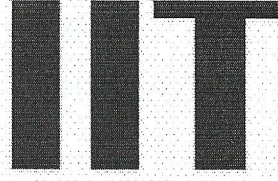




भारतीय
प्रौद्योगिकी
संस्थान
काशी हिन्दू विश्वविद्यालय



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निदेशक कार्यालय
(प्रशासन)

Office of the Director
(Administration)

Ref. No.: IIT(BHU)/ADM/2 (xxxi)/GCNF/Gen/638/R

Dated: November 03, 2014

NOTICE

In continuation of this office Notice No. IIT(BHU)/ADM/2 (xxxi)/GCNF/Gen/ 341/L dated July 15, 2014 constituting Grievance Committee for non-faculty members, it is hereby informed that the Director has been pleased to approve the following guidelines for implementation with immediate effect regarding handling of the grievances of the non-faculty staff members of the Institute.

The Grievance Committee for non-faculty staff members will : -

1. entertain written and signed individual complaints and petitions of non-faculty members in respect of service matters affecting them individually or as a group. However, any joint representation/anonymous complaints will not be entertained.
2. consider only those petition for which following procedure has been followed.
 - a. Written complaint/petition to concerned head/coordinator/ incharge had been submitted and no satisfactory reply is received within 15 days.
 - b. If the employee is not satisfied he/she will approach to the next higher authority or Registrar.
 - c. Further if no action is taken by the higher authority or Registrar within reasonable time, or the employee is not satisfied.

A petition to the Grievance Committee need not be forwarded by head/coordinator/incharge.

3. inquire into the grievances, and shall have authority to demand relevant documents from the concerned authority/section/unit/office for the purpose of thorough investigation. If felt necessary, the Committee may request the concerned official(s) for discussion.
4. will make recommendation and report to the Director for appropriate action.

REGISTRAR

P.T.O

