



AMITY UNIVERSITY

UTTAR PRADESH

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AUUP is committed to provide a fair and orderly process to resolve disputes regarding employment matters.

POLICY

It is the policy of AUUP that the grievance process exists to allow for fair and orderly resolution of disputes arising out of employment. In establishing this Employee Grievance Policy, the University seeks to achieve the following objectives:

- a. Ensure AUUP employees have access to an internal process to address grievances, fairly, cost effectively, and without fear.
- b. Resolve workplace issues efficiently and effectively.

Under R-14(a) Service Regulations for Teaching and Non Teaching Staff , Redressal of Grievance system is there under clause No. 33, which states as follows:-

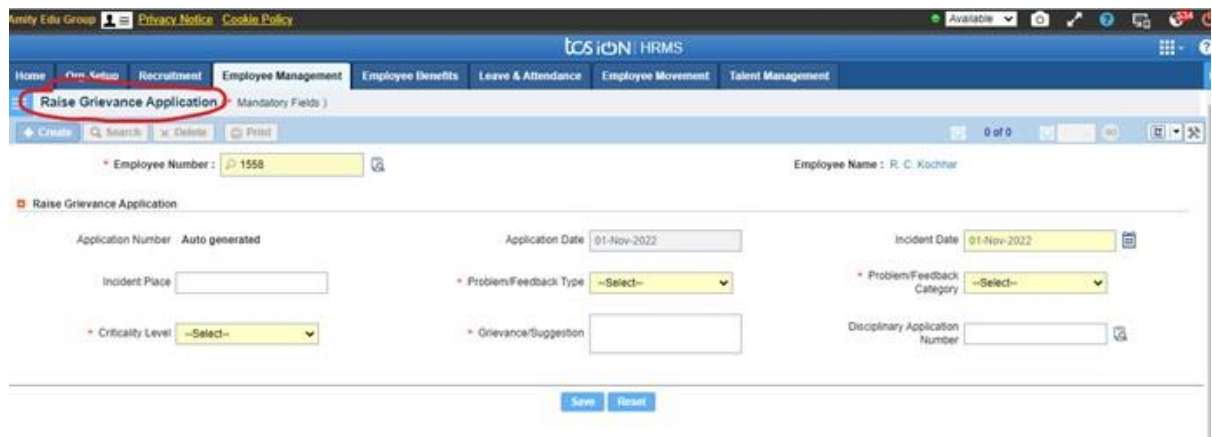
33. REDRESSAL OF GRIEVANCE

- (a) Any complaint arising out of employment including that relating to unfair treatment, or wrongful exaction on the part of the University or its authorized representative, shall be addressed to the appropriate authority/HoD concerned for redressing the grievance through proper channel. The employee shall not forward advance copies of his representation to any higher authority, unless the lower authority has rejected the claim, or refused relief, or disposal of the matter is delayed by more than one month.
- (b) No employee shall be signatory to any joint representation addressed to the authorities for redressal of any grievance or for any other matter."

Moreover, the Human Resource (HR) department sent information to all Deans, Advisors, HoIs, HoDs and Sr Members and were requested to sensitize their Faculty and Staff members regarding operationalization of Grievance Module on TCS-iON platform and encourage them to use this online facility as and when required.

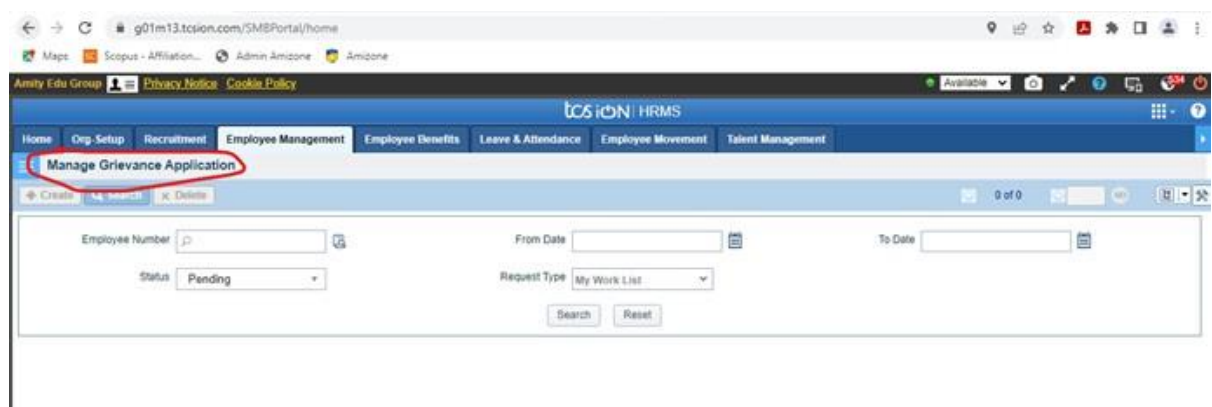
System of Grievance application through TCS-iON : For putting up the grievance application, concerned employee is required to login on TCS-iON page and follow the process:-

- Go to HRMS -> Employee Management -> Grievance -> Raise Grievance Application -> Following dialog box will open->



The screenshot shows the 'Raise Grievance Application' form in the TCS-iON HRMS system. The form is titled 'Raise Grievance Application' and includes a 'Mandatory Fields' section. The 'Employee Number' is 1558 and the 'Employee Name' is R. C. Kochhar. The form contains several input fields: 'Application Number' (Auto generated), 'Application Date' (01-Nov-2022), 'Incident Date' (01-Nov-2022), 'Incident Place', 'Problem/Feedback Type' (dropdown), 'Problem/Feedback Category' (dropdown), 'Criticality Level' (dropdown), 'Grievance/Suggestion' (text area), and 'Disciplinary Application Number'. There are 'Save' and 'Reset' buttons at the bottom.

- Fill the required details i.e. Grievance -> Click on submit
- After that, the application will go to respective HoIs/ HoDs/Concerned Authority including an e mail will also be generated to HoI/HoD/ Concerned Authority.
- HoIs/ HoDs has to login their TCSiON -> HRMS -> Employee Management -> Grievance -> Manage Grievance application ->



The screenshot shows the 'Manage Grievance Application' form in the TCS-iON HRMS system. The form is titled 'Manage Grievance Application' and includes a 'Mandatory Fields' section. The 'Employee Number' is 1558 and the 'Employee Name' is R. C. Kochhar. The form contains several input fields: 'From Date', 'To Date', 'Status' (dropdown), 'Request Type' (My Work List), and 'Search' and 'Reset' buttons.

- Select request type -> My work list -> Grievance application will appear -> click on the application number -> Submit the application alongwith comments / recommendations, including efforts made to retain/withdraw the grievance, -> Application will then get reflected to HR.

After that, HR will process the grievance application as per existing norms and procedure and the same will be intimated to HoIs/ HoDs and concerned employee.