

INDIAN INSTITUTE OF SOCIAL WELFARE AND BUSINESS MANAGEMENT



**POLICY DOCUMENT ON
GRIEVANCE REDRESSAL MECHANISM
FOR EMPLOYEES**

1. This policy shall come into force with effect from the date of approval.

2. Definitions

- a) **'Grievance'** may be related to any of the employee's dissatisfaction/ disagreement with any aspect of the University's activities and services including those of other employees or persons.
- b) **'Employee or Person'** shall mean a member of the academic staff or an officer or non-teaching staff of the Institute who are on the rolls of the Institute.

3. Aims and Objectives

The aim of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its employees, In this, following shall be the key operative principles:

- a) To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is employee focused;
- c) To ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality as best as possible;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

4. Scope of the Policy

To bring about transparency in administration and to ensure an unhindered process of teaching and learning in this Institute and to address the grievances of all the stakeholders (including teaching staff and administrative staff). It is important to establish a Grievance Redressal Committee to weed out any aggrievement, which may arise due to biasness on the basis of religion, caste, colour, gender, linguistic origin, or age or any other personal performance.

5. Types of Grievances (The list is not comprehensive/exhaustive and issues as others may emerge would also form part of it)

(1) Faculty Grievances

- a) Against an action of Peer Group, Head of Department.
- b) Against the conduct of any officer or support staff
- c) Matters related to service conditions, performance appraisal, promotion, pay and allowances, etc.
- d) Facilities at work place
- e) Against library functioning
- f) Against common services such as transportation, canteen, medical facilities, etc.
- g) Others

(2) Staff grievances

- a) Action of any member of the faculty or staff
- b) Against the reporting officer
- c) Matters related to service conditions, performance appraisal, promotion, pay and allowance etc.
- d) Against Common services such as transportation, canteen, medical, etc.
- e) Facilities at workplace.
- f) Others

6. Procedure for Redressal of Grievance

(1) Informal resolution before an issue becomes a formal grievance

- a) Complainants will be encouraged to resolve concerns or problems directly with the person(s)/Department concerned through personal discussions/counselling.
- b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

(2) Grievance handling and resolution mechanism

- a) Matrix for Grievance Redressal mechanism for faculty and staff is attached to these regulations.
- b) The grievance Redressal mechanism has three levels of Grievance Redressal, of which Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority, as specified in the Matrix.

(3) Procedure & stages in Grievance Handling

The following procedure can be utilized by faculty members/staff to submit a grievance of any kind, as specified under the point no. 5.

- a) Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
- b) The authority concerned will start the Redressal process within two working days of receipt of the matter.
- c) The designated authority may allow an opportunity to the complainant to formally present his/her case along with the relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- d) The Authority concerned will then endeavour to resolve the grievance as soon as possible, but within maximum of 5 days and convey the outcome / action taken to the complainant or forward the same to level-II authority.
- e) The Level-II authority may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
- f) Wherever required, the Institute will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- g) The complainant may approach/appeal to the next higher level /Appellate authority in case he/she receives no response from either level-I or level-II handling officer, or where the complainant finds the response not being satisfactory
- h) The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
- i) The decision of the Appellate Authority will be final, and no further appeal will be entertained under any circumstances.

7. Safeguarding Confidentiality

- a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of this procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.

- e) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- f) There will be no cost to the complainant for utilizing this grievance and appeals process.

8. Matrix for Grievance Handling Authorities

8.1 Grievances of the Faculty

Nature of Grievances (List is not Exhaustive)	Level-I Grievance Handling Authority	Level-II Grievance Handling authority	Appellate Authority
Against an action of Peer Group	Head of the Department	GRC	Director
Against Head of Department	-	GRC	Director
Against Director	-	-	President, BoG
Against an Officer or Support Staff	Reporting Officer	GRC	Director
Performance appraisal, promotion	-	GRC	Director
Service matters including pay and allowances, etc	Registrar	GRC	Director
Workplace facilities / Common facilities such as transportation, canteen, medical, etc	Registrar/ Admin Officer	GRC	Director
Library Function	Librarian	GRC	Director

7.2 Grievances of the Staff

Nature of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling authority	Appellate Authority
Against an action of any member of Faculty	Concerned Head	GRC	Director
Against an action of any staff member	Head of the Department	GRC	Director
Against the reporting Officer	Registrar/ Admin Officer	GRC	Director

Against action of any Administrative Department	Registrar	GRC	Director
Performance appraisal, promotion,	Registrar	GRC	Director
Service matter including pay and allowance etc	Registrar	GRC	Director
Work place facilities / Common facilities such as transportation, canteen, medical etc.	Registrar	GRC	Director