

Sree Gokulam Medical College & Research Foundation
Venjaramoodu, Thiruvananthapuram

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Category: Faculty Affairs

Content: Grievance Redressal Policy - Faculty


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Director


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Grievance Redressal Policy - Faculty

Introduction

The management of Sree Gokulam Medical College & Research Foundation is committed to the principle of ensuring harmonious and efficient working environment. This policy sets guidelines for resolving problems of its employees quickly and efficiently.

Statement of Purpose

The purpose of this policy is to define the criteria and procedure of resolving the problems of its employees.

Policy

Any employee of Sree Gokulam Medical College & Research Foundation who has a grievance, has an access to grievance mechanism, where he/she can resolve their problem at the earliest, without any fear of reprisal.

Definitions

Grievance: Defined as the dispute between the employee and employer/supervisor or between the employees. It includes work-place issues, inter-personal work-arrangement matters, sexual harassment, etc.

Applicant: The employee who has submitted a written grievance.

Respondent: Any individual or committee that is responding to the grievance. In case of the Grievance Redressal Committee, the chairman/convener is the signatory authority.

Grievance Redressal Committee: Committee of nine members belonging to various specialities with Principal as the chairman/convener, appointed for the concerned case of grievance by the Director to resolve grievances. Additional members may be included for a specific grievance, if the issue demands it.

Procedure

- a. An employee who is dissatisfied due to any grievance shall first seek to resolve it with the help of the appropriate supervisor by submitting the written grievance within three days of the incident. This step may be skipped, if the grievance involves the supervisor.

- b. The supervisor shall investigate, meet the applicant and resolve the issue along with providing the response sheet within ten days of the incident.
- c. If the applicant is not satisfied, the grievance shall be submitted along with the response sheet to the Grievance Redressal Committee within 15 calendar days of the incident causing grievance.
- d. The Grievance Redressal Committee shall independently investigate, conduct meeting / hearing in the presence of applicant and respond in writing to the grievance within 20 calendar days of the written submission of the grievance.
- e. If the applicant is not satisfied with the decision, he/she may submit the grievance in writing to the Director, describing the reasons for dissatisfaction, along with a copy of the previous decision from the Grievance Redressal Committee. The investigation and meeting / hearing will be completed and the written decision from the Office of Director will be communicated to the applicant within 30 calendar days of receiving the grievance.

What does not constitute as grievance?

Grievance redressal procedure is not applicable to personal conflicts, official disciplinary actions, inter- departmental transfers, promotion related matters, salary-related matters, lay-offs and reprimands.

General Instructions

- a. Decision to utilise the grievance redressal procedure is voluntary.
- b. Once submitted, the grievance cannot be changed until the issue resolved.
- c. One grievance may be filed by only one individual; a group of people cannot file a single grievance; if and when needed, each one can file their grievances separately.
- d. Neither the employee seeking redressal nor the committee may be represented by legal counsel.
- e. No intimidating, adversarial or confrontational means shall be used by any party from the time the grievance is filed until the issue is resolved.
- f. The employee shall continue to discharge his/her duties during the entire process to ensure that the work of the institution does not suffer.
- g. No employee shall coerce or influence any party involved until the hearing is completed and the problem is resolved; and any such attempts shall be subject to disciplinary action.

- h. Grievances not within the powers of the competent authority shall be submitted to the higher authority without waiting for the allotted time period to lapse.

When can the Committee or Director dismiss the grievance?

- a. When the applicant fails to submit the grievance in the proper format and/or within the stipulated time.
- b. If the applicant fails to attend any of the meeting set by the committee or Director despite prior notice.
- c. Employee seeks withdrawal of grievance for any reason.
- d. The applicant who has filed the grievance is no more working at Sree Gokulam Medical College & Research Foundation. If the person against whom the grievance is filed is no longer studying / working at Sree Gokulam Medical College & Research Foundation, either the grievance may be dismissed or forwarded to the competent authority as the case may be.
- e. Committee or Director finds that the grievance is frivolous or the remedy sought cannot be granted.

Responsibilities of the Grievance Redressal Committee

- a. The committee shall undertake independent investigation of the matter after receiving the grievance.
- b. They shall decide to hold a meeting or hearing with the employee or dismiss the grievance at their discretion.
- c. They shall inform the applicant and all other members required to be present for the meeting / hearing through a written notice regarding the date, time and venue of the meeting at least 5 working days prior to the meeting. The meetings should always be conducted on the campus of the institution, during the working hours on a working day so as to not inconvenience any party involved.
- d. During the hearing, the committee members shall first hear the (i) applicant, (ii) the employee against whom the grievance is filed and (iii) any witnesses (representing either sides) if required. The hearing shall aim at providing clarification to the applicant or receiving an explanation from the employee against whom the grievance is filed.
- e. In case the grievance does not deserve redressal, the committee shall set up a meeting with the applicant and counsel.

- f. Committee shall be accountable for maintaining the confidentiality, if the subject of grievance requires it.
- g. Copy of the grievance application and the redressal granted shall be filed and maintained by the committee for as long as the employee is working at the institution and thereafter for a period of five years after the person ceases to work (resigned or retired or terminated) in the institution.
- h. The grievance application or the copy of the redressal granted shall not be filed in the personal file of the applicant and shall not be considered during performance appraisal activity.

Applies to:

All the employees of the institution belonging to any rank.

Grievance Form - SGMC & RF

Employee's Name:

Department:

Designation:

Mobile Number:

Email Id:

Date of incidence of the grievance:

Date of filing grievance:

Grievance Statement:

Relief sought:

(Attach additional sheets if needed) Are there any attachments: Yes / No

Copy to:

Self

Supervisor

Grievance Redressal Committee

Director

Signature of the applicant with Date

Response Sheet - SGMC & RF

Employee's Name

Respondent's Name:

Date of receiving grievance:

Date of the response:

Response:

(Attach additional sheets if needed) Are there any attachments: Yes / No

Signature of the applicant with Date

Applicant's Response

(To be signed in front of the Respondent after receiving the response)

Date of receiving the response:

Response accepted: Yes / No

Would like to take the grievance to the higher authority: Yes / No

Applicant's Comments:

Applicant's Signature with date