

Grievance Redressal & Disciplinary Committee (GRC)

Terms of Reference

1. Title

Grievance Redressal & Disciplinary Committee (GRC)
Amala Institute of Medical Sciences

2. Vision

To foster a safe, inclusive, and learner-centric institutional environment by ensuring fair, transparent, and timely redressal of grievances.

3. Mission

To provide an accessible, impartial, and efficient mechanism for students, employees, and other stakeholders to raise concerns and obtain just resolutions in alignment with institutional values and statutory guidelines irrespective of gender.

4. Objectives


- To receive, examine, and redress grievances in a fair and systematic manner
- To ensure transparency, accountability, and confidentiality in grievance handling
- To promote harmony, equity, and mutual respect within the institution
- To recommend corrective and preventive measures for continuous quality improvement

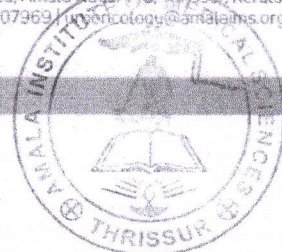
5. Scope

The Grievance Redressal & Disciplinary Committee shall address grievances related to:

- Academic and teaching-learning processes
- Examination, evaluation, and assessment
- Administrative and service-related matters
- Infrastructure, clinical facilities, and support services
- Interpersonal and institutional issues affecting stakeholders



Amala Institute of Medical Sciences (An Undertaking of Amala Cancer Hospital Society)
Affiliated to Kerala University of Health Sciences Accredited by KUHS with QAS A+ Grade &
NABH & NABL Accredited & ISO 9001:2015 Certified, Amala Nagar P.O. Thrissur, Kerala.
Ph: +91 487 2304000, 2304070 | Fax: +91 487 2307969 | ventology@amalaims.org
www.amalaims.org | Follow us on 



Grievances related to sexual harassment shall be referred to the Internal Complaints Committee (ICC) as per statutory provisions.

6. Composition

The Grievance Redressal & Disciplinary Committee shall comprise:

- **Chairperson** – Senior Faculty Member / Administrator
- **Faculty Members**
- **Administrative Representative**
- **Ethics / Legal Expert** (internal or external)
- **Student Representative** (where applicable)
- **Member Secretary**

The composition shall ensure fairness, inclusivity, impartiality, and adherence to ethical and legal standards.

7. Tenure

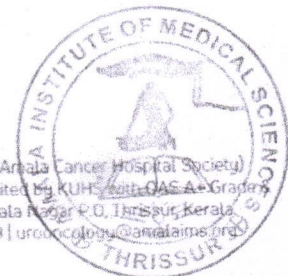
It will be 3 years and is renewable from time to time

8. Meetings

The committee should conduct review meetings once in three months

9. Functions

- Receive grievances through offline and/or online modes
- Register and acknowledge complaints within the stipulated time
- Conduct impartial inquiry and provide opportunity for hearing to concerned parties
- Seek ethical and legal guidance in complex or sensitive matters
- Resolve grievances through mediation or recommendations
- Submit action-taken reports to the Head of the Institution



- Maintain systematic records of grievances and resolutions for three years

10. Procedure for Grievance Redressal & Disciplinary Committee

1. Submission of grievance in the prescribed format
2. Registration and acknowledgement of complaint
3. Preliminary scrutiny by the GRC
4. Inquiry and hearing, if required
5. Decision and communication of the outcome
6. Monitoring and follow-up to ensure implementation

11. Time Frame

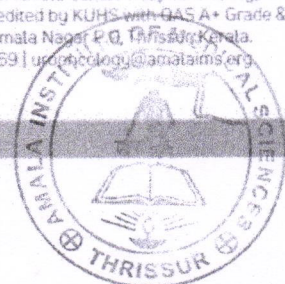
- Acknowledgement of grievance: **Within 3 working days**
- Resolution of grievance: **Within 15–30 working days**, depending on the nature of the complaint.

12. Powers of the Committee

- To call for relevant documents and information
- To summon concerned individuals or witness for clarification
- To seek expert opinion on ethical or legal matters (if required)
- To constitute subcommittee for inquiry, (if required)
- To include expertise person in the subcommittee (if required)
- To recommend appropriate corrective actions to the competent authority
- To suggest policy-level improvements to prevent recurrence of grievances
- To suggest the amendment in the policy to the management.

13. Confidentiality and Non-Retaliation

All grievances shall be handled with strict confidentiality. No complainant shall be subjected to discrimination, victimization, or retaliation for raising a grievance in good faith.



14. Monitoring and Reporting

- Periodic review of grievances and redressal status
- Submission of annual reports to the Institutional Management
- Analysis of grievance trends for quality enhancement and institutional improvement.
- Giving orientation and awareness to be provided.

15. Applicability

The Grievance Redressal & Disciplinary Committee (GRC) shall be applicable to **all stakeholders of Amala Institute of Medical Sciences**, including:

- All **permanent, temporary, part-time, casual / badlie and contractual employees**
- All **students** enrolled in undergraduate, postgraduate, and doctoral programmes
- All **interns, trainees, fellows, and apprentices** associated with the institution

This policy applies to grievances arising from **academic, administrative, clinical, research, and campus-related activities** of the institution.


