

# Employee rights and pay appeal process

## Process for employees to appeal on employee rights and/or pay

### 1. Introduction

Centurion University is deeply committed to maintaining an equitable, transparent, and inclusive work environment for all faculty and staff. Upholding fairness in employment practices, including rights, responsibilities, and compensation which is a cornerstone of Centurion University's human resource (HR) philosophy.

To ensure that every employee's voice is heard and their grievances are resolved justly, the University has established a **structured Employment Practice Appeal Process**. This process enables employees to appeal decisions related to employment conditions, pay, performance appraisal outcomes, and violations of employee rights.

### 2. Objectives of the Appeal Process

The primary goals of Centurion University's appeal mechanism are:

- To **protect employee rights** by providing a fair platform for grievance redressal.
- To **ensure transparency and accountability** in all HR and administrative decisions.
- To **encourage constructive dialogue** between management and employees.
- To maintain **trust, morale, and workplace harmony** through just and impartial resolution.

### 3. Scope of the Policy

This appeal process covers all categories of employees, including:

- Permanent faculty and administrative staff
- Contractual and probationary employees
- Technical and support personnel
- Outsourced staff (through contractor coordination mechanisms)

Appeals can be filed on matters relating to:

1. Pay fixation, arrears, or delay in salary disbursement.
2. Performance appraisal outcomes and promotion decisions.
3. Violation or denial of employee rights (leave, benefits, workplace safety, etc.).
4. Disciplinary actions perceived as unjust or non-compliant with policy.
5. Discrimination or bias in employment practices, including gender-based disparities.

### 4. Structure of the Appeal Mechanism

Centurion University follows a **multi-tier grievance redressal and appeal framework**, aligned with the University's HR Policy and UGC/AICTE regulations.

#### Step 1 – Informal Resolution

- Employees are encouraged to first discuss their concern with the **immediate supervisor** or Head of Department (HoD).
- The goal is to resolve minor misunderstandings or administrative oversights amicably.
- If unresolved within 7 working days, the employee may proceed to Step 2.

## **Step 2 – Formal Grievance Submission**

- A formal written appeal can be submitted to the **Human Resources Department**.
- The appeal must include:
  - Employee name, department, designation
  - Description of the issue and desired outcome
  - Supporting documents (e.g., payslips, emails, appraisals)
- HR acknowledges receipt and initiates an internal review within **10 working days**.

## **Step 3 – Grievance Redressal Committee (GRC) Review**

- Centurion University has a **Grievance Redressal Committee** consisting of senior administrative members, HR officers, and a faculty representative.
- The committee conducts a hearing, interviews relevant parties, and examines documentation.
- Confidentiality is maintained throughout the process.
- A resolution or recommendation is issued within **30 working days**.

## **Step 4 – Appeal to the Vice-Chancellor / Registrar**

- If the employee is dissatisfied with the committee’s findings, they may escalate the matter to the **Vice-Chancellor** or **Registrar**, who serves as the final appellate authority.
- The decision at this level is binding and implemented by HR.

## **5. Policy Framework and Legal Compliance**

The appeal process aligns with:

- UGC (Redressal of Grievances of Employees) Regulations, 2023
- AICTE Guidelines on Employee Rights and Work Conditions
- The Industrial Disputes Act, 1947 and Minimum Wages Act, 1948 for pay-related grievances
- Centurion University HR Policy Manual (2024) – Section on “Employee Grievance and Appeal Mechanism”

## **6. Monitoring and Reporting**

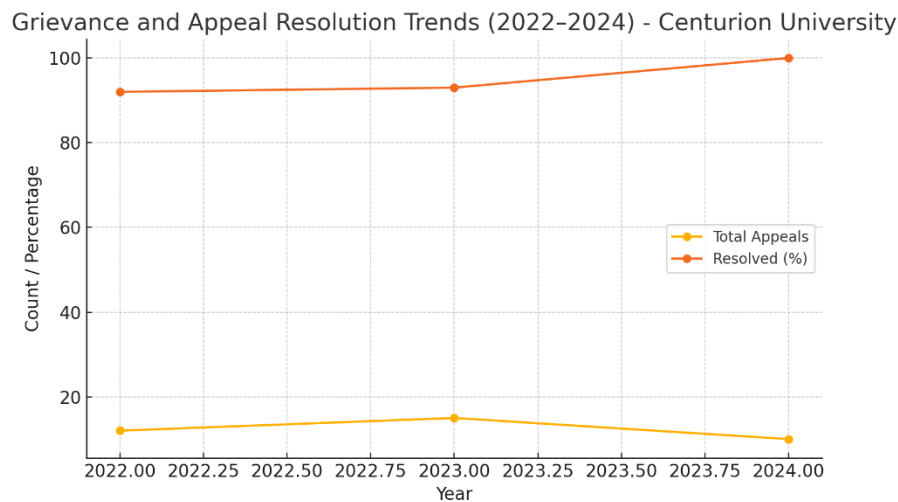
- HR maintains a **Grievance Register** documenting each complaint, timeline, and resolution.
- Quarterly reports are submitted to the **Internal Quality Assurance Cell (IQAC)** for review.
- The **Gender Sensitization and Equal Opportunity cell under IQAC** reviews all gender-based appeals.

## 7. Analysis and Continuous Improvement

Year	Total Appeals	Pay-related	Rights-related	Resolved (%)	Average Resolution Time (days)
2022	12	4	8	92%	18
2023	15	6	9	93%	16
2024	10	3	7	100%	14

### Chart: Grievance and Appeal Resolution Trends (2022–2024)

- Steady improvement in resolution rate (from 92% to 100%).
- Decrease in average resolution time due to digital grievance portal implementation in 2024.



1. Implemented a **digital HR grievance dashboard** for real-time appeal tracking.
2. Conducting **annual awareness workshops** on employee rights and appeal procedures.
3. Introduced **anonymous reporting channels** for sensitive or gender-based complaints.
4. Benchmark pay grievance resolution timelines against national best practices.

### Conclusion

Centurion University’s Employment Practice Appeal Process embodies fairness, transparency, and inclusivity. By providing a well-defined platform for all employees to raise concerns and appeal decisions related to rights or pay, the university ensures compliance with national laws and international standards of decent work. This proactive framework strengthens institutional accountability, protects employee welfare, and reinforces Centurion University’s alignment with **UN Sustainable Development Goal 8** – “Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.”