

<b>EMPLOYEE GRIEVANCE REDRESSAL POLICY</b>	Doc. No. 01  Rev No.00
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<b>EMPLOYEE GRIEVANCE REDRESSAL POLICY</b>			
<b>UNIVERSITY EMPLOYEES</b>			
<b>Prepared by:</b>	<b>Approved by:</b>	<b>Version:</b>	<b>Effective Date:</b>
HRD	Vice Chancellor, SMU	0.1	01 Feb, 2018

**HISTORY OF CHANGES**

New Revision level	Index	Change	
		From	To

**TERMS AND ABBREVIATIONS:**

Sl No	Terms	Abbreviations
01	HOI's	Head of the Institution
02	HOD	Head of the Department
03	SMCPT	Sikkim Manipal college of Physiotherapy
04	SMCON	Sikkim Manipal College of Nursing

**1.0 Purpose:** The purpose of the Grievances procedure is to settle grievances of the employees in shortest possible time at lowest possible level of the authority and to provide for various stages so that the aggrieved employee derives satisfaction of seeking redressal if required, even from the highest level of the authority.

**2.0 Scope & Coverage:** The procedure will cover all the university employees of all the Constituent Units of SMU. Grievance for the purpose of this procedure would only mean individual grievance and the matters under the scope of this procedure, which can be invoked by an aggrieved employee shall be those relating to the following:

- Salary payment
- Recoveries of dues etc.
- Increment

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- Working conditions
- Leave
- Allotment of quarters
- Medical facilities
- Non-extension of benefits under rules
- Transfer
- Promotion
- Statutory Compliance in respect to employment

The grievance arising out of the following issues shall not be come under the purview of the grievance procedure:

- Terms of appointment settled prior to joining
- Annual performance
- Matters relating to disciplinary enquiry, action and vigilance Cases
- Where the grievance does not relate to an individual employee.

**1.0 Responsibilities:** Concerned Unit Human Resource Department, Departmental HOD, Concerned Unit HOI, Head-HR and Vice Chancellor of the University.

**2.0 Composition of Committee Members at University Level:**

- a. Registrar - SMU
- b. Head HR - SMU
- c. Dr Luna Adhikari, DCE, SMU

**3.0 Composition of Members at Institute Level:** The unit HOI's will be the Chairman of the committee with members comprising teaching staff & non-teaching staff as its members up to a maximum of 3 (three) nominated by HOI. The grievance committee shall have the provisions of being reconstituted every year, if situation arises at the discretion of the concerned unit HOI's.

**(SMIMS/SMCON/SMCPT/CRH):**

- ✓ **Chairman:** Associate Dean, Academics- Chairman

**List of Members**

- a. Dr Binod Kumar Tamang, HOD Anatomy- Member
- b. Mrs Champa Dhungel, Associate Prof, SMCON-Member
- c. Dr Geeta Soohinda, Assistant Prof, Psychiatry-Member
- d. Mr Sanjay Kumar Gupta, Sr. Manager Infra & Facilities-Member
- e. Ms. Pema Lhamu Bhutia, Asst. Deputy Nursing Suptd. II-Member

