



जवाहरलाल स्नातकोत्तर आयुर्विज्ञान शिक्षा एवं अनुसंधान संस्थान
JAWAHARLAL INSTITUTE OF POSTGRADUATE MEDICAL EDUCATION AND RESEARCH
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के अधीन राष्ट्रीय महत्व का संस्थान)
(An Institution of National Importance under Ministry of Health & Family Welfare, GOI)
धन्वंतरि नगर, पुदुच्चेरी/ Dhanvantari Nagar, PUDUCHERRY-605 006



Terms of reference of a Committee for the Redressal of Grievances of SC/ST/OBC Employees at JIPMER

Scope:-

The committee is constituted to resolve grievances/complaints of the SC/ST/OBC employees of the Institute who are working on a regular, temporary, adhoc or contract basis (other than outsourced), provided he / she the grievance has not been placed under suspension, and has not had inquiry proceedings (judicial/ police/ administrative) initiated against him / her.

- The person with a grievance/complaint will henceforth be known as the “aggrieved person”.
- The person against whom the grievance/complaint has been made will henceforth be known as the “participant”.
- The words grievance and complaint may henceforth be used interchangeably.
- The SC/ST/OBC Grievance Committee will henceforth be known as the SC/ST/OBC Grievances Committee.

Aggrieved persons will:

- i. Use the grievance/complaint process as a mean of redressal when they believe that they have been treated unfairly or in a manner that is not consistent with the working ethos of this Institute.
- ii. Before submission of the grievance to the SC/ST/OBC Grievances Committee, the aggrieved person will make every effort to use alternate dispute resolution mechanisms in resolving issues that are the subject of the complaint/and or grievance where such mechanisms exist.

Terms of Reference:

Grievances may relate to:

1. Grievances of SC/ST/OBC employees against any staff who are working on regular, temporary, adhoc, contract excluding outsourced staff/workers in the Institute regarding misbehavior, intimidation, harassment, etc.
2. Grievances regarding inordinate delaying in processing of requests which may relate to service matters and dues (as admissible). In routine cases, inordinate delay refers to a period of at least 6 weeks which has lapsed for want of action on the request of the aggrieved person.
3. Grievances regarding basic facilities and amenities which ordinarily can easily be made available.

Grievances should not relate to:

- 1) Any matter which is already under consideration by the administration/concerned authorities.
- 2) Where a Committee set up by the administration already exists to deal with the complaint.
- 3) Any matter which is sub-judice, under disciplinary proceedings or where a police complaint has been filled, or an issue that action has already been taken up by the National/State Commission of SC/ST/OBC.

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Nature of the Grievances outside the purview of the SC/ST/OBC Grievances Committee:

1. Grievance or Complaints relating to sexual harassment.
2. Grievance which is not covered under the terms of reference.

The Committee may review the terms of reference for redressal of grievances as required from time to time.

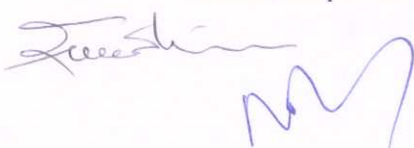
Principles of the committee must have regard to:

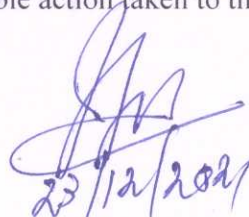
In dealing with a grievance/complaint under these Terms of Reference, the Committee must deal with the grievance/complaint on its merits and do or recommend what in its opinion, is fair in all the circumstances, having regard to each of the following:

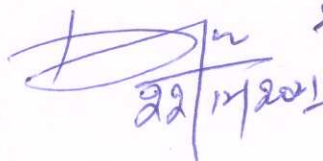
- i. Any rule, regulations and guidelines which are applicable to the SC/ST/OBC employees.
- ii. Resolving grievances in a cooperative, efficient, timely and fair manner.
- iii. Assisting the aggrieved person participants to reach formal and voluntary agreements to resolve the grievance/complaint.
- iv. Resolving grievances through a formal dispute resolution mechanism.

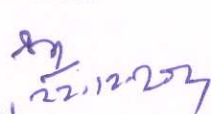
Operation and Process:

- The grievance/complaint is to be submitted in writing.
- The grievance may be submitted by an individual or a group of individuals. In case the grievance is submitted by a group of individuals, then it is to be signed by all individuals making the grievance.
- The grievance is to be submitted to the Chairperson or Member Secretary of the Committee. In case the grievance is received by any other member of the committee or any senior functionary of the Institute, the same will be forwarded to the Chairperson or Member Secretary of the Committee.
- To resolve the grievance/complaints the committee may seek information as required from the Centers/Head of the Departments, in-charges of Units/Sections in a time bound manner for fast tracking of the grievance/complaints.
- The Committee may call inputs from the participants while dealing with the grievance.
- The participants and the decision makers at all levels will extend full cooperation to the Committee and will ensure that the Committee is provided with complete documented and timely response to all issues that pertain to the subject of the complaint or grievance.
- Where any element of the complaint or grievance relates to an urgent matter the participant and the decision maker must respond to that portion within the required time frame.
- Decision makers at all levels will establish a process to monitor compliance to recommendations of the committee.
- When responding to complaints and grievances, decision makers at all level will ensure that aggrieved person are provided the services to which they entitled.
- The decision makers will ensure that any materials or documentation that are used in the analysis of a complaint or grievance, are protected and available for review in the event of a subsequent submission by the aggrieved person.
- The participant/decision maker/the person responsible for implementation of the corrective action will provide reasonable action taken to the Chairperson of the Committee.


23/12/2021


23/12/2021


22/11/2021


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- In case of non-cooperation/non-compliance by the participants/decision makers, the Committee will submit its observations to the Director, JIPMER for necessary corrective action and timely resolution of the complaint.
- If the grievance is against any member of the Committee, then in relation to that grievance, that member of the committee will not attend committee's meeting in the capacity of a member.
- For fast tracking of the Grievances, 50% of the members of the Committee present in person shall constitute a quorum at any meeting of the Committee.

Group complaints or Grievances:

A complaint or grievance may be submitted by a group of aggrieved person. In such a case, the submission must be signed by all aggrieved person involved. One aggrieved person must be designated to receive the response for the group as well as any other correspondence related to the complaint or grievance.

Combining complaints or Grievances:

When a aggrieved person submits two or more grievances, the Committee may choose to address all of the issues together.

Rejection of Complaints or Grievances:

If a grievance or portion of a grievance is considered to be frivolous, vexatious, offensive or not made in good faith or with a mala-fide attention, the Chairperson of the committee may reject the entire grievance or portions thereof, indicating the reasons for this decision. In extreme cases, where it is found that, material facts/documents have been deliberately concealed, committee may recommend the case to the concerned authority for appropriate action against the aggrieved person.

Alternate Legal Remedy:

The aggrieved person is free to seek legal remedy at any stage of the resolution process. In such a recourse the Committee will then close the matter with its observations.

Withdrawal of the Grievances:

The aggrieved person is entitled to withdraw the complaint at any stage. On written withdrawal of the complaint by the aggrieved person, the matter will be treated as resolved/closed.

Submission of the Report:

The Committee will submit the Report/Minutes of the meetings held for resolution of the grievance to the Director, JIPMER along with its recommendation, if any.

This is issued with the approval of Competent Authority.

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