

**APJ Abdul Kalam Technological University
Thiruvananthapuram**

Abstract

APJAKTU-Estt-Appointment of Ombudsperson in the University-Sanctioned-Orders issued.

ADMINISTRATION

U.O.No. 2682/2023/KTU

Thiruvananthapuram, Dated: 15.10.2023

Read:-1.The University Grants Commission (Redressal and Grievances of Students) Regulations, 2023.

2.Resolution of the 49th meeting of the Syndicate of the University held on 25.09.2023 (item No S-049-020)

ORDER

Clause 6(i) of the University Grants Commission (Redressal of Grievances of Students) Regulations 2023 provides that each University shall appoint an Ombudsperson for redressal of grievances of students of the University and Colleges/ institutions affiliated with the University.

Clause 6 (iii) provides that "The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years experience as a Professor at State/Central Universities/Institutions of National importance/Deemed to be Universities or a former District Judge "

Clause 6 (iv) provides that "the Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/ her tenure as Ombudsperson, be in conflict of interest with the Institution where his/ her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution".

The matter of appointment of Ombudsperson for the APJ Abdul Kalam Technological University was placed before the 49th meeting held on 25.09.2023 Syndicate for consideration. The Syndicate vide agenda item No S-049-020 resolved to appoint Dr Dharmaraj Adat, "Samskrithi", Kalady PO, Ernakulam-683574 as the Ombudsperson of the APJ Abdul kalam Technological University.

Dr Dharmaraj Adat is the former Vice-Chancellor of the Sree Sankaracharya University of Sanskrit, Kalady, Kerala. It is seen that during one year before from now, Dr Dharmaraj Adat has had no interest which is in conflict with the interests of the APJ Abdul Kalam Technological University. Therefore, it is seen that Dr.Dharmaraj Adat fulfills the criteria prescribed in Clause 6 (iii) and (iv) of the reference (1) above cited and therefore eligible to be appointed as Ombudsperson of the University.

The resolution of the Syndicate referred (2) above, to appoint Dr Dharmaraj Adat has been accorded sanction by the Hon'ble Vice Chancellor to be implemented

Accordingly Dr Dharmaraj Adat is hereby appointed as the Ombudsperson of the APJ Abdul kalam Technological University.

The appointment shall take effect from the date Dr Dharmaraj Adat takes over charge of the office of the Ombudsperson of the APJ Abdul kalam Technological University. Dr Dharmaraj Adat shall take over charge before the Hon'ble. Vice Chancellor of the University.

The appointment, tenure and removal of the Dr Dharmaraj Adat as Ombudsperson of the University shall be governed by Clause 6(i), (v), (vii) and (viii) of UGC Regulations 2023.



Dr Dharmaraj Adat as Ombudsperson of the University shall be paid sitting fees, per diem, as fixed by the University for conducting hearings. Sitting fees per diem payable shall be fixed by the University and communicated in due course which shall be payable by the University on self certification.

Dr.Dharmaraj Adat as Ombudsperson of the University shall be eligible for reimbursement of actual expenses incurred for conveyance for the purpose of conducting hearings from the University on self-certification.

The place/places, for conducting hearings shall be as determined by the University and communicated in due course.

In respect of matters other than those referred above, Dr.Dharmaraj Adat as the Ombudsperson of the University, would be governed by the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations 2023 and shall also ensure compliance of the provisions contained therein.

Sd/-

Dr.A. Praveen *
Registrar

Copy to:-

- 1.Dr Dharmaraj Adat
- 2.Principal Secretary, Higher Education Department(withC/L)
- 3.PS to VC/Registrar
- 4.CoE/Dean(Acd/Research)
- 5.Director(Acd)/JRs/DRs/ARs
- 6.JD(IT)- to publish in website and circulate among all affiliated colleges
- 7.SF/FC





APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

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Ph: 0471 2598122; Fax: 2598522 www.ktu.edu.in Email: university@ktu.edu.in

No. KTU/AR(ADMIN1)/2403/2024

Thiruvananthapuram

Thiruvananthapuram

Dated: 26.09.2024

CIRCULAR

Sub:- APJAKTU-Legal Section-Establishment of Ombudsman Grievance Redressal Mechanism for Students as per UGC Regulations.

Ref :- 1.UGC Redressal of Grievances of students,Regulation.2023
2.U.O. No.2344/2024/KTU dated:22.08.2024

In compliance with the directives issued by the University Grants Commission (UGC), all the affiliated colleges under the University are required to establish a Student Grievance Redressal Committee (SGRC). All the complaints, submitted before the SGRC, shall be addressed to the Chairperson, SGRC of the College.

The Grievance Redressal Mechanism aims to provide the students with a robust platform to submit their grievances related to academic, administrative, other relevant matters. The Principals shall ensure that SGRC is able to function independently to ensure impartiality and fairness in addressing student grievances.

The first sitting of the Ombudsperson is tentatively scheduled on 5th November at APJ Abdul Kalam Technological University Head Quarters at Trivandrum,

Procedures for Filing an Appeal to the Ombudsperson:

1) Any student who is aggrieved by a pending decision by the SGRC shall file an appeal to the Ombudsperson through e-mail to "ombudsperson@ktu.edu.in" after 15 days from the date of submission of grievance.

2) An appeal filed by the student shall be in writing and in **Form No.A** to the Ombudsperson of the University.

3) The authorised officer shall verify whether the mandatory documents referred in Form No. A (Annexure 1)as enclosed in the appeal and whether it is complete in all respects

4) Any defects or shortcomings in the appeal submitted shall be returned back to the appellant stating the reasons thereof within 7 days from the date of receipt of appeal and the



required corrections are to be resubmitted through the portal within an additional time of 7 days. The resubmitted appeal along with the documents enclosed will be forwarded to the Ombudsperson.

