



Dr. B. R. AMBEDKAR OPEN UNIVERSITY

Prof. G. Ramreddy Marg, Jubilee Hills, Hyderabad - 500 033
Centre for Internal Quality Assurance (CIQA)

Policy on
**REDRESSAL
OF
GRIEVANCES**



B R A O U

ABOUT THE UNIVERSITY

The University, initially known as Andhra Pradesh Open University, was set up on 26th August 1982 through an Act of the A.P. State Legislature (APOU Act 1982). Subsequently, the University was renamed as Dr. B.R.Ambedkar Open University on 26 October, 1991 by the Government of Andhra Pradesh. The establishment of this University, the first of its kind in India, heralded an era of affirmative action on the part of the Government of Andhra Pradesh to provide opportunities of higher education to all sections of society to meet the changing individual and social needs. The University offers services to defense personnel, prison inmates and learners from remote and tribal areas who are not having access to education. All the programmes offered by the University are recognised by the University Grants Commission, New Delhi. The motto of the University is "EDUCATION FOR ALL". The university is adapting all the latest ICTs regarding teaching, learning and evaluation to reach the unreached.



- ◆ Enrichment of ongoing academic programs.
- ◆ Competency building through education and training programs. Interactive individual-based teaching-learning processes.
- ◆ Reliable and credible student evaluation systems.
- ◆ Result-oriented, accountable, and transparent administrative and logistic support systems. and
- ◆ Research, innovation, training, and networking for system development and staff development.



Dr. B. R. Ambedkar's social philosophy of education as a means of creating an egalitarian society is the vision of this University. Access to relevant, quality education and training programs for diverse sections of society with a focus on hitherto deprived sections at lower costs by using modern technologies in teaching-learning processes as well as in administrative and support services is the goal of this University. The University programs aim at making education and training instruments for living and for making a living.

Policy on REDRESSAL OF GRIEVANCES

- 1) Objectives
- 2) Guiding Principles
 - 2.1. Coverage
 - 2.2. Guidelines and Procedures
- 3) Compliance
- 4) Commencement, Amendment, or Termination of Policy

1. OBJECTIVES

Dr. B.R. Ambedkar Open University, following the University Grants Commission's Regulations 2012 (The Gazette of India, March 23-29, 2013), set up a Cell for grievance Redressal in July 2014 and reconstituted it on July 2019 for addressing and effectively resolve grievances of students and other stakeholders.

It provides a mechanism for the redressal of grievances of students and other stakeholders and ensures transparency and prevention of unfair practices, etc. The function of the policy is to look into the complaint lodged by any student and judge its merit. Anyone with a genuine grievance may approach the department members in person, or consult with the officer in charge of the Grievance Redressal Mechanism Cell.

The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the university. The other objectives are

1. To uphold the dignity of the Open University by ensuring a strife-free atmosphere in the university through promoting cordial Student-Student relationships and Student - Teacher relationships etc.
2. To encourage the students to express their grievances/problems freely and frankly, without any fear of being victimized.
3. To ensure a fair, impartial, and consistent mechanism for the redressal of varied issues faced by the stakeholders.
4. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere on the campus.
5. To advise all staff to be compassionate to the students and not behave in a vindictive manner towards any of them for any reason.
6. To ensure that grievances are resolved promptly, objectively, and with sensitivity and in complete confidentiality.

2. GUIDING PRINCIPLES

2.1 Coverage

This policy covers student and work-related grievances. A student /work-related grievance is any type of problem, concern, or complaint where a student/employee believes that he/she has received unreasonable treatment from officers, peers, and/on any study related institutional related matter and wishes to bring the grievance to the attention of the Apex Management.

2.2 Guidelines and Procedures

Principles of procedural fairness include:

- A fair and impartial process.
- Any student or staff of Dr. B. R. Ambedkar Open University may complain.
- The complaint should be made to the Grievance Redressal Cell.
- The grievance handler should be fair, impartial, and unbiased in his/her investigation. If there is a conflict of interest, the matter shall be referred to another grievance handler.