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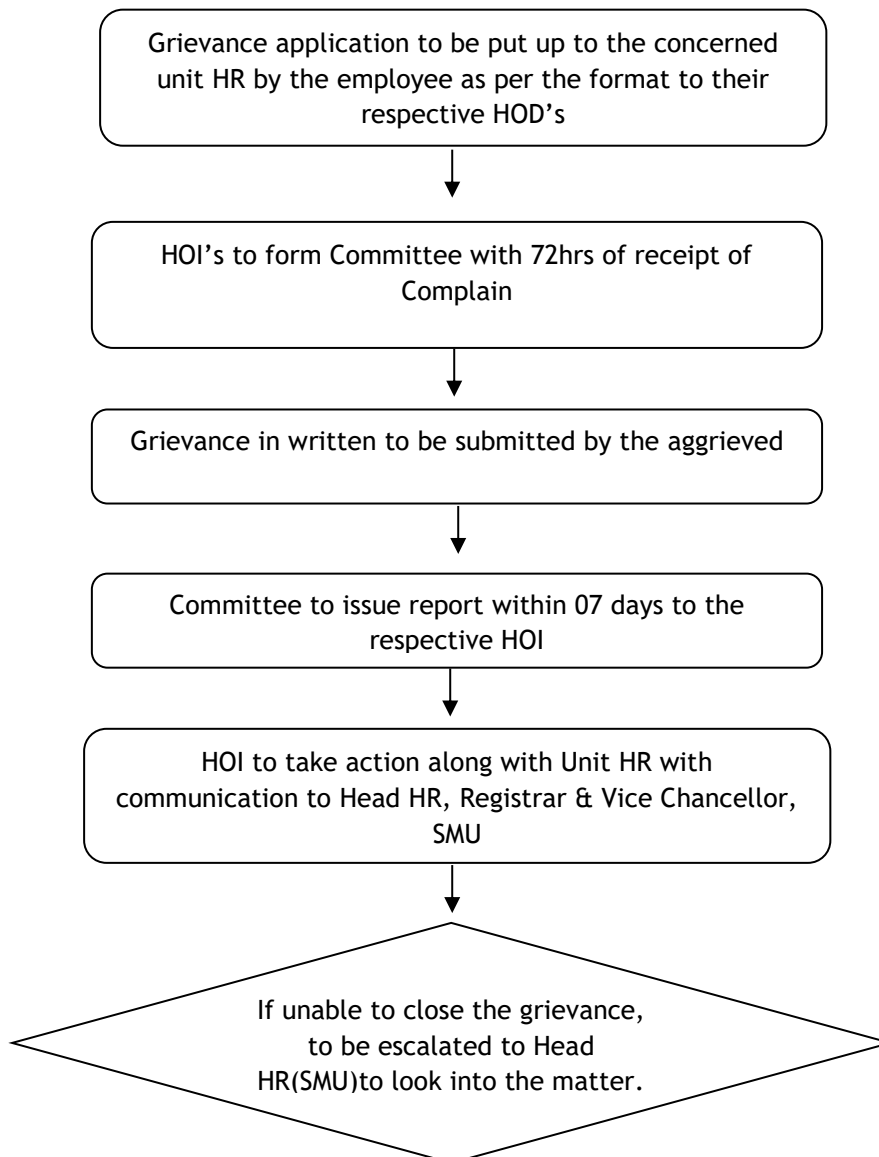
**(SMIT):**

- ✓ **Chairman:** Dean, R & D - Chairman

**List of Members:**

- a. Prof (Dr) Sangeeta Jha, Prof & HOD, Chemistry-Member
- b. Prof (Dr) H K D Sharma, Prof & HOD, IT Deptt- Member
- c. Mr Pemba Sherpa, Assistant Engineer, Examination Cell, SMIT