The Ombudsperson will hear and dispose the appeals in the sittings convened at the University or at such places deemed convenient , which shall be communicated to all parties.

For any inquiries or assistance regarding the establishment and functioning of the Ombudsman Grievance Redressal Mechanism of the University, colleges/institutes may reach out to Assistant Registrar Legal Section Ph: 0471-2785621 Please ensure that the circular is displayed in all prominent locations in the college.

Your cooperation in ensuring the implementation of this directive is greatly appreciated.

Dr.A. Praveen *

Registrar

To

All KTU Affiliated Colleges

* This is a computer system (Digital File) generated letter. Hence there is no need for a physical signature.



FORM A

(See Clause 3(1) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
BEFORE THE OMBUDSPERSON OF THE APJ ABDUL KALAM
TECHNOLOGICAL UNIVERSITY
(Through the Registrar)

1. Appeal Number (to be assigned by the University)

2. Name and address of Appellant/s

(i)

(ii)

3. Name and address of Respondent/s

(i)

(ii)

(More appellant/s and respondent/s may be added if required)

4 KTU ID Number of appellant/s
(attach copy/ies)

5 KTU ID Number of respondent/s
(attach copy/ies if available)

6 Name of the Collegewhere
appellant/s is/are enrolled

7 Name of the College where
respondent/s is/are enrolled

8. Name of the Principal of the college,
Chairperson and members of the SGRC

9. Nature of appeal (explanation with
details)



10. Name and address of persons whom the appellant/s considers that they know the facts regarding the appeal and desires to summon them before the Committee for giving details

11. Description of documents produced

1. Complaint filed before the SGRC (mandatory)

2. Report of the SGRC (mandatory)

(Additional documents may be produced and should be numbered from 3 to Documents should be self-attested and enclosed along with the appeal)

Place:

Date:

Signature of the Appellant/s

Name and

It is hereby declared that the facts given above are true and correct to the best of my/ our knowledge and belief.

Place:

Date:

Name and
Signature of the Appellant/s

NOTE:- Appellant may use this form in white paper. Additional papers may be added for giving the nature of the appeal.



**APJ Abdul Kalam Technological University
Thiruvananthapuram**

Abstract

APJAKTU-Implementation of Grievance Redressal Manual of the University and operational structure of the Students Grievance Redressal Cell-approved-Orders issued.

ADMINISTRATION

U.O.No. 2344/2024/KTU

Thiruvananthapuram, Dated: 22.08.2024

*Read:-*1.The University Grants Commission (Redressal and Grievances of Students) Regulations, 2023.
2.AICTE Notification dated:22/03/2021
3.UO No 2682/2023/KTU dated 15.10.2023
4. U.O.No. 2779/2023/KTU dated 25.10.2023
5.Resolution of the 58th meeting of the Syndicate in item no.S-058-029 held on 29.06.2024

ORDER

The University Grants Commission (UGC) and the All India Council for Technical Education (AICTE) regularly frame and notify regulations to address and redress grievances of faculty, staff members, and students of affiliated colleges or institutions/engineering colleges. The University is required to follow and implement these regulations. A manual prescribing the procedures for addressing and redressing such grievances is necessary, in accordance with the provisions contained in the regulations issued by the UGC, AICTE, and the APJ Abdul Kalam Technological University (APJAKTU) Act, 2015, as well as the APJAKTU First Statutes, 2020.

At the 54th meeting of the Syndicate (item no. S-054-009), it was resolved to entrust the Legal Advisor with the completion of the Grievance Redressal Manual (Chapter 6, clause 9 of the First Statutes of APJAKTU). The Grievance Redressal Manual of APJ Abdul Kalam Technological University shall come into force on the date notified by the University through the issuance of a University Order with the approval of the Syndicate.

The 58th Syndicate meeting, vide item S-058-029 resolved to approve the Grievance Redressal Manual as prepared by the Legal and Service Consultant.

Considering the above, the Vice-Chancellor has accorded sanction to implement the resolution of the Syndicate to approve the the Grievance Redressal Manual. The Grievance Redressal Manual of APJ Abdul Kalam Technological University shall come into force on the date this order. The approved Grievance Redressal Manual is attached with this order.

Orders are issued accordingly.



Sd/-

Dr.A. Praveen *
Registrar

Copy to:-

- 1.The Principals of all Affiliated Colleges
- 2.PS to VC
- 3.PA to Registrar/Controller of Examinations/Dean Academics/Dean Research
- 4.JD (IT)

* This is a computer system (Digital File) generated letter. Hence there is no need for a physical signature.



GRIEVANCE REDRESSAL MANUAL OF THE APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Preamble.- WHEREAS the APJ Abdul Kalam Technological University established by the APJ Abdul Kalam Technological University Act, 2015 (17 of 2015) an enactment of the Legislature of the State of Kerala, recognized by the University Grants Commission, affiliates affiliated college or institution/ engineering college having approval of the All India Council for Technical Education for the conduct of engineering courses therein, in accordance with the provisions contained in the APJ Abdul Kalam Technological University Act, 2015 and the APJ Abdul Kalam Technological University First Statutes, 2020;

AND WHEREAS the University Grants Commission and the All India Council for Technical Education frame and notify Regulations from time to time to address and redress grievances of faculty, staff member and students of affiliated college or institution/ engineering college which the University is statutorily bound to follow and implement;

AND WHEREAS it is expedient to have a manual prescribing the procedures to be followed by the University in addressing and redressing such grievances in accordance with the provisions contained in the Regulations issued by the University Grants Commission and the All India Council for Technical Education and the APJ Abdul Kalam Technological University Act, 2015 and the APJ Abdul Kalam Technological University First Statutes, 2020.

