

GOVERNMENT MEDICAL COLLEGE, SURAT

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No. MCS/STU/Grievance/19385-417/2019

dt. 30/07/2019

Employee's Grievance Redressal System

In order to streamline the grievance handling system in Government Medical College, Surat the authority is pleased to introduce following "Grievance Procedure" with immediate effect.

A. Grievance Procedure (COLLEGE DEPARTMENTS)

1. An aggrieved employee shall first present his grievance verbally in person to the Head of Department and his grievance will be settled or will be replied by the Concern Head of Deptt. within 3 days of the presentation of the grievance.
2. If the employee is not satisfied with the reply of his Head of Deptt. or if he fails to receive any reply within the stipulated period, he shall present his grievance to the GRIEVANCE COMMITTEE. The GRIEVANCE COMMITTEE Institute will review the grievance and will either 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.
3. If the reply of the GRIEVANCE COMMITTEE is unsatisfactory, the aggrieved employee may request forwarding of his grievance to The Dean for his final decision. In either case the final decision of the Dean shall be communicated to the aggrieved employee ..

B. Grievance Procedure (Administrative Sections)

1. An aggrieved employee shall first present his grievance verbally in person to the Head of Section/Branch and his grievance will be settled or will be replied by the Concern Head of Section. within 3 days of the presentation of the grievance.
2. If the employee is not satisfied with the reply of his Head of section/branch . or if he fails to receive any reply within the stipulated period, he shall present his grievance to the Administrative/Accounts Officer. The Administrative/Accounts Officer will review the grievance and will either 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.
3. If the reply of the Administrative/Accounts Officer is unsatisfactory, the aggrieved employee may request forwarding of his grievance to the GRIEVANCE COMMITTEE which shall make its recommendations to the Office 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 placed before DEAN, for final decision. In either case the final decision of the DEAN shall be communicated to the aggrieved employee .

B. Grievance Procedure (UG/PG HOSTEL)

1. An aggrieved Student shall first present his grievance verbally in person to the Hostel Superintendent and his grievance will be settled or will be replied by the Hostel Superintendent within 3 days of the presentation of the grievance.
2. If the Student is not satisfied with the reply of his Hostel Superintendent or if he fails to receive any reply within the stipulated period, he shall present his grievance to the Asstt. Warden of the Hostel. The Asstt. Warden of the Hostel will review the grievance and will either 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 Asstt. Warden of the Hostel is unsatisfactory, the aggrieved employee may request forwarding of his grievance to the Warden/ Rector of the Hostel which shall make its recommendations within 15 days period.

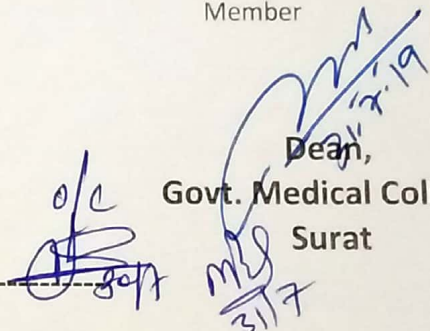
B. Grievance

Complains affecting one or more individual employees/ students in respect of their work assignment, working conditions Hostel facilities to student, would constitute a grievance. Where the points of disputes are of general applicability or of considerable magnitude, they will fall outside the scope of this procedure.

C. Grievance Committee

The Grievance Committee will constitute of the following:

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| 1. Addl. Dean | Chairmen |
| 2. Dr. N.D.Kantharia, Professor of Pharmacology. | Member |
| 3. Dr. S.M.Patel, Professor of Biochemistry. | Member |
| 4. Accounts Officer | Member |
| 5. Admin. Officer | Member |


o/c
31/7
Dean,
Govt. Medical College,
Surat

Copy to all Head of the department, Government Medical college, Surat for information and necessary action.

Copy to Est Section, G.Est Section, Account Section, Store Section, Student Section, MCDC Section Government Medical college, Surat for information and necessary action.

Copy to Warden. Boys Hostel, P.G. Hostel, and Rector, Girls Hostel, Government Medical college, Surat for information and necessary action.

Dr. Di. Pankaj