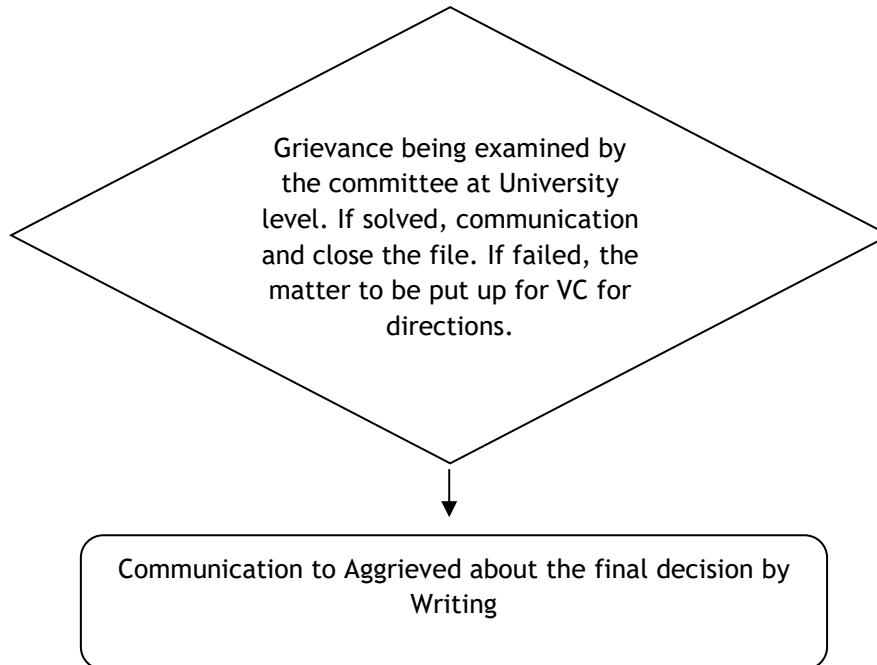
**4.0 Process (general overview & flowchart)**



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#### 5.0 Procedure (step wise description):

- Grievance application to be put up to the concerned unit HR by the employee as per the format to their respective HOD's. HOD to forward the same to the unit HOI. HOI's of concerned unit to form Committee within 72hrs of receipt of Complaint.
- Grievance in written to be submitted by the aggrieved. Grievance Committee to issue report within 07 days to the respective unit HOI.
- Concerned unit HOI to take action along with Unit HR with communication to Head HR, Registrar & Vice Chancellor, SMU. If unable to close the grievance, to be escalated to Head HR(SMU)to look into the matter.
- Grievance being examined by the committee at University level, if solved communication and necessary direction. If failed, the matter to be put up for VC for directions.
- Lastly, final Communication to Aggrieved about the decision by Writing.

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**6.0 General Guidelines:**

- The Grievances procedure shall be solved within 10 days of receiving the application.
- The service rule of the University, Labour Law of GOS/GOI can be referred.

**7.0 Input/Output:**

Supplier	(S)	Concerned Employee
Input	(I)	Employees Grievances
Process	(P)	Employee Grievance Redressal Process
Output	(O)	Solution for the concerned grievance
Customer	(C)	Aggrieved Employee

**8.0 Reference Documents:**

S. No.	Document Description	Document No.	
1	EMPLOYEE GRIEVANCE FORM	01	<a href="#">..\Employee Grievance Forum- FORMAT.docx</a>

**9.0 Reference Record:**

Sl. No.	Record Title	Format No.

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<b>EMPLOYEE INDUCTION PROCEDURE</b>	Doc. No. 01 Rev No.00
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<b>EMPLOYEE INDUCTION PROCEDURE</b>			
<b>UNIVERSITY EMPLOYEES</b>			
<b>Prepared by:</b>	<b>Approved by:</b>	<b>Version:</b>	<b>Effective Date:</b>
HRD	Vice Chancellor, SMU	1.0	01/10/2017

### HISTORY OF CHANGES

New Revision level	Index	Change	
		From	To

### TERMS AND ABBREVIATIONS:

S No	Terms	Abbreviations
1	PPT	Power Point Presentation
2	GTLI	Group Term Life Insurance
3	ESIC	Employees' State Insurance corporation
4	PF	Provident Fund
5	GMC	Group Medical Coverage
6	POSH	Prevention of Sexual Harassment

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<b>EMPLOYEE INDUCTION PROCEDURE</b>	Doc. No. 01 Rev No.00
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**Purpose:** An induction programme is an important process for bringing employees on Board. It provides a brief introduction of the Organizational culture, vision & values, policies working environment and its business lines.

**2.0 Scope & Coverage:** This Covers all employee of SMU.

**3.0 Responsibilities:** Employee Induction is the responsibility of Human Resources Department. It will be conducted by Human Resource Department where the individual will be detailed by the department and would brief employee about Vision, Mission, Values Organizational structure, policies procedures and culture. It is compulsory for all new joiners to undergo the induction.

