



HITEC UNIVERSITY TAXILA

OFFICE OF THE REGISTRAR

Employees Grievance Redressal Policy

1. Employee Grievance:

An employee grievance is a concern, problem, or complaint that an employee has about their work, the workplace and refers to the dissatisfaction of an employee with what he expects from the institution and its management. University is expected to provide an employee with a safe working environment, realistic job preview, adequate compensation, respect etc.

2. Purpose:

The purpose of the Grievance Redressal Policy is to support the University's commitment to promoting and ensuring an environment where individuals are treated with respect and courtesy. The procedure is designed to resolve problems. It is hoped that grievances can be resolved cordially thereby maintaining, and where necessary, restoring good relations with all the stakeholders.

3. Objectives:

- a) To investigate all written complaints received by the Employee Grievance Committee.
- b) To provide a fair investigation and timely resolution to the complaint.
- c) To provide recommendations to the Competent Authority.

4. Types of Grievances:

Following types of grievances are covered in the policy: -

- a) All Services Matters excluding Pay and benefits
- b) Discrimination
- c) Work conditions
- d) Workload
- e) Any other as determined by the Chair

5. Coverage:

Any grievance related to any sexual harassment is not covered in the above policy. Sexual harassment complaints will be investigated in line with HEC Policy Guidelines on Sexual Harassment and processed by the Sexual Harassment Policy as notified by the University.

6. Constitution of Committee:

1. The Committee comprises of the following members:

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| a) Prof. Dr. Junaid Ali Khan | Chair |
| Chairperson Computer Science | |
| b) Mr. Farrukh Shahzad | Member |
| Registrar | |
| c) Dr. Rashid Mehmood | Member |
| A/Chairperson Mathematics | |
| d) Dr. Imran Ashraf | Member |
| A/Chairperson, Computer Engineering | |
| e) Dr. Fahad Sarfraz Butt | Member |
| Assistant Professor, Mechanical Engineering | |
| f) Muhammad Nazim Siddiqui | Secretary |
| Deputy Registrar | |

2. The Employees Grievances Redressal Committee will be notified for period of one-year (12 months) and will be reconstituted accordingly

7. Scope:

- The Grievance Committee shall consider individual grievances of any nature and raised individually by the concerned aggrieved employee.
- The similar nature of grievances will be considered as singular and addressed accordingly

8. Procedure and Attendance at Meetings:

- Committee meetings for the purpose of investigating complaints will be held at the discretion of the Chair upon receipt of a complaint.
- Quorum for the meeting will be 50% of the members of the committee.

- c) Meeting notes and documents containing information of a personal, private and confidential nature, shall be kept under lock. In case of electronic correspondence and documentation regarding the complaint, a record shall also be maintained in print form.

9. Terms of Reference:

- a) The aggrieved member shall submit her/his application directly to the Chair, Grievance Committee.
- b) The Grievance Committee shall consider grievances submitted in writing by an employee regarding any alleged injustice done to an employee while discharging her/his duties at HITEC University.
- c) The Chairman of the Committee shall discuss the complaints of acute nature with the Vice Chancellor and take directions for the course of action.
- d) 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. To cover for such member, the Chair Grievance Committee may co-opt any member from the University with the approval of the Vice Chancellor.
- e) 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. To cover for such member, the Chair Grievance Committee may co-opt any member from the University with the approval of the Vice Chancellor.
- f) The Grievance Committee shall have access to all files confidential or otherwise relevant to the individual's grievance.
- g) The Committee shall study the complaint and after looking into the relevant documents discuss with those concerned and submit its recommendations and report to the Competent Authority as expeditiously as possible.
- h) In case of any difficulties, the Grievance Committee shall have discussion with the Competent Authority before a decision is taken.
- i) The Competent Authority, as far as possible, shall be guided by the advice of the Grievance Committee unless the recommendations of the Committee violate

provisions of Service Regulations.

- j) All decisions will be reported in writing to the involved parties in a timely manner.

10. Process Timeframe:

- a) The process of a grievance redressal shall be conducted as expeditiously as possible within 15 working days from the date when the complaint was brought to the notice of the Chair. This period includes conducting the investigation, preparing the report of findings, making the report available for comment by the subjects of the investigation, and submitting the report to the Vice Chancellor.
- b) All of the foregoing procedures should be carried out promptly and in confidence so that the risk to the reputation of the person under investigation is minimized. Diligent efforts will be made to restore reputation of persons alleged to have engaged in misconduct when allegations are found not to be supported.

11. Notice of Outcome:

The Registrar shall notify the outcome to all concerned.

12. Dismissal Proceedings

If the Committee determines that the nature of grievance leads to misconduct and recommends dismissal from employment, the case will be processed in line with provisions of the Service Regulations.

13. Right to Appeal

The Complainants have the right to appeal before the 'Appellate Committee' against the decisions/recommendations of the Employees Grievances Redressal Committee as per University Regulations