Chapter 1

PRELIMINARY

1. *Short title and commencement .-* (1) This Manual shall be called 'The Grievance Redressal Manual of the APJ Abdul Kalam Technological University'.



(2) It shall come into force on such day, month and year notified by the University by issuance of an University Order with the approval of the Syndicate.

2. *Definitions.*- (1) In this Manual, unless the context otherwise requires,-

- i. “Act” means APJ Abdul Kalam Technological University Act, 2015;
- ii. “AICTE” means the All India Council for Technical Education constituted under the All India Council for Technical Education Act, 1987;
- iii. “AICTE Regulations” means the All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 as amended from time to time;
- iv. “Appeal” means an appeal of Student or an appeal of faculty or an appeal of staff member, as the case may be;
- v. “Appeal of Faculty” means an appeal filed by a faculty before the University against the decision of the GRC;
- vi. “Appeal of Staff Member” means an appeal filed by a staff member before the University against the decision of the GRC;
- vii. “Appeal of Student” means an appeal filed by a student before the University against the decision of the SGRC;
- viii. “Appellant/s” means the person/s filing an appeal before the Ombudsperson, Grievance Redressal Appeal Committee for faculty or Grievance Redressal Appeal Committee for staff member, by a student, faculty or staff member as the case may be.
- ix. “Authorised Officer” means the Officer of the University authorised by the Registrar to deal with matters connecting with Appeals.
- x. “Form” means a form appended to the Manual;
- xi. “GRC” means the Grievance Redressal Committee constituted under the AICTE Regulations;
- xii. “Grievance of Faculty” means a grievance as defined in AICTE Regulations;



- xiii. "Grievance of Staff Member" means a grievance as defined in AICTE Regulation;
- xiv. "Grievance of Student" means a grievance as defined in UGC Regulations;
- xv. "Grievance Redressal Appeal Committee for Faculty" means Grievance Redressal Appeal Committee for Faculty constituted as per Chapter 4 (1) of the Manual to consider and dispose appeal filed by faculty;
- xvi. "Grievance Redressal Appeal Committee for Staff Member" means Grievance Redressal Appeal Committee for staff member constituted as per Chapter 4 (1) of the Manual to consider and dispose appeal filed by staff member;
- xvii. "Manual" means the Grievance Redressal Manual of the APJ Abdul Kalam Technological University;
- xviii. "Ombudsperson" means the Ombudsperson appointed by the University under the UGC Regulations;
- xix. "Registrar" means the Registrar of the University;
- xx. "Respondent/s" means the person/s arrayed as Respondent/s in the appeal filed by student, faculty or staff member.
- xxi. "SGRC" means the Student Grievance Redressal Committee of the affiliated college or institution constituted under the UGC Regulations;
- xxii. "Staff Member" means persons appointed in affiliated college or institution other than faculty;
- xxiii. "Statutes" means APJ Abdul Kalam Technological University First Statutes, 2020;
- xxiv. "Syndicate" means the Syndicate of the University constituted as per Section 27 of the Act;
- xxv. "UGC" means the University Grants Commission constituted under the University Grants Commission Act, 1956;
- xxvi. "UGC Regulations" means University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 as amended from time to time;
- xxvii. "University" means APJ Abdul Kalam Technological University;

(2) Words and expressions used and not defined in this Manual but defined in the Act or Statutes shall have their



meanings respectively assigned to them in the Act or Statutes.

Chapter 2 Appeals

3. *Appeal of Student.*- (1) An appeal filed by a student shall be in writing and as far as may be in **Form No. A** and addressed to the Ombudsperson.

(2) The appeal shall be submitted to the Registrar of the University.

(3) The authorised officer shall verify whether the mandatory documents referred in Form No. A are enclosed in the appeal and whether it is complete in all respects.

(4) Where the authorised officer is of the opinion that the appeal does not satisfy sub clause (3) above, the appeal along with the documents enclosed shall be returned to the appellant by the authorised officer stating the reasons thereof in **Form No. B** within 7 days from the date of receipt of appeal with direction to resubmit the same within 7 days. The resubmitted appeal along with the documents enclosed shall be forwarded to the Ombudsperson.

(5) Where the authorised officer is of the opinion that the appeal satisfies sub clause (3) above, the appeal along with the documents enclosed shall be forwarded to the Ombudsperson within 7 days from the date of its receipt.

(6) Receipt of the appeal forwarded to the Ombudsperson shall be communicated to the appellant in **Form No. C** by the authorised officer simultaneously.

(7) The appeal and documents enclosed with the appeal shall be forwarded to the respondent/s in **Form No. D** by the authorised officer simultaneously.

(8) On receipt of the appeal and thereafter on the happenings of each event the details shall be entered into in **Form No. E** and kept updated by the authorised officer.



4. *Appeal of Faculty.*- (1) An appeal filed by a faculty shall be in writing and as far as may be in **Form No. F** and addressed to the Grievance Redressal Appeal Committee for Faculty.

(2) The appeal shall be submitted to the Registrar of the University.

(3) The authorised officer shall verify whether the mandatory documents referred in Form No. F are enclosed in the appeal and whether it is complete in all respects.

