

Grievance Redressal Mechanism and Committee

1. Introduction

YashwantraoChavan Maharashtra Open University (YCMOU) is committed to providing its scholars with a supportive and transparent environment. The Grievance Redressal Mechanism aims to address and resolve grievances raised by scholars fairly and promptly.

2. Scope

This policy applies to all research scholars enrolled at YCMOU.

3. Reporting a Grievance

3.1. Submission of Grievance

Scholars may write their grievances to the Grievance Redressal Committee (GRC). Grievances can be submitted through:

- Email: grievance@ycmou.ac.in (General Grievance)
- Email: grievance-research@ycmou.ac.in (For Research Scholars Only)
- Online portal: Adding a separate tab on the website for the process
- Physical submission: Concerned School Director

3.2. Grievance Types

Grievances may include but are not limited to:

- Academic issues, including research-related issues
- Administrative problems
- Harassment or discrimination
- Facilities and infrastructure
- Financial matters

4. Grievance Redressal Committee (GRC)

4.1. Committee Members

The Grievance Redressal Committee will consist of the following members:

1. **Chairperson:** Prof. Jaydeep Nikam
2. **Secretary:** Prof. Sanjivani Mahale, Director, School of Education
3. **Administrative Officer:** Mr. B. P. Patil, CoE, YCMOU
4. **External Member:** Prof. Sanjay Chakane

4.2. Responsibilities

- Reviewing and investigating grievances
- Ensuring a fair and unbiased process
- Communicating with all parties involved
- Recommending appropriate actions and resolutions

5. Mechanism of Grievance Redressal

5.1. Acknowledgment of Grievance

1. **Receipt of Grievance:** The GRC will acknowledge receipt of a grievance within 5 working days.
2. **Initial Review:** The GRC will conduct an initial review to determine if the grievance falls within its scope. 7 days

5.2. Investigation

1. **Notification:** The scholar will be notified about initiating the investigation within 10 working days.
2. **Evidence Collection:** The GRC will collect relevant documents, interview involved parties, and gather other necessary evidence within 30 working days.
3. **Deliberation:** The GRC will deliberate on the findings and determine an appropriate resolution within 15 working days of collecting evidence.

5.3. Resolution

1. **Decision Communication:** The GRC will communicate its decision and proposed resolution to the scholar within 10 working days after deliberation.
2. **Implementation:** The GRC will oversee the implementation of the resolution within 15 working days.

5.4. Appeals

1. **Filing an Appeal:** If the scholar is not satisfied with the resolution, they may file an appeal to the Vice-Chancellor within 20 working days of receiving the decision.
2. **Appeal Review:** The Vice-Chancellor will review the appeal and make a final decision within 30 working days of receiving the appeal.

5. Time-Bound Action Plan

This starts from the date of acknowledgment of the receipt of the grievance

1. **Submission of Grievance:** Day 0
2. **Acknowledgment:** Within 5 working days
3. **Notification**
4. **Evidence Collection:** Within 30 working days
5. **Deliberation:** Within 15 working days
6. **Decision Communication:** Within 10 working days
7. **Implementation:** Within 15 working days
8. **Appeal (if applicable):** Filed within 20 working days

9. Final Decision on Appeal: Within 20 working days

7. Accountability Measures

7.1. Monitoring

The Vice-Chancellor will monitor the performance of the GRC to ensure adherence to the timeframes and effectiveness in resolving grievances.

7.2. Performance Review

The GRC will submit a quarterly report to the Vice-Chancellor detailing the grievances received, resolved, and pending.

7.3. Actions for Non-Compliance

If a GRC member is found responsible for undue delays or lack of commitment, the Vice-Chancellor may take suitable actions as per YCMOU Act, Statutes, Ordinances, Rules, and Regulations