

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES**  
**ANSARI NAGAR, NEW DELHI-110029**  
**(SC-ST Cell)**

F. No.6-5/2012/NCSC/SCT/Estt.I

Date: 04.04.2020

**CIRCULAR**

Subject: Reconstitution of Committee for Redressal of Grievances of SC/ST/OBC employees at AIIMS, New Delhi-reg.

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In supersession of all previous circulars of even number dated 02.05.2016, 24.01.2017, 03.01.2019 & 26.09.2019 on the above cited subject, the Director has pleased to reconstitute the Committee for Redressal of Grievances of SC/ST/OBC employees at this Institute, with the following composition:

- |   |   |                  |
|---|---|------------------|
| 1. Dr. Kaushal Kumar Verma, Professor of Dermatology & Venerology           | : | Chairman         |
| 2. Dr. Lokesh Kashyap, Professor of Anesthesiology                          | : | Member           |
| 3. Dr. Immaculata Xess, Professor of Microbiology                           | : | Member           |
| 4. Dr. Millo Tabin, Professor of Forensic Medicine                          | : | Member           |
| 5. Dr. Rajpal, Professor of Ophthalmology & Liaison Officer for SC/ST & PwD | : | Member           |
| 6. Dr. Rakesh Yadav, Professor of Cardiology & Liaison Officer for OBC      | : | Member           |
| 7. Sh. Deo Nath Sah, Chief Administrative Officer                           | : | Member           |
| 8. Sh. B. R. Shekar, Chief MSSO (Hospital)                                  | : | Member           |
| 9. President, AIIMS SC/ST Employees Welfare Association (Regd.)             | : | Special Invitee  |
| 10. Sh. Lalit Oraon, Sr. Administrative Officer (ACR, RTI Cell & JPNATC)    | : | Member Secretary |

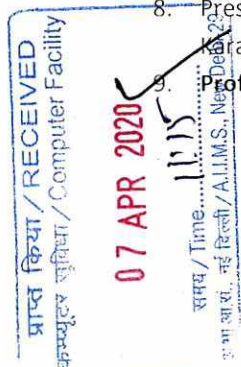
*Anita Tete*  
04/04/2020

(ANITA TETE)

ADMINISTRATIVE OFFICER

**Distribution:**

1. All the members of the Committee along-with the *Terms of Reference of this Committee.*
2. Dean (Acad./Research/Examination)
3. Medical Superintendents/ Additional Medical Superintendents
4. All Chief of Centers/ Heads of Deptts./Sections/Units/Notice Boards.
5. All Sr. Administrative Officer/ Administrative Officer/ Assistant Administrative Officer
6. PPS to Director
7. PS to Deputy Director (Admn.)
8. President (FAIMS/ AIIMS Officer's Association/ AIIMS SC/ST Employees Welfare Association (Regd.)/ Gramchari Union (Regd.)/ Nurses Union/ Students Union)
9. Prof. in-charge, Computer Facility, for uploading on AIIMS portal please.



*Sh. Sanyal Kr.*  
7/04/2020

ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI-110029  
(SC-ST Cell)

F. No.6-5/2012/NCSC/SCT/Estt.I

Date: 26.09.2019

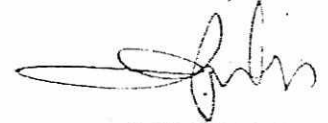
CIRCULAR

Subject: Nomination of Special Invitee under the Committee for Redressal of grievances of SC/ST/OBC employees at AIIMS, New Delhi-reg.

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In continuation to this office circular of even number dated 03.01.2019, the Competent Authority has desired to revise the composition of this Committee as below:

- |  |   |                  |
|--|---|------------------|
| 1. Dr. Kaushal Kumar Verma, Professor of Dermatology & Venerology              | : | Chairman         |
| 2. Dr. Lokesh Kashyap, Professor of Anesthesiology                             | : | Member           |
| 3. Dr. Immaculata Xess, Professor of Microbiology                              | : | Member           |
| 4. Dr. Millo Tabin, Professor of Forensic Medicine                             | : | Member           |
| 5. Dr. Rajpal, Professor of Ophthalmology & Liaison Officer for SC/ST & PwD    | : | Member           |
| 6. Dr. Rakesh Yadav, Professor of Cardiology & Liaison Officer for OBC         | : | Member           |
| 7. Chief Administrative Officer  | : | Member           |
| 8. Sh. B. R. Shekar, Chief MSSO (Hospital)                                     | : | Member           |
| 9. President, AIIMS SC/ST Employees Welfare Association (Regd.)                | : | Special Invitee  |
| 10. Sh. D. N. Sah, Sr. Administrative Officer (Parliament & Coordination Cell) | : | Member Secretary |



