



F.3(1)/Admn/2013/IGDTUW/ 2432

Dated: 13/3/2023

**ORDER**

In order to strengthen the mechanism for handling the grievances/complaints received from faculty/staff members and students, the Grievance Redressal Committees have been reconstituted with the following objectives:

- (i) To introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/faculty/staff members of IGDTUW.
- (ii) To develop a responsive and accountable attitude among all stakeholders, thereby maintaining a harmonious atmosphere in the University Campus.
- (iii) To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.
- (iv) To ensure that grievances are resolved promptly and in complete confidentiality.
- (v) To uphold the dignity of the University by promoting cordial student-teacher relationship and relationship among the faculty and staff of the University.

With the approval of Competent Authority, IGDTUW, the following Committees are hereby constituted to address the various grievance's received from non-teaching and teaching staff of IGDTUW for a period of two years:

- (1) **Grievance Redressal Committee for Non-teaching staff-**
  - (i) Dean (Examination Affairs), IGDTUW : Chairman
  - (ii) Dean (IRD & RC), IGDTUW : Member
  - (iii) HoD (AI &DS), IGDTUW : Member
  - (iv) Representative from DTTE, GNCTD : Member
  - (v) AR (Pers), IGDTUW : Convenor
- (2) **Grievance Redressal Committee for the Faculty Members:**
  - (i) Dean (Academic Affairs), IGDTUW : Chairperson
  - (ii) Dean (Examination Affairs), IGDTUW : Member
  - (iii) HoD (ECE), IGDTUW : Member
  - (iv) Representative from DTTE, GNCTD : Member
  - (v) AR (Pers), IGDTUW : Convenor

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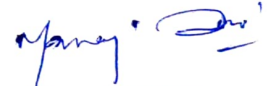
(3) The following **Proctoral Board** shall redress all the **grievances related to students**:

- |       |                             |   |             |
|-------|-----------------------------|---|-------------|
| (i)   | Dean (Student Welfare)      | : | Chairperson |
| (ii)  | Dy. Dean (Student Welfare)  | : | Member      |
| (iii) | Chief Hostel Warden         | : | Member      |
| (iv)  | HoD of concerned Department | : | Member      |

Aggrieved teachers/staff and students shall represent their grievances either in person in writing to the Chairperson of the concerned Grievance Redressal Committee, instead of directly forwarding their complaints to the higher authorities outside the University and without making any efforts to solve the problem in-house.

The committee shall make effort to dispose off the complaints within the rules and regulations of the University and seek necessary advise/directions from the senior authorities wherever necessary. In case of any false or frivolous complaint, the Chairperson of the Committee shall advise appropriate action against the complainant to the competent authorities for further necessary action.

Before filing the complaint with the appropriate Grievance Redressal Committee, the aggrieved faculty/staff shall inform about the grievance to the concerned Head of Department/Branch Officer and only after the concerned Head of Department/Branch Officer is unable to solve or initiate action within a 10 days, it may be reported to the concerned Committee.



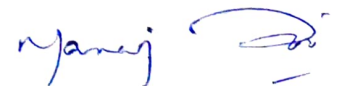
Registrar, IGDTUW

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Copy forwarded for information to the:

- 1) PS to Hon'ble Vice Chancellor, IGDTUW
- 2) All Committee Members under Grievance Redressal Forum, IGDTUW
- 3) All Deans/HoDs/Dy. Dean (s), IGDTUW
- 4) Dy. Finance Officer, IGDTUW
- 5) Librarian, IGDTUW
- 6) System Analyst, IGDTUW- with a request to upload the same on University website.
- 7) Guard File.



Registrar, IGDTUW