

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

No. F. 20-45/2013-Estt.- I

Ansari Nagar, New Delhi-110029

Dated the: 6 JAN 2014

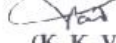
MEMORANDUM

Sub: Constitution of WOMEN GRIEVANCES CELL at the AIIMS, New Delhi.

It is notified for the information of all employees of the institute that the Director, AIIMS has been pleased to constitute a Women Grievance Cell at the AIIMS comprising the following:

- | | |
|--|-------------------|
| 1. Prof. Neeta Singh,
Head, Deptt. of Biochemistry | -Chairman |
| 2. Prof. Neerja Bhatla,
Deptt. of Obst. & Gynaecology | -Member |
| 3. Dr. Sushma Sagar,
Addl. Professor JPNA Trauma Centre | -Member |
| 4. Dr. Mamta Sood,
Addl. Professor of Psychiatry | -Member |
| 5. Sub-Dean (Academic) | -Member |
| 6. Principal, College of Nursing | -Member |
| 7. Chief Administrative Officer | -Member |
| 8. Financial Advisor | -Member |
| 9. Chief Nursing Officer | -Member |
| 10. Welfare Officer | -Member Secretary |

A copy of terms of reference of the Women Grievance Cell as approved by the Director, AIIMS is also enclosed herewith for reference and record.


(K. K. VAID)
SR. ADMN. OFFICER (DO)

Encl: As above.

Distribution:

1. All concerned.
2. All Chief of Centres
3. Head of the Deptts./Sections/Unit
4. All the Notice Board
5. PS to Director/DD(A)/Dean (Acad)/Research/Exam/MS/Sr.FA/CA

Women Grievances Cell

Scope :

The Women Grievances Cell is constituted to resolve grievances /complaints made by :

- i) female students of the Institute.
- ii) women employees of the Institute who are working on a regular, temporary, adhoc, tenure, project, temporary status, daily wages, contract or other than outsourced.

Subject to :

The person submitting the grievance is not under suspension.

Or

Where inquiry proceedings have not been initiated against the person.

**The person making the grievance/complaint will henceforth be known as the "grievor".*

** 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 Women Grievances Cell will henceforth be known as the Cell.*

Grievors Will :

- i) use the complaint and the grievance 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 organisation.
- ii) before submission of the grievance to the Women Grievance Cell , the grievor will make every effort to use alternate dispute resolution mechanisms in resolving issues that are of subject of a complaint/and or grievance, where such mechanisms exist.

Terms of Reference :

Grievances may relate to :

- i) Grievances against any male / female staff who are working on regular, temporary, adhoc, tenure, project, temporary status, daily wages, casual and on contract including outsourced staff/ workers in the Institute regarding misbehaviour, Intimidation, harassment (other than sexual harassment) or gender discrimination.
- ii) Grievances against any male or female students of the Institute regarding misbehaviour, intimidation, harassment (other than sexual harassment) or gender discrimination.
- iii) 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 atleast 3 weeks which has lapsed for want of action on the request of the grievor.
- iv) Grievances regarding basic facilities and amenities which ordinarily can easily be made available.

Grievances should not relate to :

- any matter which is already under consideration by the administration/concerned authorities.
- where a Committee set up by the administration already exists to deal with the complaint.
- any matter which is subjudice or where a police complaint has been filed.

Nature of grievances outside the purview of the Women Grievances Cell :

- grievance or complaint relating to sexual harassment.
- grievance or complaint relating to caste discrimination.
- grievance which is not covered under the terms of reference.

The Cell may review the terms of reference for redressal of grievances as required from time to time.

Principles the Cell must have regard to :

In dealing with a grievance /complaint under these Terms of Reference, the Cell 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 rules, regulations and guidelines which are applicable to the female students / women employees.
- ii) resolving grievances in a cooperative, efficient, timely way and fair manner.
- iii) assisting grievors and participants to reach informed 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 Cell. In case the grievance is received by any other member of the Cell or any senior functionary of the Institute, the same will be forwarded to the Chairperson or Member Secretary of the Cell.
- To resolve the grievance/complaint, the Cell may seek information as required from the participants or the decision makers i.e. the concerned authorities namely Chief of the Centres/ Head of the Departments, Incharge of Units/ Sections in a time bound manner for fast tracking of the grievances/complaints.
- The Cell 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 Cell and will ensure that the Cell is provided with complete documented and timely responses 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 are entitled.
- The decision maker 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 grievor.
- The participant/decisionmaker/the person responsible for implementation of the corrective action will provide written confirmation and documentation to the Chairperson of the Cell.
- In case of non cooperation/ non compliance by the participants/decisionmakers, the Cell will submit its observations to the Dy. Director (Admn), AIIMS for necessary corrective action and timely resolution of the complaint with a copy to the Director, AIIMS.
- If the grievance is against any member of the Cell, then in relation to that grievance, that member of the Cell will not attend any of the Cell's meetings 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 Cell.

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 grievor 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 grievor submits two or more grievances, the Cell 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 malafide attention, the Chairperson of the Cell or the Cell may reject the entire grievance or portions thereof, indicating the reasons for this decision.

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 Women Grievances Cell will then close the matter with its observations.

Withdrawal of the Grievance :

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 Cell will submit the Report/Minutes of the meetings held for resolution of the grievance to the Dy. Director (Admn) alongwith its recommendations, if any.
