

ALL INDIA INSTITUTE OF MEDICAL SCIENCES PATNA
Other Backward Classes (OBC) Employees Grievance Redressal Committee
(GRC)

1. Composition of the GRC:

The Executive Director, AIIMS Patna has constituted a Grievance Redressal Committee for the OBC employees to oversee grievance resolution at the university level. The members of the committee are as follows:

Sl. No.	Member	Designation
1	Prof. (Dr.) Tribhuvan Kumar, Professor Physiology	Chairperson
2	Dr. Tarun Kumar, Associate Professor, Pathology	Vice- Chairperson
3	Sathiyakala K. Tutor/Clinical Instructor (Nursing)	Member Secretary
4	Sh. Rakesh Kumawat, Asst. Nursing Superintendent	Member
5	Ms. Reena Prajapati, PS to Executive Director	Member
6	Ms. Shruthymol G, Nursing Officer	Member
7	Ms. Sweta Kumari, Sanitation Officer	Member
8	Sh. Bijay Kumar Yadav, Medical Record Officer	Member
9	Sh. Mantu Kumar, Sr. Administrative Assistant	Member
10	Sh. Vinay Kumar, Storekeeper-cum-clerk	Member
11	Sh. Karan Anand, Office Attendant Gr-II	Member
12	Md. Salam, Hospital Attendant Gr-II	Member

2. Preamble:

- The OBC Employees Grievance Redressal Committee (GRC) is established to ensure a fair and just work environment for OBC employees within the Institute.
- It addresses grievances related to both workplace/ work-related, service matter and non-work-related matters, such as discrimination, harassment, promotions, pay related matter, to safeguard the rights of socially and educationally backward classes.
- The GRC operates in accordance with the guideline as laid down by NCBC.

3. Objectives of the committee:

- The Committee shall ensure prompt disposal of grievances/representations of OBC employees of AIMS Patna.
- To suggest/devise mechanism to prevent any act of discrimination against OBC employees of the Institute on grounds of their social origin.
- To suggest/devise mechanism to prevent indulgence of employees in any kind of discrimination against employees belonging to OBC categories.

4. Functions of the GRC:

- **Receiving Complaints:** The GRC receives complaints from OBC employees regarding any violations or grievances.
- **Investigation and Resolution:** The GRC investigates complaints promptly and ensures fair resolution.
- **Confidentiality:** The process maintains confidentiality to protect the complainant.
- **Impartiality:** The GRC ensures impartiality in handling grievances.

- **Monitoring and Reporting:** The GRC monitors trends, reports to higher authorities, and suggests improvements.
5. **Types of Grievances:**
- **Work-Related Grievances:** These include issues related to promotions, transfers, workload, salary, and working conditions.
 - **Non-Work-Related Grievances:** These may involve discrimination, harassment, or victimization.
6. **Exclusions:**
- Certain matters may be excluded from the GRC's purview, such as legal disputes.
7. **Amendments:**
- The policy may be amended as needed to improve the grievance redressal process.
8. **Grievance receiving mechanisms:**
- Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance can be reported by using any of the following modes:
 - Report submission in person by approaching the chairman/ vice chairman/member secretary/ any members of the Committee.
 - Online registration of complaint at AIIMS Patna website link <http://>
 - Through e-mail to obcegrc@aiimspatna.org
 - Writing to "The Chairman, Grievance Redressal Committee, AIIMS Patna".
9. **Grievance redressal mechanism:**
- After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
 - The meeting shall be scheduled within ten days of receipt of the application.
 - All relevant papers shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
 - After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
 - The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
 - The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
 - The decision of the Grievance Committee shall be communicated in writing to the applicant and the Executive Director at the earliest, preferably within one week from the day of finalization of the minutes of GRC meeting.