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|  | <b>Quality Management Systems Procedure</b> |  |
|   | <b>Title: Grievance Redressal Mechanism</b> |   |
|   | <b>Document Number- 03/QA/TVVP/2017</b>     |   |
|   | <b>Issue Number- 01</b>                     |   |
|   | <b>Effective Date- 01. Dec.2017</b>         |   |
| <b>Review and Approved by: Smt. Karuna Vakati, IAS (Signed)</b>                   |   |   |

**Purpose:**

The purpose of this policy is to provide a supporting procedure to encourage free communication between employees and their management to ensure that problems arising during the course of their employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

**Policy:**

This policy is to provide a framework for dealing fairly and promptly with problems related to employment that have not been resolved through the normal working relationship or otherwise informally.



**Definitions:**

**Grievances** are a complaint, concern or problem that is raised by an employee about an action that the TVVP or a staff member has taken or is contemplating taking in relation to them. A formal concern or grievance must be made in writing. It should be noted that almost anything in the written form from an employee that appears to be complaint, can constitute a grievance letter.

A **collective grievance** is where the complaint, concern or problem is raised by two or more similarly affected and usually through a representative from the group, staff association or a Trade Union recognised by the TVVP. This representative will then follow the procedure outlined below on behalf of the employees concerned.

**Where policy does not apply:**

- Any pending disciplinary process, disciplinary decision, and decision leading to termination of employment by the employer or any circumstances under which another policy / service rules of the TVVP provides redress.
- Grievance relates to issues that are subject to collective disputes between the organization and a trade union.
- Grievance is a matter that is outside the authority of the organization.
- Grievances related to discrimination, victimisation or harassment, these will be dealt with under the appropriate procedures.
- Grievance is about a matter relating to levels of deduction of income tax, insurance or the rules of the pension scheme.

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**Scope:**

The policy applies to all staff employed by the TVVP, regardless of cadre, profession or number of years worked and those staff out on deputation to other organizations.

**Description of the process:**

The TVVP Complaints Handling and Grievance Redressal Procedure have three stages:

**Stage 1: Complaints Handling**

The first step is to contact his/her HOD for the issue. All complaints and grievances will be registered. It will be used as a means of monitoring the complaint progress. The employee is advised of the processes and timeframe within which a response will be received. All attempts will be made to resolve complaints quickly and efficiently, without the need for formal application.

**Stage 2: Grievance Redressal Procedure**



A formal review request may be lodged through the Grievance Procedure if an employee is not satisfied with HOD decision or is unhappy with the resolution of a complaint. The grievance will be assessed by the Grievance Redressal committee and the complainant will receive written notification outlining the results of the investigation.

**Stage 3: Unresolved Grievances**

If the internal Grievance Procedure mechanism proves unsatisfactory for the employee, then the matter can be referred to the Legal Counsel and/or the Courts (where appropriate).

**Procedure for handling grievances:**

- Any employee desirous of redress of any complaint or grievance arising out of his/her employment, including those relating to unfair treatment or wrongful exaction on the part of the superior, shall submit his complaint or grievance to the Head of the Department.

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- In case the employee concerned is not satisfied with the decision of the Head of Department, he/she may submit complaint/grievance in writing to the Grievance Redressal Committee.
- Failing a satisfactory solution by the Grievance Redressal Committee within 10 days, the employee concerned may go and appeal to the Commissioner-TVVP. In case no appeal is made, the decision of the Chairman of the Grievance Redressal Committee and in case an appeal has been made, the decision of the Commissioner-TVVP shall be final and binding.
- **DELEGATION OF POWER:** The DCHS / Medical Superintendent may, by general or special order, direct that any power exercisable by him/her under state service rules shall, subject to such conditions, if any, as may be specified in the order, be exercisable also by such order or authority as may be specified in the order.