




**PT. PYARE LAL RAMA DUTT VAIDYA
CHIKITSALAYA (P.L.R.D. HOSPITAL) &
ASSO. VAIDYA YAGYA DUTT SHARMA
AYURVED MAHAVIDYALAYA**

**POLICY & PROCEDURES FOR
GRIEVANCE HANDLING MECHANISM**

Doc No: PLRD/HRM/07

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POLICY REVIEWED BY	Dr Sriram Chandra Mishra, Medical Superintendent	
POLICY APPROVED BY	Dr Suryanshu Dutt Sharma, Medical Director	

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	PLRD/HRM/07	Issue date: 01/01/2018
	GRIEVANCE HANDLING MECHANISM	Issue No.: 01
		Rev. date: 00
		Rev No.: 00
Ref: NABH standard for Ayurveda Hospitals (2 nd edition) : HRM/7		

1.0 POLICY: Grievance redressal procedure shall be explained to the employees during the hospital orientation programmes so that they can address their grievances to their supervisors / Section Heads / HOD / Senior Management.

The redressal procedure shall address the grievance and with help and advice of the supervisor / section head / HOD / Senior Management attempts to redress the grievance and sort out the problems at all levels.

Appropriate actions shall be taken to redress the grievance by the HOD and Senior Management. Counseling sessions shall be scheduled, with the individual and all attempts shall be made to ensure that there is a redressal of the grievance to everyone's satisfaction.

2.0 PURPOSE:

Maintaining quality of work life for its employees is an important concern for the any organization. The grievance handling procedure of the organization can affect the harmonious environment of the organization. The grievances of the employees are related to the contract, work rule or regulation, policy or procedure, health and safety regulation, past practice, changing the cultural norms unilaterally, individual victimization, wage, bonus, etc.

- The purpose of this policy and procedure is to provide a complaint and Grievance handling framework for the complainants as well as complaint Recipients, *and*;
- To provide guidelines on how to lodge a complaint or grievance and how that Complaint or grievance will be dealt with.

3.0 DEFINITION (IF ANY):


Grievance: 'Grievance' for the purpose of this scheme would only mean a grievance relating to any employee arising out of the implementation of the policies/rules or decisions of the organization. It can include matters relating to leave, increment, acting arrangements, non-extension of benefits under rules, etc., of an individual nature.

4.0 ABBREVIATIONS (IF ANY):

GRC- Grievance Redressal committee

HOD- Head of the Department

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HR- Human Resources

5.0 SCOPE: This policy and procedure sets out the essential elements for the management of complaints from inception to final outcome.

6.0 RESPONSIBILITY: HOD/Supervisor, Sr. HR Officer, Medical Superintendent

7.0 DISTRIBUTION: All the employee of the Hospital.

8.0 PROCESS DETAILS:

8.1 DESCRIPTION OF THE PROCESS

The Hospital Complaints Handling and Grievance Procedure has three stages:

Stage 1: Complaints Handling

The first step is to contact his HOD for the issue. All complaints and grievances will be registered on Register. 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 Procedure


A formal review request may be lodged through the Grievance Procedure if a employee is not satisfied with HOD decision or is unhappy with the resolution of a complaint. The grievance will be assessed by the Grievance handling 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).

8.2 ACTIVITY AND RESPONSIBILITY :-


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8.2 Grievance Handling Mechanism:

- The Management shall make every effort to provide due recourse or justice to any grievance / complaint received by the Management.
- The employees shall be made aware of the procedures to be followed in case they feel aggrieved.
- The employee shall bring up his grievance immediately in proper steps and in any case within a period of 1 week of its occurrence.
- If the grievance arises out of an order given by the Management, the said order shall be complied with before the employee concerned invokes the procedure for redressal of his grievance.
- Grievance relating to or arising out of the following shall not come under the scope of grievance procedure:
 - Annual Performance Appraisals,
 - Promotions,
 - Grievance not related to an individual employee,
 - Any grievance arising out of discharge or dismissal of an employee, and
 - Grievance relating to or arising out of disciplinary action or appeal against such action or appeal against such action shall be escalated to the designated authority.
- Composition of Grievance Redressal Committee
 - Medical Superintendent
 - Deputy Medical superintendent
 - HR Manager
- The GRC shall meet within one week of the receipt of the grievance by the MS and shall redress the grievance.

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- The GRC shall meet at least once in three month to analyze the outcome of the grievances received, settled, pending and to decide the further course of action to prevent the recurrence of such grievances.
- All grievances referred to the **Grievance Redressal Committee (GRC)** shall be entered in a Register specifically maintained for the purpose by the HR Department.
- The number of grievances settled or pending will be reported to MS every month by HR Manager.
- The presence of a Representative from HR Department is mandatory in all GRC meetings.
- Minutes of GRC shall be recorded by the HR representative and the same shall be circulated to all the concerned members thereafter. A copy of the same shall be kept separately.

8.3 Procedure:

- All grievances shall be addressed to the Departmental Head in writing on a “Grievance Form”.
- The Department Head, on the receipt of the “Grievance Form” from the complainant, shall study the grievance and make efforts to redress the grievance to the satisfaction of the complainant within three days of the receipt of the same.
- All grievances received and settled by Departmental Head shall be reported to HR Department in writing. All pending cases, after 3 days, shall be escalated to HR with the details of the counseling done upon the grievance and the outcome.
- The employees are assured that if they have any genuine grievance against any Superior, they may put up the same in writing to HR Manager without the knowledge of the concerned Superior. The grievance would be addressed without the interference of the Superior.
- Grievances not settled at the level of HR Manager shall be escalated to MS who may then direct the HR Manager to investigate upon the complaint. The HR Manager shall decide the date and time of the investigation process.

