

A CASE STUDY OF GRIEVANCE HANDLING OF HIGHER EDUCATION DEPARTMENT OF JAMMU AND KASHMIR (UT)

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ABSTRACT

The primary objective of this study is to find out the effectiveness of grievance handling procedure of the employees of higher education department of Jammu and Kashmir (UT). The second objective of this study is to identify the awareness level of the employees about the grievance handling mechanism and to know the level of satisfaction towards the grievance handling procedure of the department. The study is descriptive in nature, which help in developing the concepts and in decision making. The secondary data is used for the study which is gathering from the internet.

KEYWORDS: *Grievance handling procedure, level of satisfaction, and awareness level*