#### **4.0 Classification of Induction:**

The induction is broadly classified as under:

- a) Introductory Video (about Group)
- b) Organisational Introduction
- c) SMU Service Rules
- d) Policies (GTLI/GMC/POSH/Leave policy/domestic travel policy etc)-PPT
- e) PF Act
- f) Gratuity Act
- g) ESIC Act
- h) Maternity Benefit Policy
- i) Code of Conduct
- j) POSH Policy
- k) First Impression Report(FIR)
- l) SMU-ERP
- m) Centralized Attendance Tracking System(CATS)

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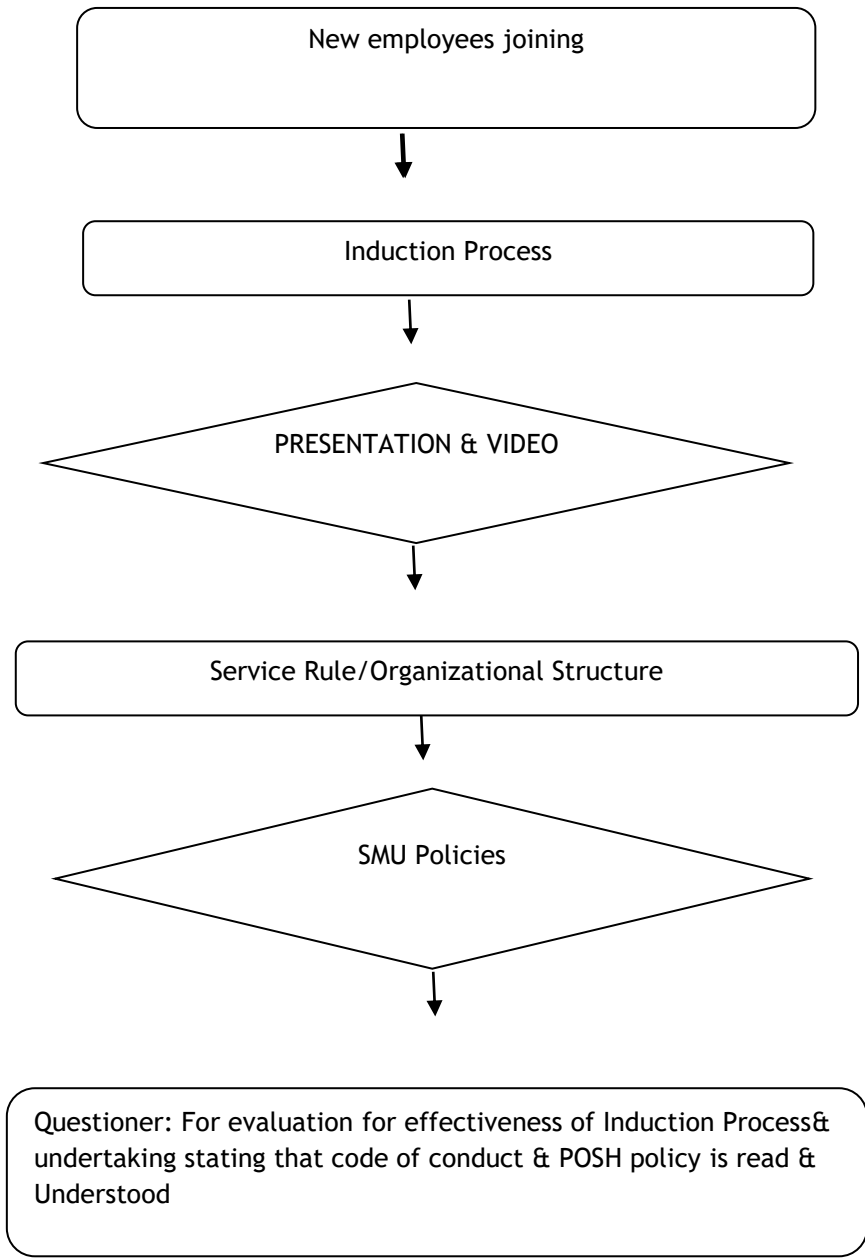
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<b>EMPLOYEE INDUCTION PROCEDURE</b>	Doc. No. 01
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**1.0 Process (general overview & flowchart)**



