

Grievance Procedure at IIMU

1. Statement

The Institute is committed to maintain good relations with its Employees and among the Employees. The Institute understands that any Employee may face a grievance at the workplace or have disagreements among themselves. The Institute, to minimize the same and to resolve such grievances, has created a Grievance Redressal Committee.

2. The System

- A.** A non-teaching member of the Institute will be designated as the Grievance Officer (**Level 10 & above**), who will coordinate and administer the grievance handling process in addition to documenting the same.
- B.** The Grievance Officer upon receipt of a complaint shall check the prima facie facts available to him and decide the maintainability of the complaint. Upon being satisfied with the maintainability of the complaint, the Grievance Officer shall forward the complaint to the Committee.
- C.** The Director shall constitute a Grievance Redressal Committee to deal with the grievances of the Employees.
- D.** The Grievance Redressal Committee will be responsible for addressing all the grievances submitted by the Grievance Officer.

3. Composition of the Grievance Redressal Committee

The Committee shall compose of 5 (five) members in the following manner:

- A.** 2 members shall be teaching faculty. Out of these two, one must be a female.
- B.** 3 members shall be non-teaching employee. Out of these three, one must be a female.
- C.** Out of the total members, one member must be a representative of the SC/ST community.
- D.** The Chairman of the Committee shall be a teaching faculty.

The quorum for the meeting of the Committee shall be the presence of 3 members. Provided that at least one female member and at least one teaching faculty member must be present to constitute a valid quorum.

4. Process & Procedure:

- A.** If the Grievance Officer so decides that the grievance is not maintainable and does not forward the same to the Grievance Redressal Committee ("**Committee**"), then the complainant has an option to appeal against the decision of the Grievance Officer with the Chairman of the Committee, who will take a decision within 7 (seven) days from the date of receipt of such appeal.
- B.** If the Grievance Officer is satisfied that a grievance exists, (s)he shall forward the same to the Committee.
- C.** The Committee upon receipt of a grievance, may take an interim action basis the prima facie facts available to them.

- D.** An inquiry and investigation shall be conducted by the Committee and a report shall be prepared within a period of 30 (thirty) days. The Committee shall share a copy of the report with the complainant, accused and the Director. The Committee has the power to take the services of any external consultant for the purpose of inquiry/ investigation.
- E.** During the inquiry and investigation, the accused shall be provided an opportunity to be heard and present his/her case to the Committee. The accused shall have the right to be represented by another Employee of the Institute.
- F.** Basis the severity of the violation, repetition of an offence and the other findings of the investigation, the Committee shall decide upon the penalty to be imposed i.e. minor penalty or major penalty.
- G.** The report shall include the details of the complainant, accused, members of the Committee handling the case, details of the violation, findings of the inquiry and investigation and the penalty shall be mentioned in the report.
- H.** All the proceedings and the final report should be in English language.

Appeals:

- A.** The complainant or the accused against whom a penalty has been decided shall have a right to appeal against any order passed against him/her to the Director of the Institute within a period of 15 (fifteen) days. If the Director is a party to the case, then the appeal shall be made to the Board. Every appeal shall comply with the following requirements.
 - (i) It shall be written in English, or, if not written in English, it shall be accompanied with a translation in English and shall be duly signed.
 - (ii) It shall be couched, in concise, polite language and be free from irrelevant matter.
 - (iii) It shall be accompanied with the report of the Committee.
 - (iv) It shall specify the relief desired.
- B.** Consideration of Appeals
In case of an appeal against an order, the Director/ Board, as the case may be, shall consider:
 - (i) Whether the procedure prescribed in the preceding clauses have been complied with, and if not, whether such non-compliance has resulted in a miscarriage of justice,
 - (ii) whether the findings are justified, and
 - (iii) whether the penalty imposed is excessive, adequate or inadequate and shall pass an order:
 - (i) Setting aside, reducing, confirming, enhancing the penalty, or
 - (b) Remitting the case to the Committee with such directions as he may deem fit depending upon the circumstances of the case.

Provided that the Director/ Board shall provide an opportunity of being heard to both the parties before arriving at any decision.

The Director/ Board shall complete the above mentioned process within a period of 15 (fifteen) days from the receipt of the appeal.

- C.** Implementation of orders in Appeal
The Committee or any person designated by the Committee shall ensure the execution and compliance of the orders passed by the Director/ Board.
- D.** Review of orders in disciplinary cases
The Director, on suo-moto basis may call for the records of the case in a disciplinary proceedings (as mentioned in Section 21.3), and can review any order passed in such a case, and pass such orders as it deems fit, as if the Employee had preferred an appeal against such an order, but no such review will be undertaken three months after the date of the issue of order.
- E.** Board's power to review
- (i) Notwithstanding anything contained above, the Board may, on its own motion, after calling for the records of the case, review any order which is made or is appealable under these Guidelines.
 - (ii) An Employee, who has been discharged, dismissed or imposed with any of the punishments by an order passed by the Director, can make a request to the Board for reconsideration of its decision, within 10 (ten) days from the date of receipt of the decision of the Director. The Board after consideration shall communicate its decision to the Employee concerned. Once such decision is communicated, it shall be final and binding on the parties and no further appeal will lie against such a decision of the Board.