(4) Where the authorised officer is of the opinion that the appeal does not satisfy sub clause (3) above, the appeal along with the documents enclosed shall be returned to the appellant by the authorised officer stating the reasons thereof in **Form No. G** within 7 days from the date of receipt of appeal with direction to resubmit the same within 7 days. The resubmitted appeal along with the documents enclosed shall be forwarded to the Grievance Redressal Appeal Committee for Faculty.

(5) Where the authorised officer is of the opinion that the appeal satisfies sub clause (3) above, the appeal along with the documents enclosed shall be forwarded to the Grievance Redressal Appeal Committee for Faculty within 7 days from the date of its receipt.

(6) Receipt of the appeal forwarded to the Grievance Redressal Appeal Committee for Faculty shall be communicated to the appellant in **Form No. H** by the authorised officer simultaneously.

(7) The appeal and documents enclosed with the appeal shall be forwarded to the respondent/s in **Form No. I** by the authorised officer simultaneously.

(8) On receipt of the appeal and thereafter on the happenings of each event the details shall be entered into in **Form No. J** and kept updated by the authorised officer.

5. *Appeal of Staff Member.*- (1) An appeal filed by a staff member shall be in writing and as far as may be in **Form No. K** and addressed to the Grievance Redressal Appeal Committee for staff member.



(2) The appeal shall be submitted to the Registrar of the University.

(3) The authorised officer shall verify whether the mandatory documents referred in Form No. K are enclosed in the appeal and whether it is complete in all respects.

(4) Where the authorised officer is of the opinion that the appeal does not satisfy sub clause (3) above, the appeal along with the documents enclosed shall be returned to the appellant by the authorised officer stating the reasons thereof in **Form No. L** within 7 days from the date of receipt of appeal with direction to resubmit the same within 7 days. The resubmitted appeal along with the documents enclosed shall be forwarded to the Grievance Redressal Appeal Committee for Staff Member.

(5) Where the authorised officer is of the opinion that the appeal satisfies sub clause (3) above, the appeal along with the documents enclosed shall be forwarded to the Grievance Redressal Appeal Committee for staff member within 7 days from the date of its receipt.

(6) Receipt of the appeal forwarded to the Grievance Redressal Appeal Committee for staff member shall be communicated to the appellant in **Form No. M** by the authorised officer simultaneously.

(7) The appeal and documents enclosed with the appeal shall be forwarded to the respondent/s in **Form No. N** by the authorised officer simultaneously.

(8) On receipt of the appeal and thereafter on the happenings of each event the details shall be entered into in **Form No. O** and kept updated by the authorised officer.

Chapter 3

The Ombudsperson

and part time functionaries designated as

Ombudspersons



6. *Appointment of Ombudsperson and part time functionaries designated as Ombudspersons.-* (1) The University shall appoint an Ombudsperson for redressal of grievances of students of University and colleges/ institutions affiliated with the University under the UGC Regulations

(2) The University may also appoint one or more part time functionaries designated as Ombudspersons to hear and decide on appeals preferred against the decisions of the SGRC.

(3) The appointment, tenure, removal and conditions of services of the Ombudsperson and part time functionaries designated as Ombudspersons shall be in accordance with the UGC Regulations and University orders issued from time to time.

(4) The functions of the Ombudsperson and part time functionaries designated as Ombudspersons shall be governed by the UGC Regulations.

(5) The procedure for redressal of grievances by Ombudsperson and part time functionaries designated as Ombudspersons shall be in accordance with the UGC Regulations.

(6) The consequences of non-compliance of the orders and recommendations of the Ombudsperson and part time functionaries designated as Ombudspersons shall be in accordance with the UGC Regulations.

7. *Headquarters of the Ombudsperson and part time functionaries designated as Ombudspersons and location of the Office of the Ombudsperson.-* (1) The headquarters of the Ombudsperson shall be at Thiruvananthapuram and located at the University.

(2) The headquarters of the part time functionaries designated as Ombudspersons and the location of their office shall be as determined by the University by order.

(3) The Ombudsperson and the part time functionaries designated as Ombudsperson may hear and dispose of appeals at the University or at such places deemed convenient to them with prior intimation to the University.



(4) The University shall provide manpower, other resources, facilities and supplies as required by the Ombudsperson and the part time functionaries designated as Ombudsperson, for the smooth and effective discharge of their functions.

(5) The University shall appoint an authorised officer to coordinate the activities of the Ombudsperson and the part time functionaries designated as Ombudsperson and also in respect of all matters provided in this Manual relating to an appeal filed by a student

8. Processing of appeals by the office of the Ombudsperson and the part time functionaries designated as Ombudsperson.- (1) Appeals of student shall comply with the provisions contained in Chapter 3 of this Manual.

(2) Appeal of student shall be initially processed by the authorised officer in accordance with the provisions contained in Chapter 3 of this Manual.

(3) It shall be the duty of the authorised officer to examine the appeal and verify whether there are any defects or shortcomings in the appeal and if so return the appeal to the appellant explaining the defects and shortcomings in the appeal in writing within 7 days of its receipt. The appellant shall be directed to resubmit the appeal within 7 days.

(4) The authorised officer shall make a record containing Form No. A or resubmitted Form A, Form No. B, Form No. D and written statement of defence submitted by the respondent/s and forward the same to the Ombudsperson and the part time functionaries designated as Ombudsperson and simultaneously communicate the same in Form No. C to the appellant along with the written statement of defence submitted by the respondent/s.

(5) The Ombudsperson and the part time functionaries designated as Ombudsperson shall fix a date, time and place for hearing the appellant/s and respondent/s or their authorised representatives and such other persons deemed necessary not later than 15 days from the date of receipt of the appeal or resubmitted appeal as the case



may be, and communicate the same to the authorised officer.

