

# Shri Guru Ram Rai Institute of Medical & Health Sciences, Dehradun & Shri Mahant Indires Hospital

## GRIEVANCE REDRESSAL COMMITTEES

### Formulation of the Committee

The Composition and role of grievance redressal committees is to provide a mechanism for individual employees to raise a grievance arising from their employment.

### **Members:**

Name	Position	Designation	Mob No.
Dr. Lalit Kumar	Chairperson	Vice Principal & Professor & Head – FMT SGRRIM&HS	9358507650
Mr. Deepak Thapliyal	Member Secretary	Head – HR	9971571868
Dr. Ajay Pandita	Member	Medical Superintendent – SMIH	9720170551
Dr. Anjali Choudhary	Member	Professor, Obstetrics & Gynaecology	9760459691
Ms. Deepak Gupta	Member	Nursing Superintendent – SMIH	9410901372
Mr. Bhupendra Raturi	Member	Senior PRO	9997960544

**Frequency:** Once in 3 months or as and when required

### **Terms of Reference:**

- Introduction of the committee members
- Discussed on various objectives for the formulation of the committee.
- To issue a policy on grievance 1 redressal
- To develop a mechanism of handling employee grievances
- Take action on all employee grievances

### **Chairperson:**

- To ensure proper functioning of grievance committee and to involve in unbiased decision making.
- To review progress of grievance reported.
- To make final decision pertaining to particular grievance considering all circumstances.

### **Nursing Superintendent-**

- Report case progress to chairperson on a regular basis.
- To provide input regarding grievances among the committee members.

### **HR Manager-**

- To coordinate the work of the Grievance Committee, including calling and chairing scheduled meetings
- To provide advice and assistance to chairperson.
- To monitor progress of grievances.

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- report on informal disputes and grievances to
- all documents pertaining to a complaint or grievance shall be retained

### **Chief Counsellor**

- To conduct preliminary investigations of grievance in order to make recommendations to the Committee.
- To provide input regarding grievances among the committee members.

### **HOD of concerned department as invitee member–**

- To receive and review grievance and act as first point of contact.
- To provide input regarding grievances among the committee members.

