MALLA REDDY VISHWAVIDYAPEETH
(DEEMED TO BE UNIVERSITY)

Recognised Under Section 3 of The UGC Act, 1956, Vide Notification No.9-4/2024-U.3(A) by Department of Higher Education, Ministry of Education, Government of India.

Ref. No: MRV/Policies/006 **Date: 05.10.2026**

NOTIFICATION

In pursuance of the resolution passed by the Executive Council at its meeting held on 03/10/2026 **vide Resolution No. EC-8-07 as adopted in 3rd October 2026.**

It is hereby notified for the information of all concerned that **Malla Reddy Vishwavidyapeeth**, has published the **"Employees Grievance Redressal (EGR) Policy"** for information to all concerned. The **Employees Grievance Redressal (EGR) Policy Document** mainly comprises the following parts:

- **Duties and Purpose of EGRC**
- **Constitution of EGRC**
- **Procedure for Redressal of Grievances by the EGRC**
- **Grievance Lodging**
- **Redressal Mechanism**
- **Website Links**

The **Employees Grievance Redressal (EGR) Policy Document** will serve as detailed guidelines and will be useful to all concerned. It will come into force with immediate effect.

Suraram Hyderabad

Registrar

Copy to

1. Hon'ble Chancellor, Malla Reddy Vishwavidyapeeth
2. Hon'ble Vice Chancellor, Malla Reddy Vishwavidyapeeth
3. Pro Vice Chancellor, Academics & Accreditation, Malla Reddy Vishwavidyapeeth
4. Pro Vice Chancellor, MRTC, Malla Reddy Vishwavidyapeeth
5. Deans/Principals/Directors of all Constituent Colleges/Schools of Eminence, Malla Reddy Vishwavidyapeeth
6. Director (Research), Malla Reddy Vishwavidyapeeth
7. Controller of Examinations, Malla Reddy Vishwavidyapeeth
8. Finance Officer, Malla Reddy Vishwavidyapeeth
9. IQAC Coordinator, Malla Reddy Vishwavidyapeeth
10. Web Master for uploading on the Malla Reddy Vishwavidyapeeth Website



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MRV EMPLOYEES GRIEVANCE REDRESSAL POLICY

EMPLOYEES GRIEVANCE REDRESSAL POLICY
(TEACHING AND NON-TEACHING STAFF)

PREAMBLE

Malla Reddy Vishwavidyapeeth (MRV) is committed to fostering a fair, transparent, and respectful working environment for every member of its workforce. The University recognizes that a healthy institution depends equally on its teaching employees and its non-teaching Staff administrative, technical, library, laboratory, nursing-support, security, and allied personnel and is committed to addressing the concerns of all its Staff promptly and equitably.

Accordingly, MRV has established a Staff Grievance Redressal Committee (SGRC) to address the grievances of teaching and non-teaching Staff effectively. The Committee is constituted at the constituent college/school level and at the university level for reviewing grievances across departments, centres, and administrative functions.

1. OBJECTIVES

- To provide opportunities for redressal of grievances for all teaching and non-teaching Staff across constituent units/schools, departments, and centres of the University.
- To promote a harmonious, professional, and congenial working environment by fostering a fair, receptive, and responsible attitude among all stakeholders, irrespective of cadre.
- To uphold the dignity and decorum of the institution by ensuring that every employee works in a respectful, stress-free atmosphere, fostering cordial relationships among colleagues and between Staff and management.
- To encourage teaching and non-teaching Staff alike to express their grievances freely, without fear of victimization, bias, or reprisal of any kind.
- To instill qualities of professionalism, self-discipline, and mutual respect among Staff, ensuring that, as far as possible, only genuine grievances are reported.
- To ensure that the distinct service conditions of the non-teaching cadre receive the same attention and procedural fairness as academic service matters.

2. SCOPE AND APPLICABILITY

This policy applies to every employee of Malla Reddy Vishwavidyapeeth, regardless of cadre or category of employment, including:

- Teaching Staff: professors, associate professors, assistant professors, and other academic and clinical employees across all constituent colleges and Schools of Eminence.
- Non-teaching Staff: administrative officers and assistants, registry and examination Staff, library and laboratory Staff, IT and technical Staff, hospital and nursing-support Staff, security personnel, and other support and outsourced personnel.
- All full-time, part-time, contractual, ad-hoc, visiting, and outsourced personnel engaged by the University or its constituent units/schools.

