



MALLA REDDY (MR)

Deemed To Be University

Recognized Under Section 3 of the UGC Act, 1956

Approved by AICTE, New Delhi,

Accredited by NAAC with 'A++' Grade (Cycle- III)

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FACULTY GRIEVANCE REDRESSAL POLICY



Policy Code: MRDU/IQAC/FGRP/2025



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1. POLICY STATEMENT

Malla Reddy (MR) Deemed to be University (MRDU) is committed to fostering a professional, inclusive, equitable, and respectful work environment that enables every faculty member to perform their academic, research, and administrative responsibilities with dignity and confidence. The University recognizes that a fair and effective grievance redressal mechanism is essential for promoting faculty welfare, institutional harmony, academic excellence, and good governance. This Faculty Grievance Redressal Policy establishes a transparent, impartial, confidential, and time-bound mechanism for receiving, examining, and resolving grievances related to service conditions, academic responsibilities, professional development, workplace environment, administrative decisions, and other employment-related matters. The University upholds the principles of natural justice, equity, accountability, confidentiality, and non-retaliation, ensuring that every grievance is addressed objectively without prejudice or discrimination. Faculty members are encouraged to express their concerns freely and shall not be subjected to victimization or adverse treatment for lodging a bona fide grievance. Through the Faculty Grievance Redressal Committee (FGRC), supported by both online and offline grievance redressal mechanisms, MRDU is committed to resolving grievances efficiently, protecting the rights and dignity of faculty members, and fostering a positive academic work culture in alignment with the applicable UGC Regulations, statutory provisions, and the University's Vision, Mission, and Core Values.

2. OBJECTIVES

1. Provide a fair, transparent, accessible, and time-bound mechanism for the redressal of grievances raised by faculty members at the departmental and University levels.
2. Promote a professional, inclusive, and harmonious work environment that upholds mutual respect, trust, and collaboration among faculty and the University administration.
3. Ensure the principles of natural justice, equity, confidentiality, and non-retaliation in the investigation and resolution of faculty grievances.
4. Safeguard the rights, dignity, and professional interests of faculty members by addressing grievances impartially and without discrimination.
5. Strengthen institutional governance by identifying systemic issues through grievance analysis and implementing appropriate corrective and preventive measures.
6. Facilitate both offline and online grievance submission and tracking mechanisms to ensure ease of access, transparency, and accountability throughout the grievance redressal process.
7. Enhance faculty satisfaction, motivation, and well-being by providing an effective platform for resolving workplace, academic, administrative, and service-related concerns.
8. Support continuous institutional improvement by maintaining grievance records, monitoring resolution trends, and periodically reviewing the effectiveness of the grievance redressal mechanism in accordance with applicable UGC Regulations, statutory provisions, and University policies.

3. SCOPE AND APPLICABILITY

This policy is Applicable to:

- Professors
- Associate Professors
- Assistant Professors
- Adjunct Faculty
- Visiting Faculty
- Contract Faculty
- Research Faculty

Types of Grievances Covered

The policy will include grievances relating to:

- Teaching workload
- Departmental functioning
- Academic responsibilities
- Promotion and Career Advancement Scheme (CAS)
- Annual Performance Appraisal (PBAS/API)
- Leave and service matters
- Allocation of subjects
- Laboratory and research facilities
- Research support and funding
- Publication incentives
- Infrastructure
- Administrative issues
- Workplace behaviour
- Professional ethics
- Discrimination
- Any unfair administrative decision

Excluded

- Sexual harassment (covered under POSH Policy)
- Financial fraud
- Criminal matters
- Disciplinary proceedings already under enquiry
- Matters pending before courts

4. DEFINITIONS

For the purpose of this Policy, unless the context otherwise requires:

1. **"University"** means Malla Reddy (MR) Deemed to be University (MRDU), including all its Schools, Departments, Centres, Constituent Colleges, and other academic and administrative units.
2. **"Faculty Member"** means any person engaged by the University in a teaching, research, academic, or instructional capacity, including Professors, Associate Professors, Assistant Professors, Adjunct Faculty, Visiting Faculty, Contract Faculty, Research Faculty, and any other teaching personnel appointed by the University.
3. **"Grievance"** means any concern, complaint, dissatisfaction, or perceived injustice raised by a faculty member regarding service conditions, academic responsibilities, workplace environment, administrative decisions, professional development, research support, or any other employment-related matter within the jurisdiction of the University.
4. **"Faculty Grievance Redressal Committee (FGRC)"** means the committee constituted by the University to receive, examine, investigate, and recommend appropriate action for the resolution of grievances submitted by faculty members under this Policy.
5. **"Complainant"** means a faculty member who submits a grievance in writing, electronically, or through any other mode prescribed by the University.
6. **"Respondent"** means the individual, office, department, or authority against whom the grievance has been filed or whose decision, action, or omission is the subject of the grievance.
7. **"Appeal"** means a formal request submitted by an aggrieved faculty member seeking a review of the decision or recommendation of the Faculty Grievance Redressal Committee by the competent appellate authority.
8. **"Working Days"** mean the days on which the University remains open for official work, excluding weekends, public holidays, and officially declared University holidays.
9. **"Competent Authority"** means the Vice-Chancellor, Registrar, Dean, Head of the Department, Faculty Grievance Redressal Committee, or any other authority empowered by the University to receive, examine, or decide grievances under this Policy.