16. Review and Amendments

The Terms of Reference shall be reviewed periodically and updated as required, in accordance with statutory regulations, and institutional policies.

17. Compliance

The Grievance Redressal & Disciplinary Committee functions are applicable statutory and regulatory norms.



Amala Institute of Medical Sciences (An Undertaking of Amala Cancer Hospital Society)
Affiliated to Kerala University of Health Sciences Accredited by KUHS with CAS A+ Grade &
NABH & NABL Accredited & ISO 9001:2015 Certified Amala Nagar, P.O., Thrissur, Kerala.
Ph: +91 487 2304000, 2304070 | Fax: +91 487 2307955 | Email: info@amalaims.org
www.amalaims.org | Follow us on 



Betsy
Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL
AMALA INSTITUTE OF MEDICAL SCIENCES
ALA NAGAR, THRISSUR-680 555

GRIEVANCE

a formal complaint
raised by an employee against
a fellow employee
a manager
or against an employer
Or Institution culture
Or Complaint regarding work

Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL
AMALA INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR-680 555

Betsy



WORK PLACE HARASSMENT

Discrimination

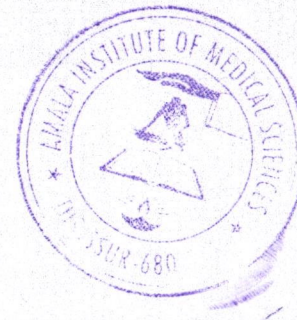
Nepotism

Racism

Body Shaming

Health & Safety

Unsatisfactory conditions



COMPLAINT

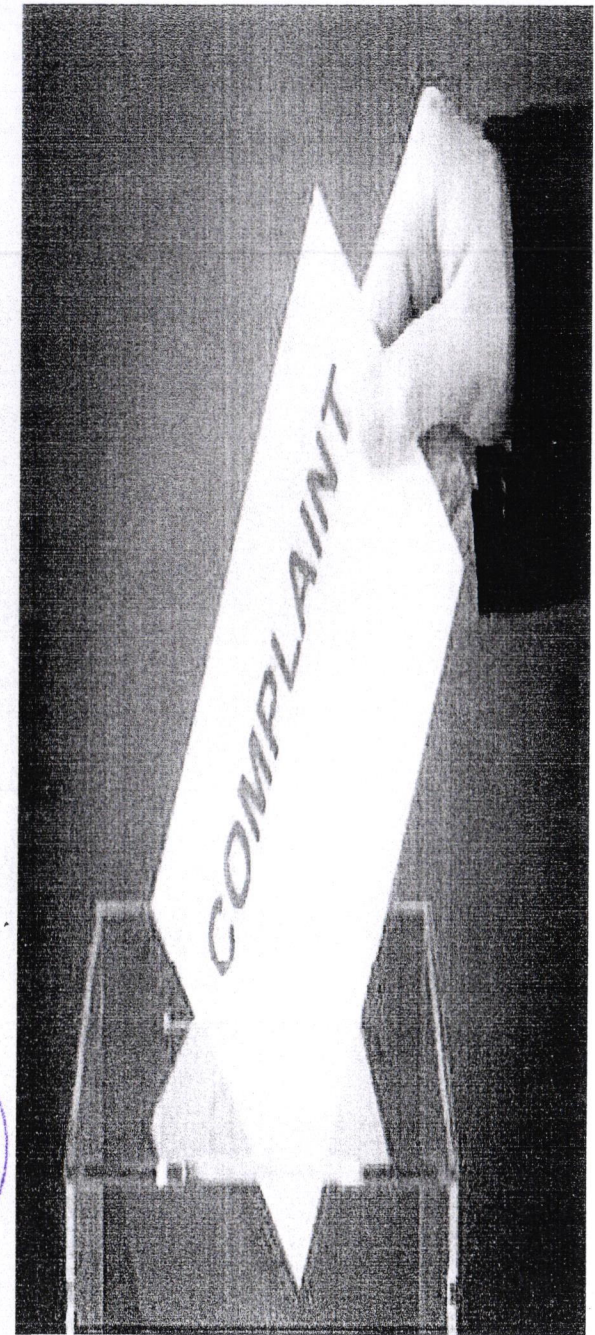
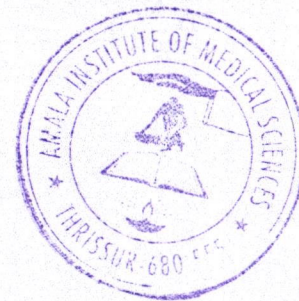
Written complaint

Name and department

Details of grievance

In the concerned boxes installed
in different parts of the institution

Can also send Email



APPELLATE AUTHORITY

FR. JULIOUS ARAKKAL CMI [CHAIRMAN]

DR. RAJESH ANTO [MEMBER]

MR. SAIJU C EDAKKALATHUR [MEMBER]



APPEAL

WITHIN 30 DAYS
WITH REASONS
FOR APPEAL

Betsy

Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL
AMALA INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR-680 555

