



भारतीय सूचना प्रौद्योगिकी संस्थान, इलाहाबाद
Indian Institute of Information Technology, Allahabad
Grievance Cell

Purpose: In order to ensure the transparency in all the activities at different stages, IIIT-Allahabad provides a mechanism to the Employees and Students (stakeholders) of the Institute for Redressal of their grievances through the Grievance Cell. This cell is formed in order to keep the healthy working atmosphere among all the stakeholders of the Institute, and to maintain a harmonious educational atmosphere in the institute. This cell helps to record their complaints and solve their problems related to their personal grievances. All the stakeholders can submit their grievances at grievance@iiita.ac.in

Head of the Institute: Prof. Mukul S. Sutaone

director@iiita.ac.in

Grievance Redressal Committee Members & Their Contact :

December, 2022

Name	Representation	Contact No.
Dr. Rajat Kumar Singh	Chairman	9455484578
Prof. Neena Kohli (University of Allahabad)	External Representative	7458877970
Prof. Manish Goswami	Faculty Representative	9792947813
Dr. Pramod Kumar	SC/ST/OBC Representative	9616626504
Dr. Savitri Joshi	Women Representative	8949731422
Dr. Navjot Singh	Minority Representative	9650506400
Dr. Kanchan Kumar Tiwari	Officer Representative	9450502638
Shri. Sanjay Kumar	Regular Staff Representative	9935596047
Mrs. Nisha Dubey	Contractual Staff Representative	8299217410
Ms. Priyam Pandey	Gymkhana Representative	7007651846
Dr. KavindraKandpal	Member Secretary	9569458308

Indian Institute of Information Technology Allahabad

GRIEVANCE CELL

Functions, Duties, Roles & Responsibilities (2023)

Objective:

To settle genuine grievances of the Employees (Faculty, Officers and Staff) and Students to a level so as to create a healthy environment and relationship between the Administration and the Employees.

Preamble:

In case of a complaint by an employee or student is not resolved by the mechanisms in place in the Institute, the same may be reported to this committee and the decision thereof shall be communicated to such employee.

1. Office of Grievance Cell

The working of employees (Faculty, Officers and Staff Members) and students are very important for the smooth functioning of the Institute. The maintenance of a conducive environment for the overall growth in academics and research domain is the primary responsibility of all the employees and students in the campus. This responsibility has been showered by the Institute to all its employees and students.

The office of the **Grievance Cell (GC)** is established with an objective to settle genuine grievances of the employees and students, so as to create a healthy environment among the administration, employees and students.

This office is mainly responsible for maintaining the cordial atmosphere among the employees, students and administration whenever any employee or student is not satisfied with the decision given by the administration. An efficient grievance cell is a must for an administration to claim for a user-friendly and responsive nature.

1.1 Mandate

The following is the mandate for the office of **Grievance Cell** of the institute:

1. To look into the genuine grievances of the employees and students.
2. Maintain liaison with the administration in matters regarding the grievance

1.2 Grievance Redressal Committee (GRC)

The office of the **Grievance Cell** consists of following members (hereafter called as **Grievance Redressal Committee Members** of the institute):

1. Grievance Officer, Chairman
2. Faculty Representative, Member
3. SC/ST/OBC Representative, Member
4. Women Representative, Member
5. Minority Representative, Member
6. Officer Representative, Member
7. Regular Staff Representative, Member
8. Contractual Staff Representative, Member
9. Gymkhana Representative, Member
10. External Representative (Outside IIT), Member
11. Member Secretary

1.3 Appointment of Grievance Officer

The Grievance Officer shall be appointed by the Director from amongst the Faculty of the Institute preferably of the rank of Associate Professor and above. The Grievance Officer exercises such powers and performs such duties as may be assigned to him by the Director.

1.4 Role and Responsibilities of the Grievance Officer

Grievance Officer is the administrative head of the Grievance Cell. All the cases of grievance are referred to the **Grievance Officer** for settlement and decision. The roles and responsibilities of the **Grievance Officer** are as follows:

1. To look into the genuine grievances of the individual employees and students.
2. To chair the meeting and recommend the decision taken by the **Grievance Redressal Committee** to the higher body.
3. To get necessary support for verification of administrative matters, facts, documents etc., if any required.
4. Issuing necessary instruction to all as and when required and directed.
5. To report the findings and take the decision for the grievances.

1.5 Role and Responsibilities of the Grievance Redressal Committee members

Normally all cases of grievance are referred to this Committee by the Grievance Officer for collective analysis and decision. The roles and responsibilities of the members are as follows:

1. To examine the issues as and when referred by the Grievance officer.
2. To hold the proceedings in a transparent manner, and giving fair opportunity to the aggrieved person (the employees and students) involved to explain their viewpoints.
3. To call the concerned aggrieved person involved in the representation(s) and examine in details about the related documentation, if any, and attempt to amicably resolve the matter.
4. To make interim measures, if any, to ensure fairness in all concerned.
5. To examine/review the guidelines/policies for redressal of the grievance as required
6. The quorum of the meeting will be completed by the presence of at least two-third of the total members.

2. Purview of the Grievance Cell

The matter that has the grievance upto the decision of the Director Level can be accepted by this committee for further discussion. The grievance must be submitted within Three months from the date it was communicated to the concerned one.

3. Grievance Application Procedure

Every employee and student of the institute is governed by the laws and rules as decided by the GOI, BOG, Director and as per the Acts and Statutes of the Institute. When an employee or student faces any grievance, he/she has to report it to his/her immediate superior. Such immediate superior officer is expected to give reply or find the solution to the grievance within the time stipulated according to the gravity of the grievance made.

However in certain cases, an employee or a student may get dissatisfied due to some decision/order of the administration. In such a case, following procedure may be adopted by the aggrieved person (the employee or student):

1. An Email (preferred)/Application has to be submitted by the aggrieved person to the Grievance Officer at grievance@iiita.ac.in
2. All grievances referred shall be entered in a Register by the member secretary.
3. The aggrieved person can ask the status of his/her application in case he/she doesn't get an acknowledgement from the committee about the receipt of his/her application.
(The grievances should be necessarily acknowledged, with an interim reply within One Week of receipt).
4. The progress of the grievance will be informed to the aggrieved person within 30 days.
5. The GRC shall take the case and submit the recommendation/decision accordingly.
 - *The Committee tries to settle the issues amicably and may therefore call the aggrieved person, if required.*

4. Frequency of Meeting

As an when required, and a minimum of one meeting in every six months

5. Annual Report

The committee will submit its annual report by 30th June each year.