The Committee addresses the following matters:

2.1 Service-related matters

Appointment, appraisal, promotion, workload distribution, leave, transfers, pay and allowances, working hours and shift arrangements, service conditions, and other administrative matters applicable equally to teaching and non-teaching Staff, with due regard to the distinct service rules governing each cadre.

2.2 Non-academic / conduct-related matters

Misconduct, harassment, discrimination, or any wrongdoing that affects the well-being of any employee and the overall working environment. Matters alleging sexual harassment shall be referred to the Internal Complaints Committee (ICC) under MRV's ICC (POSH Act) Policy, and matters of caste, religious, or other discrimination shall be referred to the relevant Anti-Discrimination Committee, in line with the escalation principle set out in Section 8 below.

3. DEFINITIONS

3.1 Employee

Any person employed by MRV or its constituent units/schools in a teaching or non-teaching capacity, on a full-time, part-time, contractual, ad-hoc, visiting, or outsourced basis.

3.2 Grievance

Any documented expression of dissatisfaction by an employee concerning a service-related or conduct-related matter connected with their employment at MRV, as described in Section 2.

3.3 Constituent Unit/Schools

Any college, employees, school, department, centre, or administrative division of MRV at which Staff are posted.

4. CONSTITUTION OF THE COMMITTEE

The Vice Chancellor of the University shall constitute the Staff Grievance Redressal Committee at the university level; a corresponding committee shall be constituted at each constituent unit/school. The university-level Committee shall review grievances escalated from constituent units/schools and departments, as applicable. The composition shall be as follows.

Role	Description
Chairperson	A senior Professor of the University, nominated by the Vice Chancellor.
Members (2)	Two Professors/Associate Professors From each Constituent Units & schools
Non-Teaching Staff Representative (1)	One senior member of the non-teaching cadre (administrative, technical, or support services), nominated by the Vice Chancellor, to ensure the Committee is equipped to consider matters specific to non-teaching service conditions.
Invitee	A employees or non-teaching Staff representative nominated by the Vice Chancellor, based on seniority, experience, or professional standing, invited when a matter concerning their cadre is under review.
Member Secretary	Registrar

Note: Two Principals from constituent units/schools other than the unit involved in the grievance being reviewed

1. The Chairperson, Members, and Invitees shall serve a term of two years.
2. The quorum for a meeting, including the Chairperson but excluding the Invitee, shall be three.
3. Where the grievance under review concerns a non-teaching employee, the Non-Teaching Staff Representative shall be a mandatory participant in the proceedings; where it concerns a teaching employee, at least one of the two Principal-members shall be drawn from a discipline relevant to the matter, where practicable.
4. Decisions of the Committee shall be taken by simple majority of the voting members present. In the event of a tie, the Chairperson shall have a casting vote. The Member Secretary shall not have voting rights.
5. In considering grievances, the Committee shall adhere to the principles of natural justice.
6. The Committee shall submit its report and recommendations to the Principal of the concerned constituent unit or school or Head of Department, with a copy to the aggrieved employee, within 15 days of receiving the grievance.

5. DUTIES AND FUNCTIONS OF THE COMMITTEE

- To provide guidelines for the functioning of the Staff Grievance Redressal Committee at the constituent units/schools, for both teaching and non-teaching Staff.
- To review all grievances redressed by the constituent units/schools and address grievances raised by Staff in departments and administrative divisions.
- To address grievances directly at the university level when necessary, and through the appropriate regulatory portal as applicable.
- To take necessary action if grievances are not satisfactorily addressed at the institution level.
- To periodically review the redressal mechanism of the constituent units, including turnaround times and the consistency of outcomes across teaching and non-teaching cases.

6. GRIEVANCE LODGING

- Staff may submit their grievances in writing online, offline, or by dropping a written complaint in the designated complaint box clearly outlining the nature of the grievance.
- Each constituent unit/school shall provide a dedicated e-mail address and, where feasible, an online grievance-submission form linked from the unit's website or intranet, in addition to the physical complaint box, so that both teaching and non-teaching Staff have equally convenient access to the mechanism.
- Grievances should be addressed to the Principal/Dean of the respective unit/school, the Head of the Department, the Head of Human Resources, or the concerned officer, as the case may be.
- Receipt of every grievance shall be acknowledged in writing within 3 working days, and a confidential case file shall be opened.

7. REDRESSAL MECHANISM

The table below sets out the stage-by-stage process and indicative timelines by which a grievance moves from lodging to final resolution.

