

DISCIPLINARY & GRIEVANCE REDRESSAL COMMITTEE

Introduction

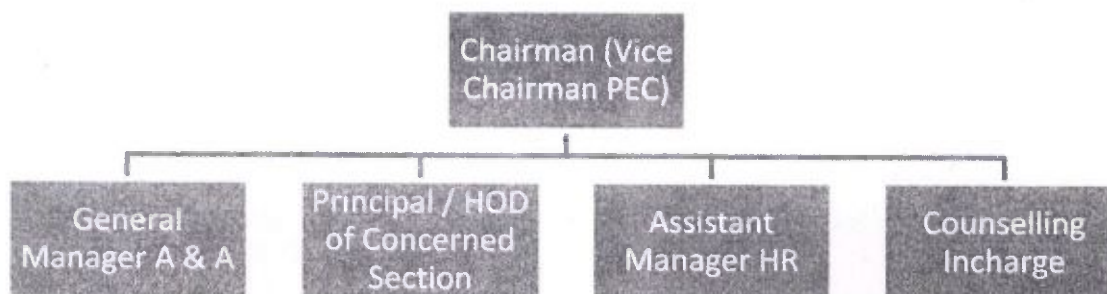
The **purpose** of workplace **discipline** is to alert employees about the behaviour and actions acceptable to the workplace and help them understand how these inhibit performance and productivity.

Grievances may be real or imagined, but in either case, it is essential that the grievance is brought to light, discussed and resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem.

The institute aims at having standard procedures for addressing the disciplinary and grievance issues raised within the Institution through this committee for speedy resolution of complaints (sources may vary) and thereby eliminating possible and unnecessary causes of conflict.

Our Institute regards it important that all its employees will have sufficient knowledge of such procedures and easy access to it.

Composition of the Committee



Number of members : 5

General provisions :

- The quorum of meetings at all times should be maintained to 5
- In the absence of the Chairman, an appropriate representation to the chair should be made with the consent of the Chairman of PEC.

Who can raise a complaint

- Employee or group of employees (at any level of position). In case of issues raised by a group of employees, a representative among them should be elected for participation in the proceedings



- Management (PEC members)
- DGRC

Nature of Complaint :

1) Disciplinary complaint –

- Issues related to misconduct or misbehaviour
- Issues related to non-adherence to Institute's rules, regulations and policies.

2) Grievance complaint -

- inconsistent performance standards
- perceived harassment at workplace
- unfair conditions of employment
- inequitable work schedules
- inappropriate use of disciplinary procedures (DGRC)
- conflict between employees

3) Issues identified by the Committee -

- On certain occasion, the committee may itself identify an issue which appears to be of sensitive or serious nature, investigation of which if not done within time will cause further harm to the Institution.

Grievance identification techniques

- Exit interviews
- Open door communication through various media like email, text message, telephonic conversation, whistle blowers, other means of written communication
- Suggestion box
- Performance Management System
- CCTV surveillance

Objectives of the Committee

- To formulate the policy to investigate and review complaints or grievances of employees.
- To investigate the cause of grievances
- To ensure effectual solution depending upon the gravity of the issue
- To create awareness on the existence of the committee to report grievances.
- To respect and maintain confidentiality, avoid conflict of interest and maintain complete transparency in the procedures.
- To suggest corrective and preventive measures to the Management of BSSMSEI wherever necessary

Protocol to be followed by an employee before the issue is reported to the DGRC

Step 1 - Immediate Superior / HOI / GM



- In step 1 the employee must discuss his/her complaint with his/her immediate superior or the latter's superior in the event of a grievance against an immediate superior.
- The superior must initiate efforts to solve the problem within twenty four hours and inform the employee. Should the employee not be satisfied with the outcome as arrived at by the superior, he/she may proceed to Step 2.

Step 2 – Human Resource Department

- The employee may approach the HR department in case he/she is not satisfied by the solution given as mentioned in Step 1 above.
- HR may refer the case to the counselling department in case of issues of personal or psychological reasons. The HR should also discuss the matter in length with the superiors of the employee and see if any consensus can be reached and inform the employee
- The HR shall refer the matter to the DGRC only in case the matter is not resolved inspite of efforts made after scrutiny and analysis of the case and inform the employee accordingly.
- The person designated by the committee will collect all the necessary documentation needed for the first seating / hearing of the committee in connection to the complaint received.

Procedure and rules to be followed for disposal of complaint

- A hearing with the complainant for clarification of the concern raised may be taken.
- Members are required to consider whether any conflict of interest exists between themselves and the complainant. The complainant and members of the Committee are asked to declare any such interest in advance of the meeting or hearing. However, as a matter of good practice, members are also asked to confirm on the day that no such conflict exists.
- **Member being complainant** : If a member of the grievance committee is connected with the grievance of the aggrieved individual, the concerned member of the committee shall not participate in the deliberations regarding that individual's case. A suitable representation should be considered to maintain the composition of the committee
- **Member being the aggrieved person** : if the aggrieved person happens to be a member of the grievance committee, then he/she shall not participate in the deliberations as a member of the committee when his/her representation is being considered. A suitable representation should be considered to maintain the composition of the committee
- **Periodicity of meeting** : After receipt of the complaint the committee will meet as and when required depending on the intensity of the case and for its speedy disposal. However, if necessary, it may meet more frequently at the instance of the Chairman or at the request of the other members to discuss the various issues received.
- In case of conflict of opinion among the members in arriving at a consensus, decisions will be arrived at by voting followed by deliberations. Thereafter a final report on the recommendations will be drafted for submission to the management.



- **A detailed report on the recommendations of the committee will be then submitted to the Management for further action and approval.**
 - In case of false and frivolous complaint (if proved), the DGRC will recommend the management to take appropriate action against the complainant.
 - The decision given by the Management after consenting the DGRC will be binding on the parties
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