



MALANKARA ORTHODOX SYRIAN CHURCH MEDICAL MISSION HOSPITAL

(AN INSTITUTION UNDER THE MALANKARA ORTHODOX SYRIAN CHURCH MEDICAL MISSION)

KOLENCHERY, ERNAKULAM DISTRICT, KERALA, INDIA. PIN - 682 311, Telephone: 0484 2885000, 7155000

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No. HRM/ADMN/188/19

CIRCULAR

28/12/2018

Sub : Employee's Grievance Redressal System

In order to streamline the grievance handling system of the institution, the management is pleased to introduce the following grievance procedure with immediate effect.

Grievance Redressal Committee

- A Grievance Redressal Committee has been established for addressing the issues related to employee's grievances arising out of factors related to employee's job/employment.
- The Committee consists of the following persons
 - The Head - Human Resources (**Adv. Bejoy K. Thomas**) as Chairman
 - The Nursing Superintendant (**Lt. Col. (Rtrd) Gracy Joseph**) as Member
 - The Administrative Officer (**Mr. Dhwany D. B.**) as Member and
 - The Human Resources Officer (**Mr. Vineesh T. A.**) as Secretary
- The Committee shall meet on call of the Chairman, on receiving a formal written grievance.
- The HR Officer shall coordinate and document all the proceedings of the committee.
- In Case the reported grievance comes under the provisions of Industrial dispute act, the same shall be forwarded to the management and shall be addressed separately.
- In Case the reported grievance involves sexual harassment or abuse against women, the same shall be forwarded to the committee for prevention of sexual harassment.
- The Committee shall review the grievances and will hear from all related persons.
- The decision of the committee shall be communicated to the employee.

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Procedure for Redressing Employee Grievance

- An aggrieved employee shall contact their immediate supervisor or Head of the Department for possible solutions as the first step. If it was not solved at department level, the employee shall be entitled to make a formal representation to the Grievance Redressal Committee
- The aggrieved employee shall give a written representation to the Chairman or Secretary of the Committee. The representation shall clearly state all relevant details regarding the grievance with any supporting evidences.
- The Redressal Committee shall address the grievance within 30 days from the receipt of written representation and the decision of the committee shall be formally communicated to the aggrieved employee.
- If the aggrieved employee is not satisfied with the decision of Redressal Committee he/she will have an opportunity to appeal to the appellate authority.

Provision for Appeal

- Employee is provided with provision for appeal against the decision of Redressal Committee.
- This appellate authority is the Secretary, and Treasurer of the hospital, who will review the decision of the committee..
- The decision of Appellate Authority shall be final.

The circular is issued for the information of all **HODs and Staff Members**.

For M.O.S.C. Medical Mission

Joy P. Jacob
Secretary

To: All Staff Members through HODs/In-charges
CC: Treasurer, Org. Secretary, Dean, Medical Supdt. and Administrative Director