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<b>EMPLOYEE INDUCTION PROCEDURE</b>	Doc. No. 01 Rev No.00
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**5.0 Procedure (step wise description):**

- The newly joined employee will be welcomed with an introductory video about Manipal Group to set the context of the orientation program.
- The newly joined employee are then briefed about organisation structure of SMU and introduced to the top management and subsequently briefed about their department.
- They are then briefed about the SMU service rules applicable to all employees along with the various policies detailing the incentives they are entitled to.
- The newly joined employees are then informed statutory Compliance.
- Finally, the newly joined inducted employees are provided with a small questionnaire so as to measure the effectiveness of the induction programme.

**6.0 General Guidelines:**

- The induction shall be conducted within 02 day of joining.

**7.0 Input/Output:**

Supplier	(S)	Office of Human Resource
Input	(I)	Hiring Communication for HR Department
Process	(P)	Through induction /orientation via audio visual medium
Output	(O)	New Employee’s understanding about the Organization/Marks scored in questionnaire.
Customer	(C)	Process compliance of the Induction Procedure

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**8.0 Reference Documents:**

S. No.	Document Description	Document No.	
1	Questionnaire Form	01	<a href="#">Induction feedback questionnaire FORMATTTT.docx</a>

**9.0 Reference Record:**

Sl. No.	Record Title	Format No.

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<b>LEARNING &amp; DEVELOPMENT PROCEDURE</b>			
<b>UNIVERSITY EMPLOYEES</b>			
<b>Prepared by:</b>	<b>Approved by:</b>	<b>Version:</b>	<b>Effective Date:</b>
HRD	VICE CHANCELLOR, SMU	1.0	01.08.2017

### HISTORY OF CHANGES

New Revision level	Index	Change	
		From	To

### TERMS AND ABBREVIATIONS

S No	Terms	Abbreviations
1	L&D	Learning & Development
2	TNA	Training Need Analysis
3	T&D	Training & Development
4	PMS	Performance Management System

**1.0 Purpose:** The learning & development promotes and fosters individual and organizational effectiveness by developing and offering an array of innovative and diverse programs in support of the organization's commitment to employee development, partnerships, and organizational enrichment.

<b>LEARNING &amp; DEVELOPMENT PROCEDURE</b>	Doc. No.
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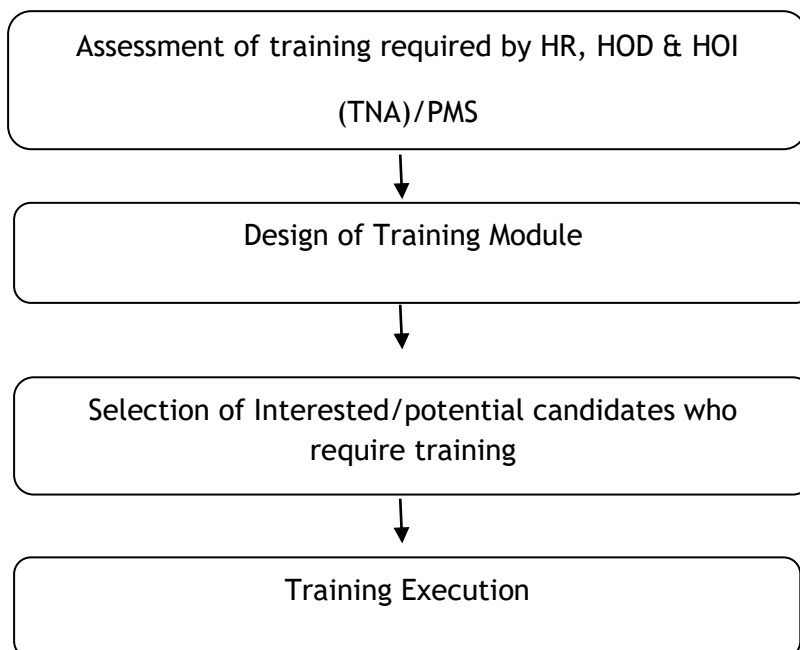
**2.0 Scope:** L&D strives to influence and affect the quality and effectiveness of individuals and teams positively across the campus community, and to be a catalyst by motivating, encouraging and enabling others to act.

