

#### 8.23.4. Compliance and Enforcement

- a) Supervisory Responsibility  
All department/unit heads and designated supervisors shall be responsible for ensuring adherence to this policy within their respective teams or departments.
- b) Inspections  
The institution reserves the right to conduct random inspections or audits to verify compliance with this policy. All clinical personnel are obligated to cooperate fully with such inspections.
- c) Disciplinary Measures  
Non-compliance with this policy, including repeated failure to wear the name badge or intentional alteration thereof, shall constitute a breach of institutional protocol and may result in disciplinary proceedings in accordance with the Human Resources Disciplinary Policy.

#### 8.23.5. Review

This policy shall be reviewed periodically and may be amended as deemed necessary to reflect organizational requirements and regulatory changes.

### 8.24. GRIEVANCE REDRESSAL AND DISCIPLINARY POLICY

#### 8.24.1. Purpose

The purpose of this policy is to provide a structured, transparent, and impartial mechanism for employees, students, and trainees of the institution to raise grievances or complaints. It aims to ensure timely, respectful, and confidential resolution of issues related to working conditions, interpersonal matters, or disciplinary concerns. The committee formed under this policy shall be known as the **Grievance Redressal and Disciplinary Committee (GRC)**.

#### 8.24.2. Applicability

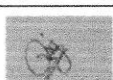
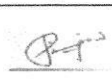
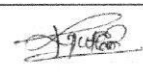
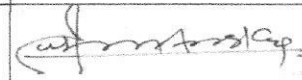
This policy is applicable to:

- i. All permanent, temporary, part-time, and contractual employees
- ii. All students, interns, and trainees
- iii. Any other individual engaged with the institution in a working or training capacity

#### 8.24.3. Definitions

- a) **Complaint:** Any complaint received revealing the identity and incident
- b) **Committee:** The Grievance Redressal and Disciplinary Committee constituted for this purpose. This also includes any sub-committee formed by the main committee to ensure a fair and impartial inquiry.
- c) **Complainant:-** A person who has a grievance and filing the complaint before the committee.
- d) **Grievance:** - A grievance is any concern, complaint, or dispute raised by an employee which may include but not limited to
  - i. Workplace conditions
  - ii. Workload or duties
  - iii. Discrimination or harassment
  - iv. Interpersonal conflicts
  - v. Misconducts



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- vi. Disciplinary actions
- vii. Salary or benefits
- viii. Abuse of authority
- ix. Any other workplace-related issue

e) Respondent:- A person against whom the complaint is filed by the Complainant

#### 8.24.4. Objectives

- i. Foster a healthy, supportive work environment
- ii. Promote open communication and trust
- iii. Ensure fair and unbiased resolution of grievances
- iv. Prevent escalation of workplace conflicts
- v. Maintain discipline within the institution

#### 8.24.5. Composition of Grievance Redressal & Disciplinary Committee (GRC)

- i. Chairperson Representative of the Management/Any priest in charge)
- ii. Two staff representative [atleast one shall be a female]
- iii. One HR representative
- iv. One member from the legal/ethics cell
- v. One external member (optional)

#### 8.24.6. Appellate Authority

In case of dissatisfaction with the GRC decision, an appeal may be submitted within 15 days to the **Appellate Authority**, which consists of:

- i. The Director
- ii. Chief Operating Officer (COO)
- iii. Medical Superintendent

#### 8.24.7. Term:

The term of the committee will be 3 years and is renewable from time to time

#### 8.24.8. Grievance Procedure

##### Step 1: Informal Resolution

The employee may first try to resolve the grievance informally with the concerned individual or immediate supervisor.

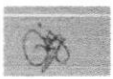


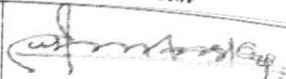
##### Step 2: Formal Complaint Submission


If unresolved, a written grievance can be submitted to the GRC through Email or Phone Number assigned for the purpose or dropping the complaints in the boxes designated for the purpose placed near punching stations .