Principles of substantive fairness include:

- The grievance handler should not assume guilt. He/She should determine that the complaint has substance only after hearing both/all sides, checking other relevant evidence, and considering the possibility of mitigating the issue.

Principles of confidentiality include:

- A grievant should be able to raise a complaint and get advice in confidence
- A complaint should not be referred elsewhere, formally investigated, or discussed with others without the grievant's consent.
- Generally, procedural fairness requires that the respondent knows who has lodged the grievance
- Confidentiality of records must be maintained.

Principles of timeliness include:

- Delays at any stage of the grievance procedure can result in a denial of procedural fairness
- Delays in determining the grievance can be critical in any appeal
- Delay in addressing issues in a complaint can lead to the exacerbation of the situation and/or a continuation of the problem, a worsening of the relationship between the parties involved, and increased distress to all parties.

- Delays can also result in more time being expended in dealing with a grievance once the situation has escalated.

Principles of record keeping include:

- Records must be kept to avoid relying on memory about details of allegations, responses, and actions
- Records can be used for statistical purposes to identify systemic problems
- Records can substantiate procedural fairness in the event of an appeal against the process or outcome of a grievance investigation
- If the allegations are complex or serious, a record is the complaint, the response, and the evidence of witnesses becomes necessary and the parties should be asked to sign

Principle of transparency related to procedural fairness, which includes:

- Effective communication to all parties about relevant policies and procedures
- Effective communication to all parties on the outcome, the reasons for the outcome, and, where appropriate, the evidence which can be relied upon
- Principles of openness, honesty, and fair dealing
- Fair and accurate reporting, particularly where disciplinary action is likely to be applied.

Principle for handling employee grievances at the University.

- (a) Grievance resolution is an integral part of the management responsibility of the University. All Directors/HODs / and the Administration have the responsibility to take all reasonable steps to identify and attempt to prevent and resolve problems in the University-related functioning including legal responsibility for resolving deviant/unlawful behavior.
- (b) Resolution of grievances is encouraged at the point as close as possible to the source of the problem and at the lowest level of management.
- (c) Employee grievances will be handled in an unbiased and fair manner, considering the principle of procedural fairness.
- (d) Employees raising a grievance, as well as the respondent, has the right to be accompanied by a witness.
- (e) Confidentiality will be respected at all times within the constraints of the need to fully investigate the grievance. In certain cases, however, such as serious criminal offenses or suspected corruption, the details of grievances must be reported to external authorities.
- (f) Employees who raise a genuine grievance or a grievance in good faith will be protected from victimization or unfair treatment.

- (g) Individual Grievances will be dealt with promptly the interests of all concerned will be taken into consideration. Grievances of collective nature raised collectively by more than one student/employee will not be considered.

RESPONSIBILITIES OF DIRECTORS /HODS/ ADMINISTRATION

All Directors/HODs/ Administration have a responsibility to contribute to the achievement of a productive, safe, and equitable work environment at the University. They also have particular responsibilities as detailed below.

- (a) Responding appropriately to grievances and managing the process according to the University's policies, principles, and procedures.
- (b) Responding appropriately to grievances to eliminate and prevent discrimination and harassment in the workplace
- (c) Referring certain grievances to VC/EC and Administration for advice as follows:
 - Grievances involving alleged corruption, maladministration, or serious waste. Employee raising a grievance is responsible for:
- (a) Participating in the grievance resolution process in good faith
- (b) Cooperating fully in the investigative process
- (c) Avoiding making vexatious complaints or raising grievances with malicious intent.
- (d) Avoiding reporting a grievance to several different units or individuals at the same time.