(LALIT ORAON)  
ADMINISTRATIVE OFFICER

**Distribution:**

1. All concerned persons of the Committee
2. Dean (Academic/Research/Examination)
3. Medical Superintendents/ Additional Medical Superintendents
4. All Chief of Centers/ Heads of Deptts./Sections/Units/Notice Boards.
5. All Sr. Administrative Officer/ Administrative Officer/ Assistant Administrative Officer
6. Office of the Director/ Dy. Director (Admn.)/ Dy. Secretary/ Sr. Financial Advisor/ Financial Advisor
7. President (FAIMS/ AIIMS Officer's Association/ AIIMS SC/ST Employees Welfare Association (Regd.)/ Karamchhari Union (Regd.)/ Nurses Union/ Students Union)
8. H.r.p Section.
9. Prof. in charge, Computer Facility, for uploading on AIIMS portal please.

Sh. SGCSA

27/9/19

ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI-110029

F. No.6-5/2012/NCSC/SCT/Estt.I

Date: 03.01.2019

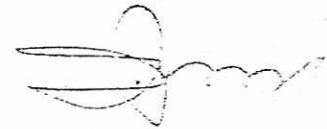
CIRCULAR

Subject: Reconstitution of Committee for Redressal of Grievances of SC/ST/OBC employees at AIIMS, New Delhi-reg.

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In continuation to this office circular of even number dated 02.05.2016 & 24.01.2017 and consequent upon the superannuation of Prof.P.N.Dogra (Urology) & Prof. Kamal Kishore (Pharmacology) on the above cited subject, the Director has pleased to reconstitute the Committee for Redressal of Grievances of SC/ST/OBC employees at this Institute, with the following composition:

1. Dr. Kaushal Kumar Verma, Professor of Dermatology & Venerology : Chairman
2. Dr. Lokesh Kashyap, Professor of Anesthesiology : Member
3. Dr. Immaculata Xess, Professor of Microbiology : Member
4. Dr. Millo Tabin, Professor of Forensic Medicine : Member
5. Dr. Rajpal, Professor of Ophthalmology & Liaison Officer for SC/ST & PwD : Member
6. Dr. Rakesh Yadav, Professor of Cardiology & Liaison Officer for OBC : Member
7. Chief Administrative Officer : Member
8. Sh. B. R. Shekar, Chief MSSO (Hospital) : Member
9. Sh. D. N. Sah, Sr. Administrative Officer (Parliament & Coordination Cell) : Member Secretary



ADMINISTRATIVE OFFICER  
(SC/ST Cell)

**Distribution:**

1. All concerned persons along-with the *Terms of Reference of this Committee.*
2. Dean (Acad./Research/Examination)
3. Medical Superintendents/ Additional Medical Superintendents
4. All Chief of Centers/ Heads of Deptts./Sections/Units/Notice Boards.
5. All Sr. Administrative Officer/ Administrative Officer/ Assistant Administrative Officer
6. PPS to Director
7. PS to Deputy Director (Admin.)
8. President (FAIMS/ AIIMS Officer's Association/ AIIMS SC/ST Employees Welfare Association (Regd.)/ Karamchhari Union (Regd.)/ Nurses Union/ Students Union)
9. Prof. in-charge, Computer Facility, for uploading on AIIMS portal, please.

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI-29  
(SC-ST CELL)**

F.No.6-5/2012/NCSC/SCST/Estt.I

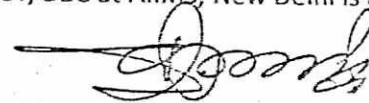
Dated: 24.01.2017

**CIRCULAR**

Subject: Nomination of Member Secretary of the Committee constituted for redressal of grievance of SC/ST/OBC employees at AIIMS, New Delhi-reg.

