

Criterion NO - ~~VI~~ (V)  
Metic NO <sup>(2-21)</sup> - (i), (ii), (iii)  
5.1.4 - (ii)

## **Guideline for Grievance Redressal Policy (GRC)**

### **1.0 Introduction**

A grievance is a concern, problem or complaint which may be related to work, working environment reporting relationship. Consumer Unity & Trust Society (CUTS) is committed with providing fair and equitable work opportunities to all its employees for their all round development and is in line with the CUTS Equal Employment Opportunity policy.

### **1.1 GRIEVANCE REDRESSAL POLICY: CONCEPT**

Grievance redressal committee means the authority is empowered to make discussion under this policy. The Grievance Redressal Policy is to provide employees with a framework for settlement of individual grievances. For the purpose of the policy, grievance means individual grievances and includes all matters but excludes the following:

- Terms of appointment/employment settled and agreed to prior to joining.
- Annual performance appraisal/confirmation process.
- Grievance arising out of disciplinary action termination or dismissal.

The Human Resource Development (HRD) has a great role to provide assistance and guidance to all employees. HRD shall maintain a record of all grievances referred to the grievance resolution committee, number of grievances settled/pending and submit a report to the senior management on annual basis. Grievance is defined as any kind of dissatisfaction arising out of an action which needs to be addressed to enable the employee function efficiently and effectively. Broadly, it can be stated to any dissatisfaction with any aspect of the organisation.

## **1.2 Objectives**

The objectives of the Grievance Redressal Policy are as follows:

- To settle grievances of the employees in shortest possible time and lowest possible level of authority.
- To provide assistance at for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.
- To encourage the students to express their grievances freely and frankly without any fear.

## **1.3 PROCEDURE**

### **A. Informal Stage**

The employee should, in the first instance, raise the grievance verbally with their line managers. In lack of a satisfactory response, the grievance can be escalated to Executive Director with information to HR Head. In case, the grievance involves the line manager, then the employee needs to approach the Centre Head/Deputy Executive Director/Executive Director. In the case of a Central Head wishing to raise a grievance, he/she should do so verbally with his/her line Manager/Deputy Executive Director/Executive Director whose action or decision has given rise to the complaint.

### **B. Formal Stage**

#### **Stage-1**

Where this is not successful in resolving the grievance, the written complaint grievance letter must be forwarded to Grievance Resolution Committee within 14 working days of the matter first being raised at informal stage.

The role of Grievance Resolution Committee

Grievance Resolution Committee will receive all formal complaints on behalf of the organisation.



It will comprise of:

- a) Any one member from senior management Secretary General/ Executive Director.
- b) Head of Finance
- c) Any one Centre Head of another centre (As nominated)

An investigation undertaken by the committee will be in accordance with the principles of natural justice and will be undertaken confidentially and as expeditiously as possible with great sensitivity. The committee will submit the report along with its recommendations to the Deputy Executive Director/Executive Director in 14 working days. Any delay in completion of the investigation needs to be justified. If there is no resolution of the matter to the satisfaction of both parties, the grievance will progress to stage 2.

## **Stage-2**

The report of the committee along with recommendations will then be forwarded by the Deputy Executive Director/ Executive Director to the Secretary General for review. The Secretary General will take a decision and communicate the same within 14 working days from the receipt of the appeal and his decision will be final and binding on all the parties.

### **1.3.1 Reporting**

The Grievances Redressal Committee will report to the Chairman of the institution. A quarterly written report of grievances handled will be submitted to the Chairman of the institution. The Grievance redressal policy will be amended from time to time by the Governing Board.

## **1.4 GUIDELINES OF GRD**

- The employee shall submit his grievance immediately and in any case within a period of one month from the date of occurrence.

- If the grievance arises out of an order issued by the management, initially the said order shall be complied with and thereafter the concerned employee submits his grievance as per the procedure laid down in this policy document.
- Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure
  - i) Matters related to collective disputes/bargaining such as salary, allowances, hour of work and other benefits and also causes related to disciplinary procedures.
  - ii) Annual performance confidential report.
  - iii) Where the grievance does not relate to individual employee.
  - iv) Any grievance arising out of removal or dismissal of an employee.
  - v) Any matter relating to terms and conditions of appointment settled prior to joining or appointment.
  - vii) Non exercise of a discretion vested with the competent authority in favour of the aggrieved employee.
  - viii) Any other as may be decided with the approval of the Chairman.

### **1.5 Interpretation and Amendments**

Notwithstanding anything contained above the Chairman/ Head of institution may modify, alter, delete or add any clause or sub clause to this policy as and then considered necessary for the efficient conduct of the institution. The Authority is the final authority in the interpretation of this Policy and in the cases not covered by this policy his decision shall be final.

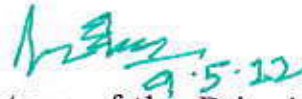


## 1.6 Conclusion

It is concluded that the grievance Redressal committee is empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal committee members in person. The GRC is constituted for the redressal of the complaints reported by the students or parents or employees of the college. The GRC also has been formed in the college as per the University Grants Commission (UGC), New Delhi, guidelines to redress the grievances of both the staff and the students. The Grievance cell is empowered to look into matters of harassments.



Dr. Ratnamanjari Dash



Signature of the Principal  
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