Stage	Responsible Level	**Timeline**
Lodging of grievance (written — online, offline, or via	Aggrieved employee, addressed to Principal/Dean/HoD/HR, as applicable	At any time

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complaint box)		
Acknowledgement of grievance	Constituent unit/School Grievance Redressal Committee / HR	Within the same day made
Review and decision at unit level	Constituent unit/School Grievance Redressal Committee	Within 2 working days
Escalation to University-level Committee (if unresolved or unsatisfactory)	University-level Staff Grievance Redressal Committee	Within 5 days of the unit/school-level decision
Report and recommendation of the Committee	Committee, to the Principal/HoD concerned, with a copy to the employee	Within 5 days of receiving the grievance
Appeal to the Ombudsperson	Aggrieved employee	Within 7 days of the Committee's decision
Ombudsperson's resolution	Ombudsperson, per applicable UGC Regulations	As per the timeline prescribed under the Regulations
Final appeal	Vice Chancellor, Malla Reddy Vishwavidyapeeth (Appellate Authority)	As communicated by the Office of the Vice Chancellor

- Upon receipt of a grievance, the Principal/Dean of the respective constituent unit/school shall convene a meeting of the grievance redressal committee.
- The meeting shall be scheduled to allow the necessary baseline information to be gathered for discussion.
- Clear proceedings of the meeting, including deliberations and decisions, shall be recorded.
- The decision of the committee shall be communicated to the aggrieved employee in writing.
- If the employee is not satisfied with the decision, they may approach the university-level Committee.
- The university-level Committee shall also address grievances escalated from departments.
- If an employee is aggrieved by the Committee's decision, they may appeal to the nominated Ombudsperson within 15 days, in compliance with applicable UGC regulations.
- The University shall comply with the recommendations of the Ombudsperson.
- The Ombudsperson may recommend appropriate action against the complainant if a complaint is found to be false or frivolous.

- The name, designation, and contact details of the Committee and the Ombudsperson shall be published on the University/college website, so that every employee can identify the correct point of contact without needing to ask a colleague or supervisor.

8. SPECIAL PROVISIONS FOR NON-TEACHING STAFF

Non-teaching Staff form an essential part of MRV's workforce, and their service conditions often differ materially from those of teaching employees for example, in matters of shift scheduling, overtime, safety equipment, contractual renewal, and outsourced-service arrangements. To ensure these matters receive appropriately informed consideration, the following shall apply.

- Grievances specific to non-teaching cadres shall be reviewed with the mandatory participation of the Non-Teaching Staff Representative on the Committee (Section 4).
- Where a grievance concerns an outsourced or contractual employee, the Committee shall also take into account the terms of the relevant service contract and, where applicable, invite a representative of the contracted service provider to clarify factual matters, without delegating the Committee's decision-making authority.
- Heads of Departments and Administrative Heads shall ensure that non-teaching Staff are made aware of this policy and the grievance-lodging channels available to them, through induction and periodic communication, in the same manner as for teaching employees.

9. CONFIDENTIALITY

Strict confidentiality shall be maintained throughout the grievance redressal process. The identity of the complainant and the details of the grievance shall not be disclosed beyond those directly involved in reviewing and resolving it, and all records shall be securely maintained by the institution.

10. PROTECTION AGAINST VICTIMIZATION

No adverse action shall be taken against an employee on account of having raised a grievance in good faith, or having supported a colleague in doing so. Any act of retaliation or victimization arising from the use of this policy shall itself be treated as an act of misconduct and dealt with accordingly, regardless of the cadre or seniority of the person responsible.

11. FALSE OR FRIVOLOUS COMPLAINTS

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Where the Committee or the Ombudsperson concludes that a grievance was raised with malicious intent or on the basis of false or misleading information, appropriate action may be recommended against the person responsible. However, an inability to fully substantiate a grievance, made in good faith, shall not by itself attract action under this clause.

12. MONITORING, REVIEW AND REPORTING

The university-level Committee shall periodically review the functioning of the grievance redressal mechanism across constituent units, including the number of grievances received, resolved, and pending, disaggregated by teaching and non-teaching cadre where practicable. A summary of this review shall be incorporated into the University's institutional compliance and accreditation documentation, including NAAC and NBA submissions, and this policy shall be reviewed at least once every two years, or earlier if required by changes in applicable UGC Regulations.

13. APPELLATE AUTHORITY

The appellate authority for the teaching and non-teaching Staff grievance mechanism shall be the Vice Chancellor, Malla Reddy Vishwavidyapeeth.

MRV reserves its rights to modify, amend, or replace this Policy, including withdrawal, at any time.

— Office of the IQAC / Employees Grievance Redressal Committee, MRV-

Sd/-

Registrar