(6) The authorised officer shall communicate the date, time and place of the hearing to the appellant/s and respondent/s and such other persons ordered to be heard and direct them to be present on such date, time and place communicated.

(7) The authorised officer shall provide manpower, other resources, facilities and supplies as required by the Ombudsperson and the part time functionaries designated as Ombudspersons on the date and time and at the place of hearing.

9. Processing of appeals by the Ombudsperson and the part time functionaries designated as Ombudsperson.- (1) The Ombudsperson and the part time functionaries designated as Ombudspersons shall process the appeal in accordance with the UGC Regulations.

(2) The Ombudsperson and the part time functionaries designated as Ombudspersons while processing the appeal is of the opinion that further details or documents are required may call for the same from the appellant/s or respondent/s or other persons ordered to be heard.

(3) The Ombudsperson and the part time functionaries designated as Ombudspersons while processing the appeal is of the opinion that any investigation or enquiry is required in matters connected with the appeal, it may be conducted in such manner as decided.

(4) On the date, time and place fixed by the Ombudsperson and the part time functionaries designated as Ombudspersons, the appellant/s and respondent/s or their authorised representatives and other persons ordered to be heard, shall be heard.

(5) The hearing shall be conducted following the principles of natural justice and preponderance of possibilities. Interim order or final order may be passed after the hearing. All orders shall be speaking orders. The final order shall contain the facts of the case, the documentary and oral evidence submitted at the time of hearing, the details/ materials collected vide clause (2) and (3) above, the points for consideration, analysis of evidence and



findings and recommendations. The interim order/ final order shall also specify the manner and period in which it has to be complied with by the respective parties and communicate its orders to the authorised officer for further action. The final order shall be issued within 1 month from the date of receipt of the appeal or resubmitted appeal as the case may be. The originals of the interim order/ final order of the Ombudsperson and the part time functionaries designated as Ombudspersons shall bear the signature and office seal of the Ombudsperson and the part time functionaries designated as Ombudspersons as the case may be. Copies of the interim order/ final order on requisition by the parties to the appeal shall be issued by the authorised officer.

10. *Communication of interim order, final order, compliance thereof and effects of non-compliance.-* (1) The authorised officer shall communicate the interim order/ final order of the Ombudsperson and the part time functionaries designated as Ombudspersons as the case may be, to the appellant/s, respondent/s and other parties who were heard, immediately.

(2) The authorised officer shall ensure the compliance of the interim order/ final order of the Ombudsperson and the part time functionaries designated as Ombudspersons as the case may be, in the manner in which it has been ordered to be complied with and the period within which the orders have been ordered to be complied with.

(3) The authorised officer shall seek submission of a compliance report from the concerned parties within the period in which the orders have been ordered to be complied with.

(4) on receipt of the compliance report, the authorised officer shall submit the same to the Ombudsperson and the part time functionaries designated as Ombudspersons as the case may be, for further orders.

(5) Where the concerned parties do not submit a compliance report within the period in which the orders have been ordered to be complied with, the fact may be reported to the Ombudsperson and the part time



functionaries designated as Ombudspersons as the case may be, for further orders.

(6) On receipt of further orders under clause (4) and (5) above, from the Ombudsperson and the part time functionaries designated as Ombudspersons as the case may be, the authorised officer shall take such steps in consultation with the Registrar and communicate the same to the Ombudsperson and the part time functionaries designated as Ombudspersons as the case may be.

11. *Special powers of the Ombudsperson and the part time functionaries designated as Ombudspersons.*- Where the manner and procedure of processing and disposal of appeal is not particularly specified in this Manual, the Ombudsperson and the part time functionaries designated as Ombudspersons may adopt appropriate manner and procedure as deemed fit for the processing and disposal of the appeal.

12. *Review.*- The Ombudsperson and the part time functionaries designated as Ombudspersons may suo moto or on application submitted within 30 days from the date of the order by any of the parties to the appeal, may review the order.

13. *Powers of the Syndicate.*- The Syndicate of the University may amend or repeal any of the provisions contained in this Chapter subject to the condition that such amendment or repeal shall not be inconsistent with the UGC Regulations.

Chapter 4

Grievance Redressal Appeal Committee

14. *Constitution of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal*



Committee for Staff Member.- (1) The Syndicate shall constitute a Grievance Redressal Appeal Committee to consider and dispose of appeals filed by faculty and a Grievance Redressal Appeal Committee to consider and dispose of appeals filed by staff members of affiliated college or institution/ engineering college against the decisions on their grievances taken by the concerned Grievance Redressal Committee of the affiliated college or institution/ engineering college. They shall be known by names Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member respectively.

(2) The Grievance Redressal Appeal Committee for faculty and the Grievance Redressal Appeal Committee for staff member shall consist respectively of a Chairperson nominated by the Vice Chancellor, member/s of the Board of Governors nominated by it, member/s of the Syndicate nominated by it and statutory officer/s of the University, other officer/s of the University and such other person/s, all nominated by the Syndicate.

15. Term of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member and tenure of its Chairperson and members.- (1) The term of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member shall be one year or till it is reconstituted.

(2) The tenure of the Chairperson and members shall be co terminus with that of the term of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member or replaced by the Vice Chancellor, Board of Governors or the Syndicate as the case may be, in the interregnum.

16. Headquarters and location of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member.- The Headquarters and location of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member shall be in the University.



17. Meetings and quorum for meetings of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member.- (1) The meetings of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member shall be convened by the respective Chairpersons of the Committee as and when required on such dates and times decided by the respective Chairpersons of the Committee.

