

(An Institute of National Importance under DPIIT, Ministry of Commerce and Industry, Govt. of India)

Ref. No. NIDMP/1-60/Grievance Redressal/2020/01

Dated: 28.10.2020

Notification No. 05/ HR/ 2020

Subject: Grievance Redressal Committee for Employees

The following Grievance Redressal Committee for Employees has been constituted in the Institute as per Statute 33 of the First Statutes of NID:

- (i) Activity Chairperson (Education and Training): Chairperson (ex officio)
- (ii) Registrar: Member (ex officio)
- (iii) Controller of Finance and Accounts: Member (ex officio)
- (iv) Chief Administrative Officer: Member Secretary (ex officio)

2. Initial procedure for redressal of grievances shall be as under:

(i) An aggrieved employee shall first present his/her grievance verbally or in writing to the concerned officer (against whom he/ she has a grievance). The employee may go to the concerned officer's workplace or contact on official contact number and talk informally about the grievance. He/ she may also present the grievance through a letter or e-mail.

(ii) The officer is required to furnish an answer within one week of the presentation of a written grievance to the aggrieved employee.

(iii) If the employee is not satisfied with the answer, he/she can approach the Grievance Redressal Committee.

(iv) The employee can send a letter to Chief Administrative Officer (Member Secretary) of the Grievance Redressal Committee or write an e-mail at cao@nidmp.ac.in.

3. Subsequent grievance redressal procedure is as per the details given below:

- (i) On receipt of application, the Member Secretary shall inform the Grievance Redressal Committee and shall immediately provide a copy to the concerned officer for furnishing reply within ten days.
- (ii) The Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the officer concerned and the aggrieved person either in writing (hard copy) or by e-mail, as may be feasible.
- (iii) The aggrieved person may appear either in person or represented by such person as may be authorized to present his/ her case.
- (iv) The Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievance.
- (v) The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (vi) On the conclusion of the proceedings, the Grievance Redressal Committee, shall submit its report to the competent authority.
- (vii) The competent authority shall pass such order with reasons as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (viii) A copy of the order shall be provided to the aggrieved employee.
4. This issues with approval of the competent authority.

Copy to:

- (i) All members of the Committee (by name)
- (ii) Office of the Director, NID MP
- (iii) CAO/ CFA/ Librarian, NID MP
- (iv) All Discipline Leads, NID MP
- (v) HR Branch- for sending to employees@nidmp.ac.in
- (vi) Office Copy




Registrar