HOW TO RAISE GRIEVANCES

1. Any student or staff of Dr. B. R. Ambedkar Open University may complain.
2. The complaint should be made to the Grievance Redressal Cell.
3. The complaint may be oral in person; by email (grievance@braou.in) or through regular posts; WhatsApp messages; Telephone calls; or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who receives the complaint and is authenticated by the complainant under his / her signature as soon as possible.
4. Learners can complain about any aspect related to their admission, admission process, non-receipt of information (SMS alerts), learning resources, learner support, guidance, course material, science manuals, counseling classes, teaching-learning assessment, examinations, evaluation, assignments (PG), results, issue of certificates, misbehavior by fellow student/faculty, ragging.
5. Grievances on change of study center, subject medium, MIL are to be addressed to the Learner Support Services Branch at Headquarters; On examinations,

queries on assessment, student issues related to assignments, practical Exams, revaluation, certificate issues grievances should be addressed to Examination branch at HQ; Non-receipt of UG, PG, PG Diploma course material are to be dealt by the DMP. The Public Relations Officer of the University shall co-ordinate all the issues raised in the complaints.

6. Upon receipt of the complaint by any member of the GRC, it shall be forwarded to grievance@braou.in

ONLINE COMPLAINT

The learners should register their complaints on the online portal in the following manner.

1. Students should log in to the University website www.braouonline.in
2. They should click on the heading "Grievance resolution"
3. They should enter their phone number, mail address, the nature of the complaint, and the complaint itself in the complaint box provided.
4. A tracking number is generated by which the student can look at the status of the complaint from to time.
5. If it can be resolved quickly, the complainant would be informed through phone or mail. The student will be asked to give his/her feedback only on the resolution of the issue, after which the tracking number would be removed from the site.
6. If it cannot be resolved by the Grievance Redressal Cell, it would be forwarded to the concerned department/unit or authorities. Only upon resolution of the issue and feedback, the tracking number would be removed from the site.
7. The Help Desk and the Automated Interactive Voice Response System (AIVRS) would also direct difficult problems which require suggestions from the higher authorities to the online portal, where the complaint of the student would be redressed in the manner explained above.
8. The automated interactive voice response system, through which the students can also lodge their complaints, would direct the grievances to the Grievance cell.
9. Dr. BRAOU shall provide a link with the title 'Complaint Handling Mechanism' on the home page of its website to inform the learners enrolled about the facility.

OUTCOME OF THE GRIEVANCE RESOLUTION PROCESS

Students / Employees will receive written advice on the outcome of their grievance. The outcome will be based on the seriousness of the incident/s that formed the basis of the grievances. Possible outcomes of employee grievance include:

- (a) The student/employee gains a better understanding of the situation so that his/her concerns are addressed

- (b) A mutually acceptable resolution may be arrived at through conciliation or mediation
- (e) In cases where the facts are substantiated and circumstances warrant, the University may initiate a formal disciplinary action. This may result in formal warnings about inappropriate behavior and in most serious cases, the dismissal of the employee concerned.

FURTHER ACTIONS

Students / Employees unsatisfied with the outcome of a grievance can pursue the grievance through appropriate higher bodies i.e. VC / EC.

DOCUMENTATION

Documentation relating to the grievance will be placed on the employee's file in the Administration only and on employee records subject to the guidelines. Additional files should not be maintained. If the documentation includes material of a particularly sensitive nature, it will be retained in a separate confidential file with the Registrar.

3. COMPLIANCE

Failure to adhere to this policy is a disciplinary issue.

4. COMMENCEMENT, AMENDMENT, OR TERMINATION OF ABOVE POLICY

The University may at any time, at its sole discretion, alter, amend, withdraw, or delete any or all of the provisions mentioned above.

Annexure 'A' – Checklist for handling Grievance.

Get an overview of what the grievance is about (Do you understand the issue and what outcome the grievant is seeking?)

Ensure you have a quiet place to meet with the grievant and allow ample time (minimum 30 minutes).

Check on urgency/level of distress/deal with any immediate safety issues.

Ask if the matter has been raised elsewhere (it cannot be dealt with by two authorities simultaneously).

Explain the relevant policy and procedures clearly, and your role (you will not side with any party or undertake advocacy). Give them a copy of the relevant policy and guidelines if appropriate.

Find out what outcome they are seeking (you may need to assist them in setting realistic expectations)

i) Check whether you are the appropriate person to deal with the matter (Can you be impartial? Will you be seen as biased? Do you have the authority to handle this? Is it too serious for resolution at this level?)

Discuss with your supervisor.