(2) The quorum for a meeting of the respective Committees shall be $\frac{1}{3}^{\text{rd}}$ of the total members of the respective Committees including the Chairperson:

Provided that the Chairperson shall be present in every meeting of the respective Committee.

18. Processing of appeals from faculty/ staff member by the authorised officer.- (1) The University shall appoint an authorised officer to coordinate the activities of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member and also in respect of all matters provided in this Manual relating to an appeal filed by faculty/ staff member.

(2) Appeal of faculty/ staff member shall be initially processed by the authorised officer in accordance with the provisions contained in Chapter 4 of this Manual.

(3) It shall be the duty of the authorised officer to examine the appeal and verify whether there are any defects or shortcomings in the appeal and if so return the appeal to the appellant explaining the defects and shortcomings in the appeal in writing within 7 days of its receipt. The appellant shall be directed to resubmit the appeal within 7 days.

(4) The authorised officer shall make a record containing Form No. F or resubmitted Form No. F, Form No. G, Form No. I and written statement of defence submitted by the respondent/s and forward the same to the Chairperson of the Grievance Redressal Appeal Committee for Faculty and Form No. K or resubmitted Form No. K, Form No. L and Form No. N to the Chairperson of the Grievance Redressal



Appeal Committee for Staff Member as the case may be, and simultaneously communicate the same in Form No. H and Form No. M respectively to the appellant/s along with the written statement of defence submitted by the respondent/s.

(5) The Chairperson of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, shall fix a date, time and place for hearing the respective appellant/s and respondent/s or their authorised representatives and such other persons deemed necessary not later than 15 days from the date of receipt of the appeal or resubmitted appeal as the case may be, and communicate the same to the authorised officer.

(6) The authorised officer shall communicate the date, time and place of the hearing to the respective appellant/s and respondent/s and such other persons ordered to be heard and direct them to be present on such date, time and place communicated.

(7) The authorised officer shall provide manpower, other resources, facilities and supplies as required by the Chairperson of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, on the date and time and at the place of hearing.

19. Processing of appeals by Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member.- (1) The Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member shall process the appeal in accordance with the provisions in this manual.

(2) The Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member while processing the appeal is of the opinion that further details or documents are required may call for the same from the concerned appellant/s or respondent/s or other persons ordered to be heard.

(3) The Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member while processing the appeal is of the opinion that



any investigation or enquiry is required in matters connected with the appeal, it may be conducted in such manner as decided.

(4) On the date, time and place fixed by the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member, the concerned appellant/s and respondent/s or their authorised representatives and other persons ordered to be heard, shall be heard.

(5) The hearing shall be conducted following the principles of natural justice and preponderance of possibilities. Interim order or final order may be passed after the hearing. All orders shall be speaking orders. The final order shall contain the facts of the case, the documentary and oral evidence submitted at the time of hearing, the details/ materials collected vide clause (2) and (3) above, the points for consideration, analysis of evidence and findings and recommendations. The interim order/ final order shall also specify the manner and period in which it has to be complied with by the respective parties and communicate its orders to the authorised officer for further action. The final order shall be issued within 1 month from the date of receipt of the appeal or resubmitted appeal as the case may be. The originals of the interim order/ final order of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member shall bear the signature and office seal of the Chairperson of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be. Copies of the interim order/ final order on requisition by the parties to the appeal shall be issued by the authorised officer.

20. *Communication of interim order, final order, compliance thereof and effects of non-compliance.-* (1) The authorised officer shall communicate the interim order/ final order of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, to the



concerned appellant/s, respondent/s and other parties who were heard, immediately.

(2) The authorised officer shall ensure the compliance of the interim order/ final order of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, in the manner in which it has been ordered to be complied with and the period within which the orders have been ordered to be complied with.

(3) The authorised officer shall seek submission of a compliance report from the concerned parties within the period in which the orders have been ordered to be complied with.

(4) On receipt of the compliance report, the authorised officer shall submit the same to the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, for further orders.

(5) Where the concerned parties do not submit a compliance report within the period in which the orders have been ordered to be complied with, the fact may be reported to the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, for further orders.

(6) On receipt of further orders under clause (4) and (5) above, from the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be, the authorised officer shall take such steps in consultation with the Registrar and communicate the same to the Chairperson of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member as the case may be.

21. *Special powers of the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member.*- Where the manner and procedure of processing and disposal of appeal is not particularly specified in this Manual, the Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member may adopt



appropriate manner and procedure as deemed fit for the processing and disposal of the appeal.

22. *Review.*- The Grievance Redressal Appeal Committee for Faculty and Grievance Redressal Appeal Committee for Staff Member may suo moto or on application submitted within 30 days from the date of the order by any of the parties to the appeal, may review the order.

23. *Powers of the Syndicate.*- The Syndicate of the University may amend or repeal any of the provisions contained in this Chapter subject to the condition that such amendment or repeal shall not be inconsistent with the AICTE Regulations.

FORM A

(See Clause 3(1) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY



BEFORE THE OMBUDSPERSON OF THE APJ ABDUL KALAM
TECHNOLOGICAL UNIVERSITY

(Through the Registrar)

1. Appeal Number (to be assigned by the University)

2. Name and address of Appellant/s

(i)

(ii)

3. Name and address of Respondent/s

(i)

(ii)

(More appellant/s and respondent/s may be added if required)

4 KTU ID Number of appellant/s
(attach copy/ies)

5 KTU ID Number of respondent/s
(attach copy/ies if available)

6 Name of the College where
appellant/s is/are enrolled

7 Name of the College where
respondent/s is/are enrolled

8. Name of the Principal of the college,
Chairperson and members of the SGRC

9. Nature of appeal (explanation with
details)

10. Name and address of persons whom
the appellant/s considers that they



know the facts regarding the appeal
and desires to summon them before
the Committee for giving details

11. Description of documents produced

1. Complaint filed before the SGRC (mandatory)
2. Report of the SGRC (mandatory)

(Additional documents may be produced and should be
numbered from 3 to Documents should be self-attested
and enclosed along with the appeal)

Place:

Date:

Signature of the Appellant/s

Name and

It is hereby declared that the facts given above are true and
correct to the best of my/ our knowledge and belief.

