

**Standard operating procedure
(SOP)
for handling
grievance and redressal by
Disciplinary & Grievance
Committee, SVIMS**

Document Name :	Disciplinary and grievance redressal policy
Document No. :	NABH/SVIMS/HRM
No. of pages :	
Date of creation :	
Date of implementation :	
Prepared by :	Name: Designation: Signature:
Approved by :	Name: Designation: Signature:
Responsibility of updating :	Name: Designation: Signature:

Contents

Serial no.	Topic	Page No.
1	Introduction	
2	Purpose	
3	Scope	
4	Abbreviations	
5	Definitions	
6	Grievance	
7	Disciplinary and grievance committee	
8	Procedure of handling grievance	
9	Roles and responsibilities	
10	Grievance registering form – stage I	
11	Grievance registering form – stage II	
12	Records	
13	Confidentiality	

Introduction:

SVIMS recognizes that an employee may not perform to the best of their ability if they feel they are being treated unfairly or are feeling aggrieved. Accordingly, SVIMS will endeavor to provide a fair and just working environment, by aiming to ensure that employees have access to processes for the resolution of genuine grievances related to the workplace.

Objectives:

The objectives of the grievances procedure will be:

- to settle grievances of the employees in shortest possible time;
- at lowest possible level of authority; and
- to provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.

Purpose:

- The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their employment.
- To achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.
- The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization.
- This includes concerns from an employee about an action that has been taken and or an in-action, or a contemplated action in relation to them by the head of the department, another employee or from the Management

Scope:

1. Limited to employees(regular/adhoc/contract/Fessy workers) only and are non-gender related grievances
2. To enable employee to air his/her grievance.
3. To clarify the nature of grievance.
4. To investigate the reasons of dissatisfaction.
5. To obtain where possible a speedy resolution to the problem.
6. To take appropriate actions & ensure that the promises are kept.
7. To inform the employee his /her right to voice the grievance & take it to next stage of the procedure.

Definitions:

Dissatisfaction - Anything that disturbs an employee, whether or not the unrest is expressed in words.

Complaint - A spoken or written dissatisfaction brought to the attention of the head of the department.

A grievance is a formal complaint that is raised by an employee towards an employer within the workplace. The grievances must be specific and not of general nature.

Reasons for filing a grievance in the workplace can be as a result of, but not limited to,

1. Economic - disagreement over salary(fixation/revision), overtime pay, performance related pay awards, claim for equal pay.
2. Working conditions – undesirable and unsatisfactory condition – light, space, water, poor quality equipment/materials, unreasonable workloads, disagreement over hours of work, inequitable work schedules.
3. Attitude of supervisor – lack of recognition, neglect, bias, favourism, nepotism, caste affiliations, regional feelings and inter-employee disputes.
4. Discrimination based on age, gender, sexual orientation, caste, creed, religion, national origin, physical and mental disability.
5. Bullying and harassment that demeans, humiliates or embarrasses a person.
6. Inappropriate use of disciplinary process.
7. Workplace health and safety.
8. Grievance regarding transfer, seniority, medical facilities, training opportunities, research facilities.
9. Disagreement in promotions/recruitments (except the promotions/recruitments made on the recommendations of selection committee, in accordance with the provision of the Bye-laws/Rules).

Grievant - The employee who initiate a grievance

Respondent - The person or persons whose decision, action, or failure to act is the basis of the grievance.

Procedure of handling grievance:

The procedures outlined herein may be employed only for matters for which other procedures have not otherwise been established by the Department, the College, or the University.

Specifically excluded are grievances related to sexual harassment which will be dealt by the Internal Complaints committee

These procedures may not be used to challenge, modify, or eliminate any existing policies or established practices.

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

1. All employees should always try to resolve problems in the work place at the earliest possible opportunity and usually with the least possible formality.
 2. All efforts shall be put to address matters (by HOD along with employees) before they reach the stage of becoming a formal grievance issue.
 3. All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
 4. All employees should act consistently.
- The Hospital recognizes that a formal grievance procedure can be a stressful and upsetting experience for all employees involved. Hence, employees involved in the process are entitled to be treated calmly with respect while upholding confidentiality.
 - The Hospital will not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the disciplinary Policies of the Hospital.
 - The Hospital also recognizes the diverse needs of the services provided as well as that of the workforce. Hence this Policy is aimed to provide a common platform that ensures the processes implemented under this Policy does not place any employee at a disadvantage over others.
 - This Policy applies to grievances filed once the Policy comes into effect.
 - No grievance shall be heard unless it has been filed under the process of lodging within 90 calendar days after the act or the condition giving rise to the grievance.

