

Grievance Policy for permanent non-faculty employees of IIMA

Statement

The Institute is committed to providing a productive and conducive work environment where grievances are dealt with fairly and promptly. It aims to facilitate a work culture where no grievances exist and also help in improving performance and productivity of the concerned employees of the Institute.

The System

Manager – HR has been assigned as Grievances Officer who will coordinate and administer the grievance handling process in addition to documenting the same. The Grievances Redressal Committee will be responsible for addressing all the grievances submitted to the Grievances Officer. The committee will refer cases, if required, to the Dean and the Dean shall address the grievance in such cases. In cases where the Director's intervention is required the Dean may forward the grievance case to the Director. The Director will be the final authority on all grievance matters.

Process:

1. At the first instance the affected employees should submit the grievance (in writing) to his / her supervisor / head of section. The supervisor / head of section / department should acknowledge the receipt of the grievance, if possible immediately. The supervisor / head of section could seek CAO's intervention to get the grievance redressed. In case of policy level matters, the CAO would forward the grievance to the Dean or Director or Committees dealing with such issues. Employee specific grievances will be addressed and responded to by the CAO. The process should, desirably, not exceed more than 2 weeks.
2. The concerned employee not satisfied with the above response from the CAO can submit the grievance along with the reply to the Grievances Officer. Acknowledgement of the receipt of the grievance will be issued to the concerned employee.
3. The Grievances Officer takes the grievance to the Grievances Redressal Committee.
4. The Grievances Redressal Committee would seek relevant feedback from the system.
5. Based on a careful analysis of the grievance in the light of feedback and views of the members of the committee, the Grievances Redressal Committee would make its recommendation and send it to the CAO/Dean/Director for consideration and appropriate action, if any. The Grievances Officer would write to the employee concerned that the committee has perused the grievance and appropriate recommendation has been made to the Institute.
6. The process should, as far as possible, be over by three weeks.
7. Initially the Grievances Redressal Committee could meet as frequently as possible and take up cases that were submitted to the committee so that grievances start getting addressed faster at the Institute. As far as possible, the grievances would be dealt with within three months.

