

GRIEVANCE REDRESSAL PROCEDURE FOR EMPLOYEES OF IHMRB.

1. OBJECTIVE :

The prime objective of the grievance redressal procedure is to promote practices and procedures which would ensure creation and sustenance of healthy employer-employee relationship, expeditious settlement of genuine grievances of employees and officers so as to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization. Besides, this, it may result in strengthening the team spirit among all the members to perform in concert which is necessary to achieve the goals of the organisation.

2. APPLICABILITY:

The Grievance Redressal Procedure will cover all regular and contract employees of the Company.

3. SCOPE:

"Grievance" for the purpose of this scheme would only mean a grievance relating to any employee arising out of the implementation of the policies, rules or decisions of the Company. The grievance will include any matter relating to salary payment, increment, leave compensatory holidays, working conditions, seniority, work assignment, acting arrangement, non-extension of benefits under rules, interpretation of Service Rules, Settlements etc. of an individual nature.

4. PROCEDURE FOR HANDLING GRIEVANCES:

Individual grievance of the employees of the Institute shall, henceforth, be processed and dealt with in the following manner:-

4.1. EMPLOYEES AT IHMRB:

An aggrieved employee may submit his/her grievance to the designated officer in-charge of Grievance Cell in the prescribed Grievance Format. However, the employee subordinate to the Manager in the organization shall route his/her grievance to the officer in-charge of Grievance Cell through Manager and Manager should forward the same within two working days of receipt of grievance along with his/her comments/recommendations and also inform the employee in writing accordingly.

Manager in his/her own case may forward his/her grievance in the prescribed format directly to the office in-charge of Redressal Cell.

4.2. Officer in-charge of Grievance Cell shall redress the grievance wherever it is possible to do so at his level and inform the employee of the decision directly or through the Manager wherever grievance routed through him, within 15 days of the receipt of grievance.

4.3. In case grievance is not resolved or settled amicably at the level of officer in-charge of Grievance Cell or the aggrieved employee is not satisfied with the decision of the officer in-charge of Grievance Cell or fails to get a response from him/her within stipulated period, he/she may request the officer in-charge of Grievance Cell to refer his/her grievance to the "Grievance Redressal Committee". The officer in-charge of

Grievance Cell shall accordingly refer the same together with the comments / recommendations to Grievance Redressal Committee within 15 days of the request of the employee.

4.4 On receipt of the grievance from the officer in-charge of the Grievance Cell, the Grievance Redressal Committee (GRC) shall inform the employee the decision of the Committee in writing within 45 days of the receipt of the reference and decision will be final subject to the provision contained below.

4.5 In exceptional cases, with the concurrence of the Grievance Redressal Committee at IHMRB, the aggrieved employee whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Director of the Institute. The decision of such appeal will be taken within one month of the receipt of the appeal. The decision of the Director shall be final and binding on the aggrieved employee and the management.

4.6 SPECIAL PROCEDURE:

The same in respect of the following categories of employees will not fall within the purview of Grievance Redressal Committee, IHMRB. In their case, the procedure will be as under:

- a) Employees reporting directly to the Director may approach him for resolving their grievance.
- b) Where the grievance of any employee of the institute who is a member of the Grievance Redressal Committee may approach directly to the Director for resolving their grievance.
- c) The employees may take up directly grievance of an individual employee as the case may be to the Director where the grievance has remained unresolved for more than three months or where it is likely to affect adversely the morale of other employees.

5. COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEES

The Grievance Redressal Committee will comprise of the following:

1. One Member from Accounts Dept.
2. One Member from Academic Dept.
3. One Member from Admin. & HR Dept.

Senior most member of the Committee shall be the Chairman of the Committee.

6. SCOPE AND FUNCTIONS OF THE GRIEVANCE COMMITTEES :

- a) Meet at least once in a month.
- b) Go into the cases of alleged injustice and other grievance of individual nature as submitted to the Committee.
- c) Seek additional information/clarification from the management/employees or individual concerned if, in its opinion, it is essential to arrive at a decision.

d) Give oral hearing during its sitting or may also consider written brief submitted to the Committee.

e) Investigate or inquire into the matter or cause it to be inquired with a view to remove any injustice allegedly suffered by such individual whose cases are referred to the Committee.

Take conclusive decision and submit its recommendations to the Deciding Authority for removal of alleged injustice/grievance.

7. GENERAL GUIDELINES AND CONDITIONS

7.1 The employee shall bring up his grievance immediately and in any case within a period of three months of its occurrence of grievance/decision.

7.2 If the grievance arises out of an order given by the management, the said order shall be complied with before the employee concerned invokes the procedure laid down herein for redressal of his/her grievance.

7.3 Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:

- a) Annual performance appraisals/Confidential Reports;
- b) Promotions including CCD's minutes and decisions;
- c) Where the grievance does not relate to an individual employee;
- d) In the case of any grievance arising out of discharge or dismissal of an employee;
- e) Grievance related to Court Case;
- f) Grievance related to Transfer;

7.4 Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the Competent Authority as laid down under the Company's Conduct Rules and in such cases the grievance redressal procedure will not apply.

7.5 All grievance referred to the Grievance Redressal Committee/ Director, shall be entered in a Register to be maintained for the purpose by the designated officer . The number of grievance settled or pending will be reported to the Director every month.

7.6 In calculating the time intervals mentioned in the above procedure, holidays shall not be reckoned.

7.7. The employee may refer only cases of financial claims pending over one month from the date of their submission under this procedure, for expediting payment.



INSTITUTE OF HEALTH MANAGEMNT RESEARCH

GRIEVANCE FORMAT

NAME :

DESIGNATION :

PLACE OF WORK :

NATURE OF GRIEVANCE :

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Comments/recommendations of Manager/Supervisor:

SIGNATURE