Procedure of registering a grievance

- The grievant shall report to HOD about his/her grievance.
- The HOD shall try to solve the problem at his/her level. He/she shall have the discretionary power whether to solve at his/her level or to be forwarded to the Director cum VC.
- When decided to solve, the process of arriving at a solution as well as the solution /decision offered by the HOD shall be recorded along with response of the employee “accepted/not accepted” or otherwise by the (grievant)which shall be recorded.
- The HOD shall file the document in the department. Half yearly report of the same to be submitted to Director cum VC, thereafter to be preserved by the PM Office.
- If the grievance is not solved /not agreed by the grievant at HOD level then it shall be forwarded by HOD to Director cum VC. Further it shall go to grievance committee through Director cum VC.
- Director cum VC will decide whether to solve the grievance administratively or refer it to Grievance committee.
- If the grievance is against the HOD, then also it should come through HOD duly forwarded or otherwise with his/her comments. The grievant can also submit an advance copy to the Director cum VC directly, in case he/she has any apprehension on his/her letter not being forwarded by the HOD.

Disciplinary and grievance committee

Disciplinary and grievance committee is constituted with the following members to deal with all issues relating to disciplinary and grievances, other than sexual harassment.

S.No.	Name of the member	Designation and department	Status in disciplinary and grievance committee
1	Dr.P.V.L.N.Srinivasa Rao	Sr.Professor& HOD, Biochemistry	Chairperson
2	DrM.HanumanthaRao	Dean	Member-Ex-Officio
3	DrK.V.SreedharaBabu	Registrar	Member-Ex-Officio
4	DrNagaraj	Professor and HOD, Community medicine	Secretary
5	Mr.G.Suresh Kumar	Personnel manager – Ex-officio	Convenor & co-ordinator
6	Dr Amit Kumar Chowhan	Associate professor, Pathology	Member
7	Dr R.Arun	Associate professor, IHBT	Member
8	Dr Surekha A.	Assistant professor, DVL	Member
9	Dr V.Srikumari	Assistant professor, Physiotherapy	Member

The respective HOD's/College Principals/Administrative HOD's shall be co-opted on case to case basis depending upon the need. The AD/Superintendent concerned from Establishment/Academic/SPMC(W)/other sections relevant to the grievance shall attend the meetings and assist in preparation of minutes of meetings.

Tenure of the committee members : For 24 months

Roles and responsibilities

The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy.

In doing so, the Committee shall adhere to the following principles

- Take grievances seriously taking on board why the employee feels aggrieved, unhappy or dissatisfied
- Investigate the facts and surrounding circumstances, and showing the employees that this been done thoroughly and sensitively
- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues
- Provide feedback to the employee about what can, and cannot be done to resolve the grievance
- Take necessary follow-up action

Committee meeting to be held on 1st Saturday of every month between 3 and 4pm in the committee hall.

GRIEVANCE FORMAT – Stage I
(To be submitted to Head of Department)

Name of the grievant/Employee No:

Department & Designation:

Mobile No & Email Address (if any):

Grievance details:

Undertaking

I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Grievant

Date/Time:

(for the purpose of Head of the department)

Grievance no: (Dept ref no)

Received on:

Whether interviewed employee:

Sources and results of enquiry:

Action taken:

Date:

Signature of HOD:

Signature of grievant (acceptable):

Signature of grievant (not acceptable):

Reason, if not acceptable (by grievant):

GRIEVANCE FORMAT – Stage II

(To be submitted to Director cum VC through proper channel)

Name of the grievant/Employee No:

Department & Designation:

Mobile No & Email Address (if any):

Grievance details:

Undertaking

I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Grievant

Date/Time:

(for the purpose of Director cum VC/Chairman, DGC)

Grievance no:

Received on:

Sources and results of enquiry:

Action taken by Director cum VC:

Action taken by Chairman, DGC (in case of grievances forwarded to DGC):

Date and Signature of Chairman, DGC:

Date:

Records:

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. It shall be the responsible unit that ensures the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions
- Minutes of meeting

Confidentiality :

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.