5. CONSTITUTION OF THE FACULTY GRIEVANCE REDRESSAL COMMITTEE (SGRC)

5.1 Composition

Chairperson:

Senior Professor nominated by the Vice Chancellor

Members

- Dean (Academic Affairs)
- Dean (Faculty Affairs/HR) or Registrar nominee
- Dean (IQAC)
- Senior Professor from another School
- One woman faculty member

- One SC/ST/OBC representative (where applicable)

Member Secretary:

- Deputy Registrar (Administration) or HR Officer

5.2 Tenure: 2 Years

6. PROCEDURE FOR REDRESSAL OF GRIEVANCES

6.1 Faculty Grievance Redressal Process

Level	Authority	Role/Responsibility
Level 1	Head of the Department (HoD)	Receives the grievance, attempts amicable resolution through discussion and counselling at the departmental level.
Level 2	Dean of the School / Unit Head	Reviews grievances unresolved at the departmental level and facilitates resolution through mediation or administrative intervention.
Level 3	Faculty Grievance Redressal Committee (FGRC)	Conducts a fair and impartial inquiry, hears the concerned parties, examines evidence, and recommends appropriate corrective measures.
Level 4	Vice-Chancellor	Reviews appeal against the recommendations of the FGRC and passes appropriate orders, wherever necessary.

6.2 Resolution Timelines

Activity	Time Limit
Acknowledgement of grievance by the concerned authority	Within 3 working days
Preliminary review and forwarding to the appropriate authority/FGRC	Within 7 working days
Hearing by the Faculty Grievance Redressal Committee (FGRC)	Within 15 working days
Submission of recommendations by the FGRC	Within 7 working days after completion of the hearing
Communication of the final decision to the faculty member	Within 30 working days from the date of receipt of the grievance
Submission of appeal to the Vice-Chancellor	Within 15 working days from the date of communication of the decision
Disposal of appeal by the Vice-Chancellor	Within 30 working days of receipt of the appeal

7. CONFIDENTIALITY

The University shall maintain the highest standards of confidentiality throughout the grievance redressal process. All grievances, supporting documents, deliberations, proceedings, and decisions shall be treated as confidential and shall be accessible only to the authorized members of the Faculty Grievance Redressal Committee (FGRC) and other competent authorities involved in the resolution process. The identity of the complainant and other concerned parties shall not be disclosed except where required under applicable laws or statutory provisions. Faculty members submitting grievances in good faith shall be protected against any form of retaliation, discrimination, intimidation, or victimization.

8. APPEAL

1. A faculty member who is not satisfied with the decision or recommendation of the **Faculty Grievance Redressal Committee (FGRC)** may submit an appeal to the **Vice-Chancellor** within **15 working days** from the date of communication of the decision, clearly stating the grounds for appeal along with any supporting documents.
2. The Vice-Chancellor shall examine the appeal, provide an opportunity of hearing to the concerned parties, if necessary, and communicate the final decision within **30 working days** from the date of receipt of the appeal.
3. In cases involving significant policy matters, service conditions, or issues of institutional importance, the Vice-Chancellor may refer the matter to the **Board of Management (BoM)** for consideration. The decision of the Board of Management shall ordinarily be final, subject to applicable statutory provisions and the laws governing the University.
4. During the appeal process, the University shall ensure fairness, impartiality, confidentiality, and adherence to the principles of natural justice, while protecting the faculty member from any form of discrimination, retaliation, or victimization for filing a bona fide appeal.

9 MONITORING, REPORTING, AND RECORD KEEPING

1. The **IQAC** shall serve as the nodal unit for maintaining records of all grievances received, actions taken, and timelines observed.
2. The **Chairperson (FGRC)** shall prepare quarterly and annual reports on grievance statistics, trends, and outcomes.
3. Reports shall be submitted to:
 - o The **Vice-Chancellor** and **Board of Management**, and
4. The University shall retain grievance-related documents (physical and digital) for a minimum of **five years**.
5. The IQAC shall periodically audit the functioning of SGRCs for compliance and efficiency.

10. POLICY REVIEW AND DOCUMENT CONTROL

1. This Policy shall be reviewed **once every three years**, or earlier if required due to amendments in UGC Regulations.
2. Revisions shall be proposed by the **Chairperson of the committee** in consultation with **IQAC** and approved by the **Executive Council**.
3. Upon approval, the new version shall supersede all previous versions and be circulated to all Schools and Departments.




Registrar
Malla Reddy (MR)
Deemed to be University
Hyderabad-500100.