

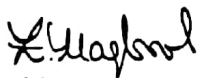
## NOTIFICATION

**Subject: Act, Statutes, Regulations and Rules (ASRAR)**

On the recommendation of Academic Council, the Board of Governors in its meeting held on Thursday December 27, 2018 has approved the revised Act, Statutes, Regulations and Rules (ASRAR) of The University of Faisalabad (*as attached*).

ASRAR includes:-

1. The Punjab Gazette
2. Organogram
3. Recruitment Policy: Terms and Conditions of Service
4. Delegated Powers
5. University Wide Committees
6. Leave Rules TUF
7. Leave Rules UMDC
8. Efficiency and Discipline Rules
9. Communication and Public Disclosure Policy
10. Fair Treatment Policy
11. Employees' Loan and Advance Policy and Procedure
12. Grievance Policy
13. Financial Rules
14. Fee Policy
15. TA/DA Policy: Entitlement, Reimbursement of Traveling Expenses and Honorarium
16. Research Policy
17. Admission Policy
18. Semester Rules and Regulations
19. Credit Transfer Policy
20. Scholarships
21. Awards and Honors
22. Regulations to empower Board of Governors to quash the results or withdraw the degree /certificate of a candidate
23. Convocation
24. Conflict of Interest Policy
25. Intellectual Property Rights Policy
26. Plagiarism Policy
27. Zero Tolerance Policy
28. Policy and Procedure to use University Letterhead
29. Hostel Rules
30. Library Rules
31. Students Code of Conduct



Additional Registrar

Distribution:-

- All Concerned

## **11. Grievance Policy**

### **11.1. Introduction**

A Grievance Policy and Procedure is necessary to eliminate the possibility of any detrimental effects arising out of unresolved grievances. Unresolved grievances may be damaging to the morale of employees.

### **11.2. Aim**

This Grievance Policy aims to ensure that all communication channels are open and that all stakeholders have an adequate opportunity to express their grievances. It further aims to ensure that grievances are resolved fairly by adopting a problem solving approach and implementing any appropriate corrective action necessary.

### **11.3. Scope**

The policy shall apply to all employees of The University of Faisalabad.

### **11.4. Grievance Procedure**

Grievances policy consists of three steps with following time limits

- Step I** Grievance must be filed within 7 working days of the event(s) that lead to the grievance to the Head of Department.
- Step II** The grievance must be filed at Step II through a proforma within 7 working days of the written response at Step I to office of Human Resource (HR).
- Step III** The grievance must be filed at Step III within 7 working days of the written decision of the Deputy Registrar HR to the Rector.

#### **a. Step I – Informal Step:**

In many cases, disputes over the application or interpretation of policy can be resolved through communications within the department or work area.



The first step in the grievance process is a discussion between the employee and concerned Head of the Department. The employee should promptly bring the matter to the attention of the immediate Head, explaining the nature of the problem and the relief sought.

If this procedure fails to resolve the grievance the employee must proceed in writing not later than 7 working days after the receipt of response from the Head of the Department.

#### **b. Step II**

The employee may file a grievance on a prescribed proforma to the office of HR who will:

- i. Schedule a meeting with both the parties. The meeting should be held promptly within 7 working days of receipt of the employee's written proforma.
- ii. Hear both sides of the dispute and put up the minutes of meeting to the Additional Registrar for consideration and approval.
- iii. Copies of decision will be provided to both the parties

**c. Step III – Appeal**

If the employee is unsatisfied with decision of Additional Registrar at Step II, the employee can proceed to Step III by submitting a written request to the Rector through the office of Human Resource.

Rector shall forward the case to Grievance Committee to resolve the matter.

The Grievance Committee shall hear the grievance and submit a written recommendation to the Rector for final approval within 7 working days. The decision of the Rector shall be final. Office of Human Resource will issue decision letter to both the parties.

**11.5. Documentation**

Copy of the decision shall be forwarded to the both the parties, Office of Human Resource for employees personal file record and concerned Head of the Department.

