



No.NIMH/PER(1)/Grievance-SOP/2020-21

July 10, 2020

GRIEVANCE REDRESSAL COMMITTEE (GRC):
STANDARD OPERATING PROCEDURE

As per the NIMHANS Regulations section 23(8) Institute Statutory Grievance Redressal Committee (GRC) shall be responsible to consider any individual grievance or complaints with regard to appointments, promotions, service matters, allowances, retirement benefits, etc. of employees.

The Board of Management, in its 13th meeting held on 09.11.2001 approved the composition of the GRC and outlined the composition of the same. Typically, the tenure of nominated members in the committee is to be three years. The standard composition of the Committee is as follows:

- The Chairperson: Director/Faculty nominated by the Director(Prof. & above)
- Dean (Basic/Neuro/Behavioural Sciences)
- Member: HOD from any of the Departments
(Basic/Neuro/Behavioural Sciences)-nominated by Director
- Member: One student representative-nominated by Director
- Member: One representative of supporting administrative staff of hospital
- Member: The following post based members
 - * The Resident Medical officer
 - * The Medical Superintendent
 - * The Secretary, NIMHANS Faculty Association
 - * The President, NIMHANS Employees Association
 - * The President, NIMHANS Group-D SC/ST Employees Association
- The Member Secretary: The Registrar

1.Scope:

As per the Memorandum of Association 14(B), the powers and functions of the GRC are as below:

- a) The GRC shall be responsible to consider any **individual grievance or complaints** with regard to appointments, promotions, etc, allowances, retirement benefits, service matters after taking into account all aspects of the case. In essence, the GRC shall consider only "individual grievances" pertaining to "service matters" (appointments, promotions, salaries, increments, leave related matters, retirement benefits etc.); other types of grievances (e.g., annual performance appraisals, confidential reports, complaints about discrimination/harassment etc.) and grievances that are "common" to a section of employees or of "general applicability" or of "collective nature" do not fall under the ambit of the GRC. However, such

complaints shall be made first to the Registrar and services wing as the case may be and may be brought before the GRC for its comments and observations.

- b) The GRC shall consider all such matters and take appropriate decisions for redressal. While the decision of the GRC shall be final and cannot be contested in the case of complaints made by non-academic staff and matters related to the Academic Staff can however be referred in appeal to the President of the institute whose decision shall be final.
- c) The Committee shall meet twice a year and where necessary special meeting may be called at the discretion of the Chairman of the Committee.

2.Receipt of Complaints:

As conveyed vide this office Circular dated 02.05.2019, the grievance of the employee is to be first addressed at the Department level and applied to GRC only after the matter has been taken up and not resolved at Department level.

- a) The Committee shall maintain a record for the grievance that are received from the employees. He/she assigns the appropriate registration number to the complaint. The important dates viz. date of receipt of grievance, date of acknowledgement and date of disposal including date of final closure shall be recorded in Grievance File.
- d) Initial scrutiny of the grievance is done by the Chairperson. This is to determine that the grievance falls within the ambit of the GRC and whether the grievance holds ground.
- e) If it is found that the grievance does not fall within the ambit of GRC, the grievance is considered closed and the complainant is informed accordingly.
- f) If the grievance falls within the ambit of GRC and the initial information provided in the grievance is sufficient the grievance is investigated further as deemed fit. THE GRC will fix a date for hearing the grievance and the same will be informed to the complainant.

3.Processing of Grievances:

- a) After examination of the Grievance, the Committee shall seek clarification/documents from all appropriate sources.
- b) The entire handling process of the complaint should respect and maintain confidentiality, avoid conflict of interest and maintain complete impartiality.
- c) The members should not have any personal / family / professional / financial relationship with the applicant whose grievance is being heard. Members of the GRC who may have a potential conflict of interest should rescue from the concerned case and not participate in the decision making process.

- d) The GRC shall be guided by the principles of natural justice (no man/woman shall be a judge in his/her own cause and hearing the other side) while hearing the grievance.
- e) The decision of the committee shall be based on consensus and if consensus cannot be reached, a majority opinion will form the basis of the decision.
- f) Presence of at least 50% of the members of the GRC during the meetings is essential to arrive at a decision.
- g) The detailed report by the Committee shall be submitted to the Director for his consideration and to place before the Grievance Redressal Committee consisting of external members.
- h) The appeal should be disposed off within 3 months from the date of receipt. In the event that the process requires more than specified time, an interim reply to the applicant may be issued conveying the same.

4. Grievance Redressal Records:

The Committee shall maintain Grievances file. The file has the following:

- a. Unique registration number given to each complaint.
- b. Date of receipt of complaint.
- c. Name & address of the complainant. (Anonymous grievances may be dealt with at the discretion of the Chairperson, typically not encouraged)
- d. Date of acknowledging of the complaint.
- e. Details of action/ investigation.
- f. Date of closure

All correspondence in respect to complaints/grievances, investigation reports and decisions by Chairperson are filed in order.


REGISTRAR