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In continuation to this office circular of even number dated 02.05.2016, it is notify that the Director has been pleased to nominate Sh. Deo Nath Sah, Sr. Administrative Officer, Legal Cell as Member Secretary of the committee constituted for the redressal of grievances of SC/ST/OBC employees at AIIMS, New Delhi. A copy of the Terms of Reference for Redressal of grievance of SC/ST/OBC at AIIMS, New Delhi is also enclosed herewith as Annexure-I.



(LALIT ORAON)

ADMINISTRATIVE OFFICER

To:

- |   |   |                  |
|---|---|------------------|
| 1. Dr. P. N. Dogra, Prof. of Urology  | : | Chairman         |
| 2. Dr. Kamal Kishore, Prof. of Pharmacology                                   | : | Member           |
| 3. Dr. Immaculata Xess, Prof. of Microbiology                                 | : | Member           |
| 4. Dr. Millo Tabin, Prof. of Forensic Medicine                                | : | Member           |
| 5. Dr. Rajpal Yadav, Prof. of Ophthalmology & Liaison Officer for SC/ST & PwD | : | Member           |
| 6. Dr. C. S. Yadav, Prof. of Orthopaedics & Liaison Officer for OBC           | : | Member           |
| 7. Chief Administrative Officer   | : | Member           |
| 8. Sh. B. R. Shekar, Chief MSSO   | : | Member           |
| 9. Sh. Deo Nath Sah, Sr. Admin Officer (Legal, Parliament & Coordination)     | : | Member Secretary |

**Distribution:**

1. PPS to Director
2. Ps to Deputy Director (Admn.)
3. The Dean (Acad./Research/Examination)
4. The Medical Superintendent
5. All Chief of Centre/Head of Deptts./Sections/Units/Notice Boards.
6. All Establishment Sections.
7. President, AIIMS SC/ST Employees Welfare Associations (Regd.).
8. President, Karamchari Union (Regd.)
9. President, Students Union
10. President, Nurses Union
11. President, AIIMS Officer's Association
12. President, FAIMS
13. Prof. In-Charge, Computer Facility for uploading the same on AIIMS portal.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI-110029

F. No.6-5/2012/NCSC/SC-ST Cell/Estt.I

Date: 02 MAY 2016

**CIRCULAR**

Subject: Reconstitution of the Committee for Redressal of Grievances of SC/ST/OBC employees at AIIMS, New Delhi.

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In supersession of all previous orders to this office memorandum of even number dated 27.02.2014, 28.03.2014 & 13.10.2015, it is to notify that the Director has pleased to Reconstitute the Committee for Redressal of Grievances of SC/ST/OBC employees at AIIMS, New Delhi, with the following composition:

- |   |   |                  |
|---|---|------------------|
| 1. Dr. Prem Nath Dogra,<br>Professor of Urology                                   | - | Chairman         |
| 2. Dr. Kamal Kishore<br>Professor of Pharmacology                                 | - | Member           |
| 3. Dr. Immaculata Xess,<br>Professor of Microbiology                              | - | Member           |
| 4. Dr. Millo Tabin,<br>Professor of Forensic Medicine                             | - | Member           |
| 5. Dr. Rajpal,<br>Professor of Ophthalmology &<br>Liaison Officer for SC/ST & PwD | - | Member           |
| 6. Dr. C. S. Yadav,<br>Professor of Orthopedics &<br>Liaison Officer for OBC      | - | Member           |
| 7. Chief Administrative Officer   | - | Member           |
| 8. Mr. B. R. Shekar<br>Chief M.S.S.O.   | - | Member           |
| 9. Sh. K. P. Singh,<br>Administrative Officer (Legal)                             | - | Member Secretary |



(LALIT ORAON)  
ADMINISTRATIVE OFFICER

*Terms of Reference of the Committee are being issued to the Committee members.*

**Distribution:**

1. All concerned persons.
2. All Chief of Centers.
3. The Dean (Acad./Research/Examination)
4. The Medical Superintendent
5. All Heads of Deptts./Sections/Units/Notice Boards.
6. PPS to Director
7. PS to Deputy Director (Admn.)
8. President, AIIMS SC/ST Employees Welfare Association (Regd.)
9. President, Karamchari Union (Regd.)
10. President, Students Union
11. President, Nurses Union
12. President, AIIMS Officers Association

*Mr. Sanjeev*



(78)

**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.

- 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 grievers 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 grievers. In such a case, the submission must be signed by all grievers 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.



**Alternate Legal Remedy:**

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

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