

Employee Grievance Cell

PREAMBLE:-

MEI aims to provide a safe, secure, healthy and a supportive working environment of all the staff. Staffs refer to all academic and non-academic staff members. It includes faculty (full time, part time or visiting), teaching assistants, academic and non-academic support staff members. In order to redress the grievances of the staff of the Institutions under MEI, a Grievance Redressal Mechanism has been devised.

GRIEVANCE:-

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the Institution that a staff thinks, or even feels, is unfair, unjust or inequitable.

REDRESSAL CELL

Through the Grievance platform staff members are allowed to voice their concerns in an open manner. The complainant shall exercise due diligence in deciding whether to qualify the grievance as serious matter and that it deserves the attention of this committee comprising of senior administrators and faculty of the Institution

Objectives:-

- To provide a platform where grievances are expressed without fear or victimisation
- To facilitate a work culture where no grievances exist and also help in improving performance and productivity of the concerned employees
- To ensure a fair and speedy redressal of grievances

Definitions:

- “MEI” means “Mangalam Group of Educational Institutions.”
- “Administration Level Committee” means the authority empowered to make decision in the second level wherein the committee will record the proceedings in Minutes and inform the employee in writing through chief coordinator
- Staff Affairs Committee” means the authority empowered to make the Final decision and forward to the Chairman for approval

Approved by:- Secretary, Mangalam Educational Society	Signature:-
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CONSTITUTION OF THE EMPLOYEE GRIEVANCE REDRESSAL COMMITTEE (EGRC):

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| 1. Principal of the Institution | - CHAIRPERSON |
| 2. Senior Professor | - CHIEF COORDINATOR |
| 3. Management Representative(s) | - MEMBER |
| 4. Three Faculty Members of the Institution | - MEMBER |
| 5. Human Resource Head | - CONVENOR |

PROCEDURE

First Level (section/department level):

The aggrieved employee represents his/her grievance either in person or in writing to the concerned HoD in the dept, which is acknowledged. A written reply is sent to the employee under the signature of the HoD within 15 days.

Second Level (Administration level):

If the employee is not satisfied with the first level of resolving, he/she may either request the HoD to forward his/her grievance or represent directly in writing to the grievance committee constituted at the Administration level comprising the following

- Principal
- Chief Coordinator
- HR Manager

The Administration level committee would address the issue/grievance and the recommendations of the grievance committee shall be communicated to the concerned employee within 7 working days. A copy of the minutes of the grievance committee meeting is also supplied to the employee.

Third Level (Staff Affairs Committee):

If the employee is not satisfied with the reply given by the Administration Level Committee (second Level), he/she can represent the matter to the Management at Staff Affairs Committee.

At this stage, the representation or the grievance of the employee is forwarded to the Secretary of the management committee. The HR department head will forward the minutes of the second level meeting to the Staff Affairs Committee. HR department head will convene a meeting. The matter will be resolved at this level with proper action required thereto. The employee will be informed about the decision and will take down the consent in writing. Based on a careful analysis of the grievance in the light of feedback and views of the Administration level committee, the Staff Affairs Committee of the Grievance Cell would make its recommendation within a period of 3 working days and send it to the Chairman for consideration and appropriate action, if any. The decision of the Chairman of the company shall be final and binding on the concerned employee

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REPORTING

The convenor of the Grievances Redressal Committee will report to the Chairman with a quarterly written report of grievances handled , if any.

GUIDELINES :-

1. The employee shall submit their grievance immediately or within a period of one week from the date of occurrence.
2. If the grievance arises out of an official order issued by the management, initially the said order shall be complied as per the procedure laid down in this policy document.
3. Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the Competent Authority as per the Conduct, Discipline and Appeal Rules of the Institution and in such cases the grievances redressal procedure shall not apply.
4. Grievance pertaining to the following shall not come under the purview of the grievance procedure:-
 - Matters related to collective disputes/bargaining such as salary, allowances, hour of work and other benefits and also causes related to disciplinary procedures.
 - If the grievance does not relate to individual employee.
 - Grievance arising out of removal or dismissal of an employee.
 - Any matter pertaining to the period before the date of joining at MEI
 - Any matter relating to terms and conditions of appointment settled prior to joining or appointment/absorption.
 - Any other as may be decided with the approval of the Chairman.

INTERPRETATION AND AMENDMENTS

The Management of MEI may modify, alter, delete or add any clause or sub-clause to this Policy as and when considered necessary for the efficient conduct of the functioning of Institution. The Chairman shall be the final authority in the interpretation of this Policy and in the cases not covered by this Policy his decision shall be final.

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AMENDMENT

CONSTITUTION OF THE EMPLOYEE GRIEVANCE REDRESSAL CELL (EGRC)

PREAMBLE

F. No. 001/ Policy/EGRC -The Constitution of the ERGC cell stipulated in the policy (Employee Grievance Redressal Policy) of MEI is **amended** for the technical Institution(s) under Mangalam Educational Institutions. As per the new All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021, the following members will constitute the Employee Grievance Redressal Committee of Mangalam College of Engineering.

CONSTITUTION OF THE EMPLOYEE GRIEVANCE REDRESSAL COMMITTEE (EGRC): **MANGALAM COLLEGE OF ENGINEERING**

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| 1. Principal of the Institution | - CHAIRPERSON |
| 2. Senior Professor from affiliating University | - MEMBER |
| 3. Official from University/State DTE | - MEMBER |
| 4. Management Representative | - MEMBER |
| 5. Head of the Concerned Department | - MEMBER |
| 6. Senior Faculty | - MEMBER & CHIEF COORDINATOR |
| 7. Faculty Member | - MEMBERS |
| 8. HR Head | - CONVENOR |

Approved by:- Secretary, Mangalam Educational Society	Signature:-
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