

Grievances Redressal Committee (GRC)

Aim: To facilitate the resolution of grievances in a fair and impartial manner by involving the relevant departments dealing with the substantive function connected with the grievance while maintaining necessary confidentiality.

Objective: The objective of the Grievances Redressal Committee (GRC) is to develop a responsive and accountable approach among all the stakeholders so as to maintain a harmonious educational atmosphere in the University.

The key parameters of the Grievances Redressal Committee are:

- To uphold the dignity of the University by ensuring conflict free environment and promote cordial Student-Student, Student-Teacher, Student-Employee, Employee-Employee relationship, and to make them to take ownership of the university and its policies.
- To encourage the students, employees and other stakeholders to express their grievances/problems freely and frankly, without any fear of being harassed or victimized.
- To make the students and employees of the university to respect the rights and dignity of one another and show utmost restraint and patience whenever a conflict arises.
- To enable all the stakeholders to be affectionate towards each other and not behave in a vindictive manner towards anyone for any reason.

Mechanism for Redressal of Grievances:

The students are the main stakeholders in the university, though the teachers, administrative officers, support staff and alumni are also the key pillars in the life of this institution. Taking this spirit into consideration the University has established the Grievances Redressal Committee (GRC) to promote a cordial educational environment. The Grievances Redressal Committee may broadly include and consider the following complaints for consideration:

- Grievance Related to Academic Matters
- Grievance Related to Non-Academic Matters
- Grievance Related to Assessment
- Grievance Related to Victimization
- Grievance Related to Harassment
- Grievance Related to Conduct of Examinations
- Grievance Related to Service Matters
- Any other grievances which may be determined/ pointed out by the competent authority.

Standard Operating Procedure (SOP):

Any stakeholder who wants to initiate a grievance/complaint may in the first instance bring the issue to the notice of the head of the respective Teaching/Administrative Department, who will try to address the issue and resolve it within 10- working days of the receipt of the grievance.

If no response is received within the stipulated time from the respective department or the complainant is dissatisfied with the response/resolution of his/her grievance, then he/she may register his/her grievance to the Grievances Redressal Committee.

Procedure to be observed for Grievances Redressal by Grievances Redressal Committee (GRC):

- **Step-1:** Complainant shall make a written complaint with the secretary of the GRC in person or through the official email address of the committee i.e. secretary.grc@uom.edu.pk with copy to convener.grc@uom.edu.pk. The complainant is also required to use official UoM email address or to provide a copy of his/her CNIC or CNIC No., to the secretary along with the description of his/her Department/Section and his/her residential mailing address, email and contact number for future correspondence. The complainant is also required to provide other supporting documents of previous application(s), decision(s), if any. The complainant shall also clearly mention whether he/she wants to be heard in person for the perusal of the Grievance/Complaint.

Anonymous letters/emails will not be taken into consideration. Further, the complainant is advised not take the matter to Court, Citizen Portal or RTI till the decision of GRC.

- **Step-2:** The committee shall first look into the genuineness of the complaint and see if it is maintainable.

If the complaint is maintainable, the committee first duty shall be to look into the ways wherein the grievance can be resolved through mediation without undergoing a formal inquiry.

- **Step-3:** If the matter requires a formal inquiry then the Grievances Redressal Committee shall probe into the matter in order to find facts of the case within one month, extendable according to the nature of the case maximum to further one month time and suggest measures to the Vice Chancellor for its solution. The committee can co-opt concerned Chairperson/In-charge/Sectional Head or any other official as member(s), depending on the nature of the case to reach to a logical and proper conclusion. The complainant(s) and the respondent(s) or the respondent-department(s) shall be given a reasonable opportunity to justify their stance during the probe.

- **Step-4:** The Vice Chancellor may approve the findings of the committee and issue directives in matters which fall within his discretionary powers. In issues which do not fall within his discretionary powers, the same may be referred to the relevant statutory authorities along with recommendations of the Vice Chancellor for the decision of concerned authority. The decision would be final in the matter and appeal there against can be made as per provisions of the Regulation of the University of Malakand.
- **Step-5:** In case the complainant is not satisfied with the decision, he/she may register appeal to the appellate grievances redressal committee (AGRC), to be constituted by the competent authority.

Residual Provision:

- In case the matter is grave in nature and require a thorough probe then it may be referred for a detail inquiry to the Vice Chancellor by GRC.
- Notwithstanding the above provision, in case the matter is related to a statutory body it may be dealt as per statutes/procedure available for such purpose.

University of Malakand Grievances Redressal Committee:

1. Professor Dr. Jamil Ahmad, Dean Faculty of Information Technology (Convener)
2. Mr. Hamid Ul Haq, Assistant Professor (Pakistan Study) (Member)
3. Dr. Mian Muhammad, Assistant Professor, Department of Chemistry (Member)
4. Dr. Aftab, Associate Professor, Department of Biotechnology (Member)
5. Mr. Syed Ihsan Ul Haq, Deputy Director Finance (Member / Secretary)

Terms of Reference of the Grievances Redressal Committee:

Functions of the Committee:

1. To entertain grievances of the students, their parents and employees of the University of Malakand
2. To provide proper opportunity to stakeholders to express their grievances freely and frankly without any fear of being victimized
3. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process
4. To protect the privacy and confidentiality of all parties during the inquiry, consistent with and subject to the policy guidelines

5. To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application
6. To ensure speedy disposal of every grievance application within a maximum period of one month of the receipt of application