Every complaint should include:

- i. The details of the complainant [Name, Department, Employee ID, Phone Number]
- ii. The details of the respondent [Name, Department. Phone Number, if available]
- iii. Date and place of occurrence
- iv. Nature of the grievance



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- v. Any supporting evidence or name of the witness
- vi. Anonymous complaints may be reviewed, but action will be taken only if substantial evidence is available. Furthermore only a aggrieved person is entitled to file a complaint.
- vii. The complaint filed by any other person on behalf of the aggrieved person will be entertained only if there is a genuine reason and the GRC shall record the reason to entertain such complaint.

**Step 3: Acknowledgement and Review**

The GRC will acknowledge the grievance within **3 working days** and begin preliminary review.

**Step 4: Committee/Sub committee**

The Committee has the power to constitute sub-committee or co-opt external/internal experts for impartial inquiry where required.

**Step 5: Hearing/Investigation**

- i. Within **10 working days**, the GRC will invite the concerned parties for a fair and confidential hearing.
- ii. The denial to appear for the inquiry without a valid reason will amount to misconduct and subject to misconduct
- iii. The person who has a valid reason for non-appearance shall submit an application for adjournment stating the reason for non-appearance.
- iv. The parties can file their statements in written and can produce witnesses to prove their side

**Step: 6 Resolution and Action**

- i. Based on findings, the GRC will recommend the management to take appropriate action. Final resolution will be communicated in writing within **30 days** of complaint receipt.
- ii. **False complaints** proven with evidence may invite disciplinary action against the complainant.

**Step 6: Appeal**

If dissatisfied, the parties may appeal to the higher authority within 7 days of receiving the outcome.

**8.24.9. Complaint against outsiders**

The complaint against any outsiders will be forwarded to the Police Officer with the written consent of the Complainant.

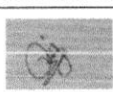
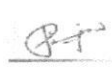
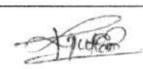
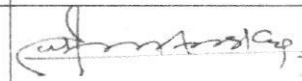
**8.24.10. Meetings**

The committee shall hold meetings once in three months or whenever necessary

**8.24.11. Confidentiality**

All grievances and proceedings will be handled with utmost confidentiality.



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### 8.24.12. Record-Keeping

All grievance records will be maintained securely by the Legal department for a minimum of **3 years or as decided by the Management from time to time.**

### 8.24.13. Policy Awareness

- All employees will be informed of this policy at the time of joining.
- Displayed on notice boards.
- Regular sensitization/training may be conducted.

### 8.24.14. Amendments

The institution reserves the right to amend this policy to comply with legal updates or internal requirements.

## **8.25. THE POLICY AGAINST SEXUAL HARASSMENT AGAINST WOMEN AT WORKPLACE**

### 8.25.1. Objective

To create a safe and respectful work environment for women employees by preventing, prohibiting, and addressing incidents of sexual harassment at the workplace in accordance with The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

### 8.25.2. Applicability

This policy applies to all women who are employed with or associated with Amala Institute of Medical Sciences in any capacity, including but not limited to:

- Regular, temporary, ad hoc, part-time, and contractual employees
- Consultants, Students, trainees, interns, and volunteers
- patients, and bystanders
- Visitors and vendors
- Events, training programs, camps, Gym, Canteens, Library, outreach activities, and transportation organized by the hospital

### 8.25.3. Definitions

#### A) Aggrieved Woman

Refers to a woman of any age, whether employed or not, who alleges to have been subjected to sexual harassment at the workplace.

#### B) Complaint

Complaint against about the sexual harassment

#### C) Employee

Any person employed at the hospital, whether permanently, temporarily, on contract, interns, trainees, or consultants, with or without remuneration.

#### D) Internal Complaints Committee (ICC)

*Betsy*  
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