



Lok Jagruti Kendra University (LJ University)

University with a Difference

(Lok Jagruti Kendra University Established by Gujarat Act No. 19 of 2019)

Grievance Redressal Committee

Dr. Nishaben Shah	-	Chairperson
Ms. Chaitali Jani	-	Member
Dr. Yakuta Karkhanawala	-	Member
Mr. Jalpa Parikh	-	Member
Ms. Meghna Vaishnav	-	Member
Mr. Ishwar Prajapati	-	Member
Mr. Anand Nanavati	-	Member (Student)
Mr. Chintan Gelot	-	Member (Student)
Ms. Jankiben Vasant	-	Member (NGO)

➤ Scope :

- The Grievance Redressal Committee shall consider only individual grievances of specific nature of staff and students of the University raised individually by the concerned aggrieved employee/ student of the University
- The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student
- After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.

➤ Procedure :

- The Grievance Committee will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Chairman or at the request of the other members to discuss the various issues received.
- At least three members of the Grievance Committee shall be present in a meeting.
- If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Committee, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.



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➤ Terms of Reference:

- The Grievance Redressal Committee shall consider all grievances submitted in writing by an individual member of the University regarding employment/ association, working conditions and any other alleged injustice done to an employee/ student while discharging his/her duties at the University
- The Grievance Redressal Committee shall study the petition/ application and after looking into the relevant documents discuss with those concerned and submit its recommendations and report to the Vice Chancellor as expeditiously as possible, but in any case within three months of the date of petition/application
- In case of any difficulties, the Grievance Committee shall have discussion with the Vice Chancellor before a decision is taken.
- The Grievance Redressal Committee may mediate between the complainant and defendant against whom the complaint has been made, if required
- The Vice Chancellor, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the University
- Any dead-lock shall be resolved by the Vice Chancellor.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the Vice Chancellor by the Grievance Redressal Committee.

➤ Procedure of Submitting Grievance:

- The aggrieved member shall submit his/her petition to the Chairman, Grievance Redressal Committee in a sealed envelope marked "confidential".
- On receipt of a petition the Grievance Redressal Committee will endeavour to send its recommendation to the Vice Chancellor within one month if possible, but in any case not beyond three months, for further action.
- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Vice Chancellor / Disciplinary Authority to take appropriate action against the complainant.