



अखिल भारतीय आयुर्विज्ञान संस्थान ,रायपुर (छत्तीसगढ़)
All India Institute of Medical Sciences Raipur (Chhattisgarh)
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No. 3-10/3/2022-SAO/2003

Date: 07.01.2023

OFFICE ORDER

It has been decided to constitute SC/ST Cell at AIIMS Raipur for redressal of the grievances of SC/ST employees/students at AIIMS Raipur. The Cell comprises of following members:

1. Dr. Nitin Kumar Kashyap, : Chairman
Additional Professor,
D/o Cardiothoracic & Vascular Surgery
2. Dr. Anjali Pal, : Member
Additional Professor,
D/o Community & Family Medicine
3. Dr. Varun Anand, : Member
Assistant Professor,
D/o Trauma & Emergency
4. Senior Administrative Officer : Member
5. Mrs. Bagavathi R, : Member
Nursing Tutor
6. Shri Ravisab Tukaram Gaikwad, : Member
Dy. Nursing Superintendent
7. Shri Saurabh Kumar, : Member
Supervising Medical Social Service Officer
8. Shri G. Raja, : Member
Junior Administrative Officer Secretary

2. Terms of References for Redressal of grievances of SC/ST at AIIMS Raipur is enclosed herewith as Annexure-I.

This issues with the approval of Director, AIIMS Raipur.

Encl: Annexure-I.

(V. Sitaramu)

**Senior Administrative Officer
AIIMS Raipur**

Copy to:

1. Director, AIIMS Raipur.
2. Dy. Director (Administration), AIIMS Raipur.
3. Dean (Academics, Examination & Research), AIIMS Raipur.
4. Financial Advisor, AIIMS Raipur.
5. Superintending Engineer, AIIMS Raipur.
6. O/o Medical Superintendent, AIIMS Raipur.
7. Principal, College of Nursing, AIIMS Raipur.
8. All HoDs/Faculty In charge, AIIMS Raipur.
9. All Faculty members, AIIMS Raipur.
10. All Officers, AIIMS Raipur.
11. Chairperson, SC/ST Cell, AIIMS Raipur.
12. All members and member secretary, SC/ST Cell, AIIMS Raipur.
13. Liaison Officer, SC/ST/PwD, AIIMS Raipur.
14. Office copy.

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Annexure-'A'

Terms of Reference of the Committee for Redressal of Grievances of SC/ST/OBC employees at AIIMS

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, tenure, Project, temporary status, daily wages and contract, (other than outsourced) basis.

Subject to:

The person submitting the grievance is not under suspension.

Or

Where inquiry proceedings (judicial/police/administratively) not been initiated against the person.

- The person making the grievance/complaint will henceforth be known as the "griever".
- The person against whom the grievance/complaint has been made will henceforth be known as the "participant".
- The word grievance/complaint may henceforth be used interchangeably.
- The SC/ST/OBC Grievance Committee will henceforth be known as the SC/ST/OBC Grievances Committee.

Grievers will:

- i) Use the complaint and the grievance/complaint process as a mean of redress when they believe that they have been treated unfairly or in a manner that is not consistent with the working ethos of any organization.
- ii) Before submission of the grievance to the SC/ST/OBC Grievances Committee, the griever will make every effort to use alternate dispute resolution mechanism in resolving issues that are of subject of a complaint/and or grievance where such mechanism 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, tenure project, temporary status, daily wages, casual and on contract excluding outsourced staff/workers in the Institute regarding misbehaviour, intimidation, harassment.
- 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 griever.

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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 or where a police complaint has been filed on which has already been taken up by National/States Commissions of SC/ST/OBC.

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 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 way and fair manner.
- iii) Assisting grievers and 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 for the participants and the decision makers 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 with this directive.
- When responding to complaints and grievances, decision makers at all level will ensure that grievors 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 griever.
- The participant/decision maker/the person responsible for implementation of the corrective action will provide written confirmation and documentation to the Chairperson of the Committee.
- In case of non cooperation/non compliance by the participants/decision makers, the Committee will submit its observations to the Director, AIIMS 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 any 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 grievors. In such a case, the submission must be signed by all grievors involved. One griever 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 griever 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 portions 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 of concerned authority for appropriate action against the griever.

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Alternate Legal Remedy:

The grievor is free to seek legal remedy at any stage of the resolution process. In such a recourse or where a police complaint has been filed, the Committee will then close the matter with its observations.

Withdrawal of the Grievances:

The grievor is entitled to withdraw the complaint at any stage. On written withdrawal of the complaint by the grievor, 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, AllMS alongwith its recommendation, if any.