If you are not the appropriate person, advise the grievant to refer the matter to the appropriate person as soon as possible. Contact that person to make sure that the matter is being dealt with.

If the grievant alleges harassment or discrimination, you must contact the HOD.

ii) Obtain full information about the grievance from the grievant

Listen to their issues without pre-judging or commenting.

Ask for supporting evidence, e.g. people they spoke to about the matter, diary notes, emails sent, witnesses to events, etc.

Provide advice about the range of options that might be available, e.g. they can deal with these themselves, administration handles it, it is referred to higher authorities, they are entitled to have a support person, etc.

Explain what will happen next, which may include another meeting to provide further advice.

Explain the concepts of procedural fairness and confidentiality (an impartial process where the respondent has the right to reply).

Let them know whom one needs to talk to about the grievances (e.g. supervisor, the Human Resources Department, the other party), and when the grievance cell can get back to them.

Explain what records the grievance cell keeps and what is done with them. Remind them about the need for confidentiality, if necessary.

Check if they need additional support (e.g. counseling can be provided by the Human Resource Department)

iii) Deal with the grievance in as short a time as possible to avoid further grievances

iv) Gather any further information you need to:

- a) Get a better idea of whether the alleged grievance happened or didn't happen.
- b) Determine what action to take. Talk to the respondent / those involved. Reassure them that the grievance cell will be acting impartially.

Ask them to respond to the matters raised – clarify that the cell has understood their version of events.

Ask what they think may resolve the situation.

Remind them, if appropriate, about the need for confidentiality and that they must not victimize or hassle the grievant or others involved.

Explain what the grievance cell will be doing next (eg. talk to the grievant again, gather more information, etc.) and when it can come in contact with the Grievant again.

Keep an accurate, confidential record of important details from the meeting.

v) Gather any additional information you need

Check timesheet records, emails, etc. where relevant.

In case of more serious grievances, you may need to talk or meet with witnesses. Check with your supervisor before interviewing any witnesses.

vi) Decide how the grievance could be resolved

Having reviewed all documentation and/or spoken to all parties, make a judgment about whether on the balance of probability, there was unfair treatment.

Try to resolve the matter through conciliation. Conciliation is appropriate in situations, where the basic facts are not in dispute but there is a difference of interpretation about what happened. It can be used when there is inappropriate or distressing behavior and when one side is willing to apologize. It can also be used when both sides want to resolve it in a low-key manner.

Refer the individuals or the case to a senior authority, if you one is unable to resolve it, or recommend it for further investigation if the matter is so serious as to warrant disciplinary action.

Check with your supervisor before making a final decision.

vii) Act on your decision

Inform the grievant and respondent separately on the outcome, giving clear reasons for one's decision.

Tell them about internal and external avenues for appeal, if they are not happy with the authority's decision.

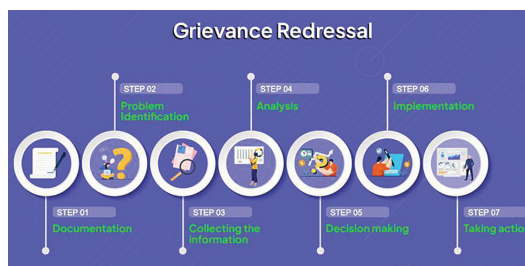
viii) Monitor the situation to ensure that the resolution has been carried out, or that there is no repetition of unacceptable behavior, victimization, or ongoing workplace stress

ix) Complete your paperwork.

Attach all file notes, letters, and emails to your Grievance Handling Record Form and file them in the appropriate secure location with the Human Resource department

Monitoring and Review Committee

1. Dean, Learner Support Services
2. Officer Incharge, Grievance Cell
3. Dean, Faculty of Social Sciences
4. Dean, Student Affairs
5. Head, Department of Chemistry
6. Deputy Director, CIQA



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Dr. B. R. AMBEDKAR OPEN UNIVERSITY

Prof. G. Ram Reddy Marg, Road No. 46, Jubilee Hills, Hyderabad - 500 033,

Website: www.braou.ac.in, www.braouonline.in

Recognised by University Grants Commission, New Delhi.

