

Service & EGRC Policy

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1. PREAMBLE

LEAD College of Management realized the importance employee grievance redressal and continuing in college in harmony and rendering their services. The performance of the LEAD employee grievance policy for grievance redressal committee takes care of the grievances for employees.

2. APPLICABILITY

This policy is applicable for all the employees of the institution

3. OBJECTIVES

The main purpose of the policy is for employees who feel that they are treated unjustly in the discharge of his/her duties either by the Management or by a colleague or a subordinate may submit such grievance in writing to the Director of the Redressal Committee.

4. LEAD Employee Grievance Redressal Committee Policy

The Grievance procedure detailed in the faculty handbook is given below

“In order to streamline the grievance handling system in the institute, management is pleased to introduce following "Grievance Procedure".

- An aggrieved employee shall first present his grievance verbally in person to the Head or immediate reporting officer and his grievance will be settled or will be replied by the concern person within 3 days of the presentation of the grievance. The grievance of teaching staff will be reported to Dean Academics and the grievances of non - teaching staff will be reported to Administrator.
- If the employee is not satisfied with the reply of his reporting officer or if he fails to receive any reply within the stipulated period, he shall present his grievance to the Administrator.
- The Administrator will review the grievance and will settle the same or will reply to the aggrieved employee within 5 days of the presentation of the grievance.
- If action cannot be taken during this period, the reason for delay will be recorded.
- If the reply of the Administrator is unsatisfactory, the aggrieved employee may request forwarding of his grievance to the Grievance Committee, which shall make its recommendations to the Management within 15 days period.
- If the recommendations cannot be made within this period, the reasons for such delays should be recorded.

- The Unanimous recommendations of the grievance committee shall be forwarded to Director for his final decision.
- In the case of a difference of opinion among the members of the grievance committee, the view of the members along with the relevant papers shall be placed before Director for final decision.
- In either case, the final decision of the Management shall be communicated to the aggrieved employee by the Director office within 7 days of the receipt of the recommendation from the Management.

Prepared & Issued by:	Approved by:
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