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- If the complainant chooses to be present at the time of the investigation, he/she should be allowed to be present but at the discretion of the MS.
- The accused employee will be given an opportunity to show cause and provide necessary evidence and present witnesses, if necessary.
- On the completion of the investigation, the HR Manager should give a report of his findings to the MS. If the complainant requires a copy of that report, then the same should be granted to him/her.
- The MS shall then decide the course of action against the concerned employee as per Disciplinary Policy.
- If the complaint turns out to be false in order to deceive the Management and to falsely accuse anyone, the MS may decide to hold an In-house Enquiry against the complainant and strict disciplinary action can be initiated by the MS, against the complainant.
- The employee shall have the right to appeal to the GRC against the decision of MS.
- The employee shall not subsequently victimize the complainant for having made the complaint against him. Such an act of victimization, if found should be brought to the notice of the MS, who would then initiate disciplinary action against the employee.
- The decision of the GRC shall be communicated to the complainant routed through the Head of Department or HR Manager. The Committee may, if deemed necessary, hear the employee in person before the redressal.

The decision of GRC shall be final and binding, both on the Management and the employee.

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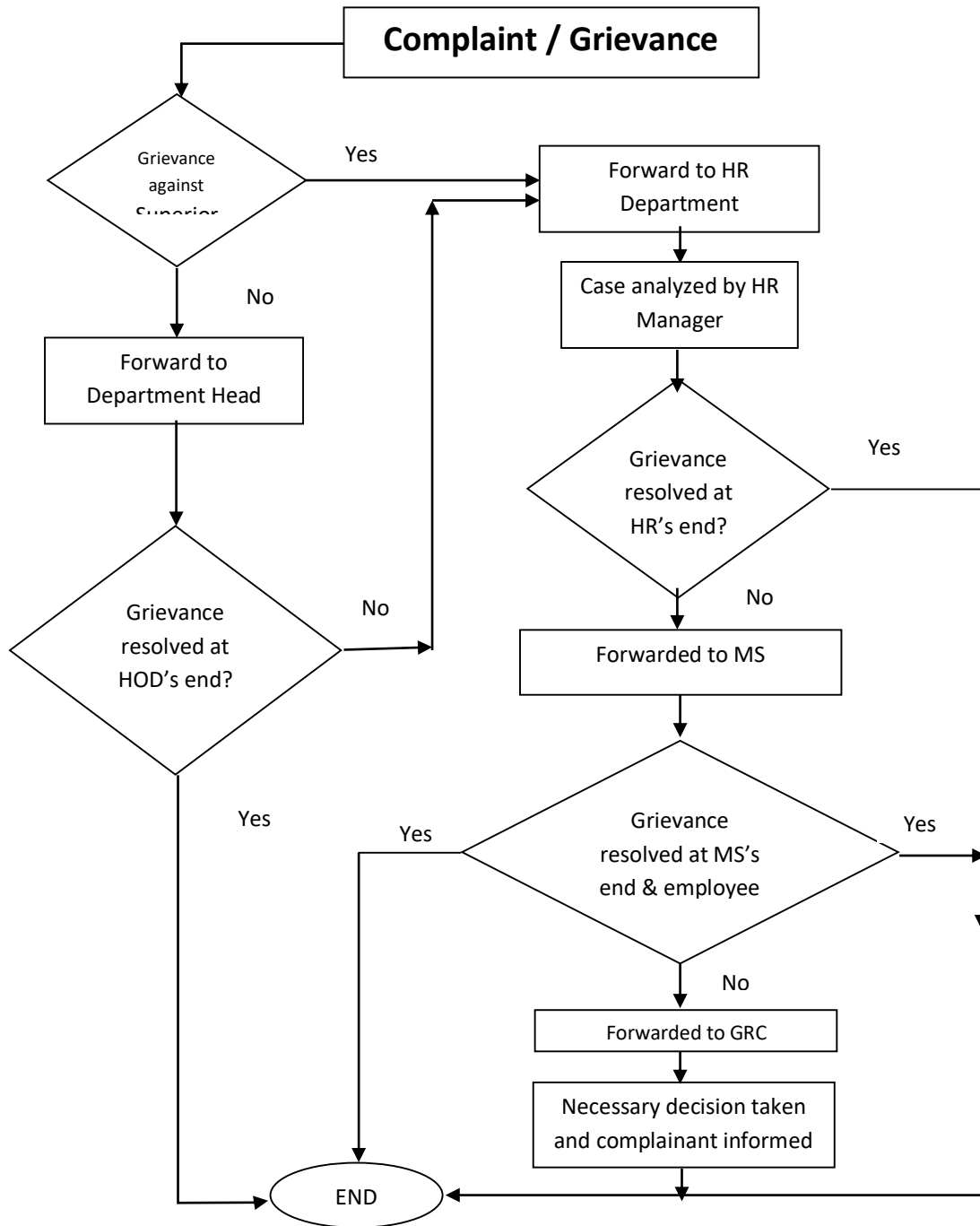
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9.0 REFERENCES:

10.0 RECORDS AND FORMATS:

Grievance Register, Minutes of the Grievance handling committee meetings

11.0 SUPERSESION DETAILS:

In case of new document the heading that will be excluded is :-

This document supersedes the earlier version <Doc No....., Revision dated.....> w.e.f.

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