PROGRAMMES ON OFFER - 2023-24



(A) Bachelor's Degree Programmes			(D) Diploma Programmes		
B.A. - Bachelor of Arts (English, Telugu & Urdu Medium)	Course Duration 3 years	Tuition Fee Rs. 2,700/- 1st Yr	Diploma in Marketing Management (English Medium)	Course Duration 1 year	Tuition Fee Rs. 8,000/-
B.Com - Bachelor of Commerce (Telugu & English Medium)	3 years	2,500/- IInd Yr	Diploma in Financial Management (English Medium)	1 year	8,000/-
B.Sc - Bachelor of Science (English, Telugu & Urdu Medium) (Lab. Fee Rs. 1600/- for each Science & Psychology Subjects)	3 years	2,500/- IInd Yr	Diploma in Human Resource Management (English Medium)	1 year	8,000/-
(B) Master's Programmes			Diploma in Operations Management (English Medium)	1 year	8,000/-
M.A. English, M.A. Hindi, M.A. Telugu, M.A. Urdu,	Course Duration 2 years	Tuition Fee Rs. 5,300/-1 year 5,000/-2 year	Diploma in Business Finance (English Medium)	1 year	5,200/-
M.A. Economics, History, Political Science, Public Administration, Sociology - (Telugu Medium)	2 years	5,300/-1 year 5,000/-2 year	Diploma in Writing for Mass Media in Telugu	1 year	5,200/-
M.A. Journalism and Mass Communication (English Medium)	2 years	7,800/-1 year 7,500/-2 year	Diploma in Environmental Studies (Telugu Medium)	1 year	5,200/-
M.Sc. Mathematics & Applied Mathematics (English Medium)	2 years	7,800/-1 year 7,500/-2 year	Diploma in Human Rights (English Medium)	1 year	4,000/-
M.Sc. Botany, M.Sc. Environmental Science (English Medium)	2 years	15,300/-1 year 15,000/-2 year	Diploma in Women's Studies (English Medium)	1 year	4,000/-
M.Sc. Physics, M.Sc. Zoology, M.Sc. Psychology (English Medium)	2 years	15,300/-1 year 15,000/-2 year	Diploma in Culture & Heritage Tourism (English Medium)	1 year	5,200/-
M.Sc. Chemistry (English Medium)	2 years	18,300/-1 year 18,000/-2 year	(E) Certificate Programmes		
M.Com. (English Medium)	2 years	7,800/-1 year 7,500/-2 year	Certificate Programme in Food and Nutrition (Telugu Medium)	Course Duration 6 months	Tuition Fee Rs. 1600/-
(C) Professional Programmes (Post Bachelor's Level)			Certificate Programme in Literacy & Community Development (Telugu Medium)	6 months	2100/-
M.B.A. - Master's Degree in Business Administration (English Medium)	Course Duration 2 years	Tuition Fee Rs. 15,300/-1 year 15,000/-2 year	Certificate Programme in NGO's Management (Telugu Medium)	6 months	2100/-
M.B.A. - (Hospital and Health Care Management) with AHERF, KIMS & DET (English Medium)	2 years	1,20,000/-	Certificate Programme in Early Childhood Care & Education (English Medium)	1 year	5,400/-
Master's Degree in Library & Information Science (MLISc) (English Medium)	1 year	10,300/-	(F) Research Programmes (Ph.D in)		
Bachelor's Degree in Library & Information Science (BLISc) (English & Telugu Medium)	1 year	5,300/-	English, Hindi, Education, Economics, History, Political Science, Public Administration, Sociology, Commerce, Mathematics, Physics, Chemistry and Environmental Science (English Medium)	Course Duration 3 years	Tuition Fee Rs. 15,000/-1 year 15,000/-2 year 15,000/-3 year
Bachelor's of Education (B.Ed - ODL) (Telugu Medium)	2 years	40,000/-			
Bachelor's of Education (B.Ed. Special Education - ODL) (English & Telugu Medium)	2 ½ years	40,000/-			

BRAOU CALL CENTRE NO : 18005990101

