 - सेवारत होने या सेवानिवृत्ति/त्यागपत्र जैसा भी मामला हो, के दौरान वेतन/मजदूरी और/अथवा लाभ या किसी भी अन्य भत्ते या देय राशि आदि का भुगतान न करना ;
 - उनके वेतन और/अथवा लाभ तथा समान वेतन/पदनाम/अनुभव में अन्य स्टॉफ कर्मचारियों के बीच विसंगतियां ;
 - कोई कारण अथवा नोटिस अथवा ज्ञापन दिए बिना सेवा-समाप्ति ;
 - त्यागपत्र/सेवानिवृत्ति पर लागू सरकार के नियमों के अनुसार अधिवर्षिता राशि का भुगतान न करना ; तथा
 - कोई अन्य देयता जो उनकी सेवा से सीधे जुड़ी हुई है और वित्तीय हानि या किसी नुकसान या आघात का कारण बनती है।
- (ञ) शिकायत निवारण समिति" (जीआरसी) से अभिप्राय इन विनियमों के तहत गठित किसी समिति से है।
4. शिकायत निवारण समिति (जीआरसी) :
- (i) सभी तकनीकी संस्थानों के लिए अनिवार्य है कि वे संस्थान स्तर पर ही सेवा मामलों सहित संकाय/स्टॉफ सदस्यों की शिकायत का समाधान करें। प्रत्येक संस्था द्वारा संकाय/स्टॉफ सदस्यों की शिकायत को देखने के लिए संकाय/स्टॉफ सदस्यों हेतु एक शिकायत निवारण समिति गठित की जाएगी। शिकायत निवारण समिति का संघटन निम्नानुसार होगा :-
 क. संस्थान के प्राचार्य - अध्यक्ष
 ख. संबद्धता प्रदान करने वाले विश्वविद्यालय का एक वरिष्ठ प्रोफेसर - सदस्य के रूप में,
 ग. राज्य के तकनीकी शिक्षा निदेशालय अथवा विश्वविद्यालय से एक कार्मिक (जिसे राज्य के तकनीकी शिक्षा निदेशक/विश्वविद्यालय के कुलपति द्वारा नामांकित किया जाएगा) - सदस्य,
 घ. एक वरिष्ठ संकाय सदस्य (जोकि एसोसिएट प्रोफेसर से नीचे के रैंक का ना हो) - सदस्य के रूप में।
 - (ii) पीड़ित संकाय/स्टॉफ सदस्यों द्वारा संस्थान के संबंध में की जाने वाली शिकायत, अध्यक्ष, शिकायत निवारण समिति (जीआरसी) को संबोधित होनी चाहिए।
 - (iii) जीआरसी अपनी रिपोर्ट को अपनी सिफारिशों सहित, यदि कोई हों तो, के साथ शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर संबंधित राज्य के तकनीकी शिक्षा निदेशक अथवा विश्वविद्यालय को भेजेगी तथा इसकी एक प्रति पीड़ित संकाय/स्टॉफ सदस्य को भी भेजी जाएगी।
 - (iv) यदि संकाय/स्टॉफ सदस्य शिकायत निवारण समिति के निर्णय से संतुष्ट नहीं है, तो वे संबंधित संबद्ध विश्वविद्यालय/राज्य के तकनीकी शिक्षा निदेशालय से अपनी शिकायतों के निवारण के लिए अपील कर सकते हैं।
5. विश्वविद्यालय अथवा तकनीकी शिक्षा निदेशालय द्वारा विश्वविद्यालय स्तर पर अथवा तकनीकी शिक्षा निदेशालय (डीटीई) स्तर पर गठित शिकायत निवारण प्रकोष्ठ ऐसी शिकायतों को देखेगा तथा मामले को राज्य/विश्वविद्यालय स्तर पर सुलझाएगा।
6. शिकायत निवारण समिति के बारे में जानकारी :
- संस्था को शिकायत निवारण समिति के संबंध में सभी प्रासंगिक जानकारी जोकि इसके दायरे में आती हैं, को संस्था की वेबसाइट पर प्रमुखता से प्रस्तुत करना होगा।

प्रो. राजीव कुमार, सदस्य-सचिव

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**NOTIFICATION**

New Delhi, the 22nd March, 2021

F. No. 1-103/AICTE/PGRC/Regulation/2021.—In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), the All India Council for Technical Education makes the following Regulations, namely:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a. These Regulations shall be called as the **All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021.**
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redressal of certain grievances of Faculty/Staff Members already appointed in any institution, as well as those seeking appointment to such institutions, and a mechanism thereto.

3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council" means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "University" means a university established or incorporated by or under a Central Act or State Act and includes an institution deemed to be university declared as such under section 3 of the UGC Act, 1956.
- (e) "State" means a State specified in the First Schedule to the Constitution of India and includes a Union territory;
- (f) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987;
- (g) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (h) "aggrieved Faculty/Staff Member" means a Faculty & Staff Member, who has any complaint in the matters relating to or connected with the grievances defined under these Regulations.
- (i) "Grievance" means and includes, complaint(s) made by an aggrieved Faculty/Staff Member(s) in respect of the following service related matters namely:
 - i. withholding of, or refusal to return, any document in the form of certificates of degree, diploma, experience certificate, relieving order or any other award or other document deposited for the purpose of seeking appointment in such institution;
 - ii. non-payment of salaries/wages and/or benefits or any other allowances or dues etc. during services or retirement/resignation, as the case may be;
 - iii. Discrepancies between their wages and/or benefits and other members of staff in similar roles/post/experience.
 - iv. termination without giving any reason or notice or memorandum;
 - v. non-payment of gratuity amount as per prevailing Govt. rules in force on resignation/retirement; and

vi. any other liability which is directly connected with their service and causing financial loss or any harm or trauma.

(j) "Grievance Redressal Committee" means a Committee constituted under these Regulations;

4. GRIEVANCE REDRESSAL COMMITTEE (GRC):

- (i) It is mandatory for all Technical Institutions to address the grievance of faculty/staff members including service matters at the Institution level itself. A Grievance Redressal Committee (GRC) for faculty/staff members shall be constituted by each Institution to look into the grievance of the faculty/staff members. The composition of the GRC shall be as follows:
- a. Principal of the Institution as Chairperson
 - b. One Senior Professor of the affiliating University as a Member,
 - c. One Official from University or State DTE (Directorate of Technical Education) (to be nominated by DTE/University Vice Chancellor) as Member,
 - d. One Senior Faculty (not below Associate Professor) as Member.
- (ii) A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (GRC).
- (iii) The GRC shall send its report with recommendations, if any, to the concerned DTE or University and a copy thereof to the aggrieved faculty/staff member, within a period of 15 days from the date of receipt of the complaint.
- (iv) In case faculty/staff is not satisfied with the decision of Grievance Redressal Committee, they may appeal to the concerned affiliating University/State DTE (in case of diploma institutes) for redressal of their grievances.

5. The University level or DTE level Grievance Redressal Cell established by the University or DTE shall address such grievances and settle the matter at State/University level.

6. INFORMATION REGARDING GRIEVANCE REDRESSAL COMMITTEE:

An institution shall furnish, prominently, on its website, all relevant information in respect of the Grievance Redressal Committee(s) coming in its purview.

Prof. RAJIVE KUMAR, Member-Secy.

[ADVT.-III/4/Exty./558/2020-21]