Place:

Date:

Name and
Signature of the Appellant/s

NOTE:- Appellant may use this form in white paper. Additional
papers may be added for giving the nature of the appeal.

FORM B

(See Clause 3(4) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

OFFICE OF THE OMBUDSPERSON OF THE APJ ABDUL KALAM
TECHNOLOGICAL UNIVERSITY



You are hereby informed that your appeal dated
has been received on The appeal is defective for
the following reasons:-

- a.
- b.
- c.
- d.

Hence the appeal is returned herewith along with the
documents enclosed. You shall resubmit the same after curing/
rectifying the defects noted above within 7 days.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Appellant

(Name and Address of the Appellant)

FORM C

(See Clause 3(6) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY



OFFICE OF THE OMBUDSPERSON OF THE APJ ABDUL KALAM
TECHNOLOGICAL UNIVERSITY

Receipt

You are hereby informed that your appeal dated has been received on The appeal has been Registered as appeal No. of (year).

The appeal has been forwarded to the Ombudsperson of the APJ Abdul Kalam Technological University on A copy of the written statement of defence submitted by the respondent/s is/are enclosed.

Further information on the actions taken by the Ombudsperson shall be intimated to you in due course.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Appellant

(Name and Address of the Appellant)

FORM D

(See Clause 3(7) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY



OFFICE OF THE OMBUDSPERSON OF THE APJ ABDUL KALAM
TECHNOLOGICAL UNIVERSITY

Notice to the Respondent/s

(By Registered post with acknowledgement due)

Appeal No. Of (year)

Appellant/s (Name of Appellant/s)

Respondent/s (Name/s of the Respondents)

Whereas an appeal by the above mentioned appellant/s has been filed before the Ombudsperson of the APJ Abdul Kalam Technological University.

You are requested to file a written statement regarding your defence on the appeal and related documents within 15 days of receipt of this notice. If you fail to submit the written statement within the period of time specified above, the appeal will be disposed of on the presumption that you have no defence.

A copy of the appeal and the documents filed by the appellant/s is forwarded herewith.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Respondent/s

(Name and Address of the Respondent/s)



FORM E

(See Clause 3(8) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

OFFICE OF THE OMBUDSPERSON OF THE APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Student Appeal No. (SAN)	Date of receipt of appeal	Name of the appellant/s with KTU ID No.	Name of the respondent/s with KTU ID No. (if available)	Name of affiliated college



Name of the Principal of the college and names of chairperson and members of SGRC	Whether complaint filed before the SGRC and report of SGRC attached	Whether appeal is defective or not	If found defective, date of return	If found correct in all respects, date of forwarding the appeal to Ombuds person



Date of hearing by Ombuds person, if ordered by the Ombuds person	Date of communication of orders of hearing to the persons, as ordered by the Ombudsperson	Date of receipt of orders of the Ombudsperson	Date of communication of the orders of the Ombudsperson to the parties/ persons ordered by the Ombudsperson	Date of submission of compliance report	Remarks of Ombudsperson



FORM F

(See Clause 4(1) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
BEFORE THE GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR
FACULTY

(Through the Registrar)

1. Appeal Number (to be assigned by the University)

2. Name and address of Appellant/s

(i).

(ii).

3. Name and address of Respondent/s

(i).

(ii).

(More appellant/s and respondent/s may be added if required)

4. KTU ID Number of appellant/s
(attach copy/ies)

5. KTU ID Number of respondent/s
(attach copy/ies if available)

6. Name of the College where
appellant/s is/are appointed

7. Name of the College where
respondent/s is/are appointed



8. Name of the Principal of the college,
Chairperson and members of the GRC
9. Nature of appeal (explanation with
details)
10. Name and address of persons whom
the appellant/s considers that they
know the facts regarding the appeal
and desires to summon them before
the Committee for giving details
11. Description of documents produced
 1. Complaint filed before the GRC (mandatory)
 2. Report of the GRC (mandatory)

(Additional documents may be produced and should be numbered from 3 to Documents should be self-attested and enclosed along with the appeal)

Place:

Date:

Name and

Signature of the Appellant/s

It is hereby declared that the facts given above are true and correct to the best of my/ our knowledge and belief.

Place:

Date:

Name and

Signature of the Appellant/s

NOTE:- Appellant may use this form in white paper. Additional papers may be added for giving the nature of the appeal.

FORM G



(See Clause 4(4) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR FACULTY

You are hereby informed that your appeal dated
has been received on The appeal is defective for
the following reasons:-

- a.
- b.
- c.
- d.

Hence the appeal is returned herewith along with the
documents enclosed. You may resubmit the same after curing/
rectifying the defects noted above.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Appellant

(Name and Address of the Appellant)



FORM H

(See Clause 4(6) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR FACULTY

Receipt

You are hereby informed that your appeal dated has been received on The appeal has been Registered as appeal No. of (year).

