

Internal Grievance Redressal Committee (IGRC)

Dr. A. Nalini
Chairperson, IGRC



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Internal Grievance Redressal Committee :

- The Chairperson: Faculty nominated by the Director (Prof. & above)
- Member: Liaison Officer
- Member: One student representative-nominated by Director
- Member: One representative of supporting Administrative / Hospital Staff
- Member: The following post based members
 - * The Medical Superintendent
 - * The Resident Medical officer
 - * The Secretary, NIMHANS Faculty Association
 - * The President, NIMHANS Employees Association
 - * The President, NIMHANS Group-D SC/ST Employees Association
- The Member Secretary: The Chief Administrative Officer


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SCOPE of IGRC :

- a. The IGRC shall be responsible to consider any **individual grievance or complaints** regarding appointments, promotions, etc, allowances, retirement benefits, service matters after considering all aspects of the case.

- b. In essence, the IGRC shall consider **only “individual grievances” pertaining to “service matters”** (appointments, promotions, salaries, increments, leave related matters, retirement benefits etc.)


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c. Other types of grievances (e.g., annual performance appraisals, confidential reports, complaints about discrimination/harassment etc.) and grievances that are “common” to a section of employees or of “general applicability” or of “collective nature” do not fall under the ambit of the IGRC.

d. All complaints shall be made first to the Registrar and services wing as the case may be and may be brought before the IGRC for its comments and observations.


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e. The IGRC shall consider all such matters and take appropriate decisions for redressal. While the decision of the IGRC shall be final and cannot be contested in the case of complaints made by non-academic staff and matters related to the Academic Staff can however be referred in appeal to the President of the institute whose decision shall be final.

f. All the Grievances shall be addressed to the Chairperson / Member Secretary.

g. The Committee shall meet twice a year and where necessary special meeting will be called at the discretion of the Chairman of the Committee.


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Receipt of Complaints :

- a. The grievance of the employee is to be first addressed at the Department level and applied to IGRC only after the matter has been taken up and not resolved at Department level.
- b. The Committee shall maintain a record for the grievance that are received from the employees. He/she assigns the appropriate registration number to the complaint. The important dates viz. date of receipt of grievance, date of acknowledgement and date of disposal including date of final closure shall be recorded in Grievance File.
- c. Initial scrutiny of the grievance is done by the Chairperson. This is to determine that the grievance falls within the ambit of the IGRC and whether the grievance holds ground.

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d. If it is found that the grievance does not fall within the ambit of IGRC, the grievance is considered closed, and the complainant is informed accordingly.

e. If the grievance falls within the ambit of IGRC and the initial information provided in the grievance is sufficient the grievance is investigated further as deemed fit.

f. The IGRC will fix a date for hearing the grievance and the same will be informed to the complainant.


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Processing of Grievances :

- a. After examination of the Grievance, the Committee shall seek clarification/documents from all appropriate sources.
- b. The entire handling process of the complaint should respect and maintain confidentiality, avoid conflict of interest and maintain complete impartiality.
- c. The members should not have any personal/family/professional/financial relationship with the applicant whose grievance is being heard. Members of the IGRC who may have a potential conflict of interest should rescue from the concerned case and not participate in the decision-making process.


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d. The IGRC shall be guided by the principles of natural justice (no man/woman shall be a judge in his/her own cause and hearing the other side) while hearing the grievance.

e. The decision of the committee shall be based on consensus and if consensus cannot be reached, a majority opinion will form the basis of the decision.

f. Presence of at least 50% of the members of the IGRC during the meeting is essential to arrive at a decision.


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The detailed report by the Committee shall be submitted to the Director for his/her consideration and to place before the Grievance Redressal Committee consisting of external members.

The appeal shall be disposed off within 3 months from the date of receipt. If the process requires more than specified time, an interim reply to the applicant shall be issued conveying the same.

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