The appeal has been forwarded to the Grievance Redressal Appeal Committee for Faculty on

Further information on the actions taken by the Grievance Redressal Appeal Committee for Faculty shall be intimated to you in due course.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Appellant

(Name and Address of the Appellant)



FORM I

(See Clause 4(7) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR FACULTY

Notice to the Respondent/s

(By Registered post with acknowledgement due)

Appeal No. Of (year)

Appellant/s (Name of Appellant/s)

Respondent/s (Name/s of the Respondents)

Whereas an appeal by the above mentioned appellant/s has been filed before the Grievance Redressal Appeal Committee for Faculty.

You are requested to file a written statement regarding your defence on the appeal and related documents within 15 days of receipt of this notice. If you fail to submit the written statement within the period of time specified above, the appeal will be disposed of on the presumption that you have no defence.

A copy of the appeal and the documents filed by the appellant/s is forwarded herewith.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Respondent/s

(Name and Address of the Respondent/s)



FORM J

(See Clause 4(8) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR FACULTY

Faculty Appeal No. No. (Date of receipt of appeal	Name of the appellant/s with KTU ID No.	Name of the respondent/s with KTU ID No. (if available)	Name of affiliated college



Name of the Principal of the college and names of chairperson and members of GRC	Whether complaint filed before the GRC and report of GRC attached	Whether appeal is defective or not	If found defective, date of return	If found correct in all respects, date of forwarding the appeal to GRAC for faculty



Date of hearing by GRAC for faculty, if ordered by the GRAC for Faculty	Date of communication of orders of hearing to the persons, as ordered by the GRAC for faculty	Date of receipt of orders of the GRAC for faculty	Date of communication of the orders of the GRAC for faculty to the parties/ persons ordered by the GRAC for faculty	Date of submission of compliance report	Remarks of GRAC for faculty



FORM K

(See Clause 5(1) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
BEFORE THE GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR
STAFF MEMBER

(Through the Registrar)

1. Appeal Number (to be assigned by the University)

2. Name and address of Appellant/s

(i).

(ii).

3. Name and address of Respondent/s

(i).

(ii).

(More appellant/s and respondent/s may be added if
required)

4. KTU ID Number of appellant/s
(attach copy/ies)

5. KTU ID Number of respondent/s
(attach copy/ies if available)

6. Name of the College where
appellant/s is/are appointed

7. Name of the College where
respondent/s is/are appointed



8. Name of the Principal of the college,
Chairperson and members of the GRC
9. Nature of appeal (explanation with
details)
10. Name and address of persons whom
the appellant/s considers that they
know the facts regarding the appeal
and desires to summon them before
the Committee for giving details
11. Description of documents produced
 1. Complaint filed before the GRC (mandatory)
 2. Report of the GRC (mandatory)

(Additional documents may be produced and should be numbered from 3 to Documents should be self-attested and enclosed along with the appeal)

Place:

Date:

Name and

Signature of the Appellant/s

It is hereby declared that the facts given above are true and correct to the best of my/ our knowledge and belief.

Place:

Date:

Name and

Signature of the Appellant/s

NOTE:- Appellant may use this form in white paper. Additional papers may be added for giving the nature of the appeal.

FORM L



(See Clause 5(4) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR STAFF
MEMBER

You are hereby informed that your appeal dated
has been received on The appeal is defective for
the following reasons:-

- e.
- f.
- g.
- h.

Hence the appeal is returned herewith along with the
documents enclosed. You may resubmit the same after curing/
rectifying the defects noted above.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Appellant

(Name and Address of the Appellant)



FORM M

(See Clause 5(6) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR FACULTY

Receipt

You are hereby informed that your appeal dated has been received on The appeal has been Registered as appeal No. of (year).

The appeal has been forwarded to the Grievance Redressal Appeal Committee for Staff Member on

Further information on the actions taken by the Grievance Redressal Appeal Committee for Staff Member shall be intimated to you in due course.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To

The Appellant

(Name and Address of the Appellant)



FORM N

(See Clause 5(7) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR STAFF
MEMBER

Notice to the Respondent/s

(By Registered post with acknowledgement due)

Appeal No. Of (year)

Appellant/s (Name of Appellant/s)

Respondent/s (Name/s of the Respondents)

Whereas an appeal by the above mentioned appellant/s has been filed before the Grievance Redressal Appeal Committee for Staff Member.

You are requested to file a written statement regarding your defence on the appeal and related documents within 15 days of receipt of this notice. If you fail to submit the written statement within the period of time specified above, the appeal will be disposed of on the presumption that you have no defence.

A copy of the appeal and the documents filed by the appellant/s is forwarded herewith.

Place

Date

(SEAL)

Name, Signature and Designation of the Authorised Officer

For
Registrar

APJ Abdul Kalam Technological University

To



The Respondent/s

(Name and Address of the Respondent/s)



FORM O

(See Clause 5(8) of the Manual)

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
GRIEVANCE REDRESSAL APPEAL COMMITTEE FOR STAFF MEMBER

Staff Member Appeal No. (SMAN)	Date of receipt of appeal	Name of the appellant/s with KTU ID No.	Name of the respondent/s with KTU ID No. (if available)	Name of affiliated college



Name of the Principal of the college and names of chairperson and members of GRC	Whether complaint filed before the GRC and report of GRC attached	Whether appeal is defective or not	If found defective, date of return	If found correct in all respects, date of forwarding the appeal to GRAC for staff member



Date of hearing by GRAC for staff member, if ordered by the GRAC for staff member	Date of communication of orders of hearing to the persons, as ordered by the GRAC for staff member	Date of receipt of orders of the GRAC for staff member	Date of communication of the orders of the GRAC for staff member to the parties/ persons ordered by the GRAC for staff member	Date of submission of compliance report	Remarks of GRAC for staff member