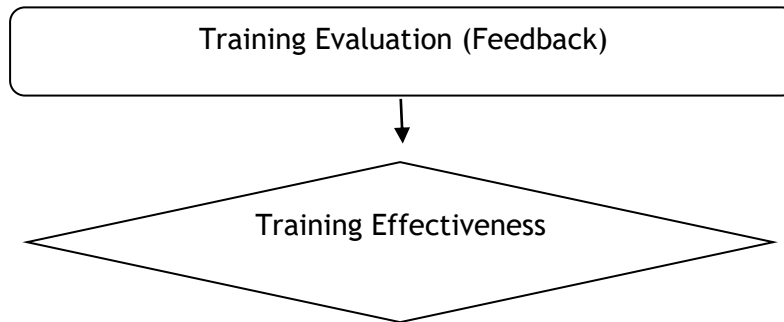
**3.0 Responsibilities:** The L&D process owner of the respective constituent units in co-ordination with centralized L&D Incharge is responsible for the planning, coordination, implementation and evaluation of innovative and contemporary learning and development programs that supports strategies to build a sustainable, resilient and adaptable workforce.

**4.0 Benefits of L&D:**

- Keep up with industry changes
- Be in touch with all the latest technology developments
- Be able to see weaknesses and skill gaps
- Maintain knowledge and skill
- Advance employee skills to meet global benchmarks
- Provide an incentive to learn
- Increase job satisfaction levels
- Provide internal promotion opportunities
- Attract new talent

**5.0 Process (general overview & flowchart)**





### 6.0 Procedure (step wise description):

- Both the HOD & HOI Shall communicate to the HR on specific training needs for concerned employees /department.
- The HR then along with the HOD & HOI shall design a robust training module meant for the professional development of the concerned employee so as to upskill them.
- Depending upon the type of training to be implemented, the management shall decide upon the selection of trainer i.e- whether the trainer will be external or Internal.
- The Interested/potential candidates are then going to be selected who require professional development training.
- Once all the processes are set, the training module for the concerned candidates shall be implemented. Thus depending upon the intensity of training module the length & duration of the L&D program shall be determined.
- Once the training has been successful completed both the accessors & the trainee's feedback are recorded for further evaluation.
- Ultimately, the effectiveness of the L&D programme will be evaluated by reviewing the effectiveness of the training on both the individual and the organisation.

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## 7.0 General Guidelines:

- Minimum target (days) for the professional development per year has to be established for all employees of the organisation (both teaching & non-teaching).
- L & D opportunities should be available to all staff in all levels
- SMU shall address L & D needs by a combination of:
  1. Centrally coordinated programmes that are managed by the office of HR.
  2. Decentralised programmes addressing specific need of the department/units.

### 7.1 Input / Output:

Supplier	(S)	HOD/HOI/PMS
Input	(I)	TNA
Process	(P)	T&D
Output	(O)	Upskilling/Competency and Employee Engagement
Customer	(C)	Both Teaching & Non-Teaching Staff

## 8.0 Reference Documents:

S. No.	Document Description	Document No.	
1	Attendance Sheet	01	<a href="#">..\..\FORMAT OF L &amp; D.xlsx</a>
2	Feedback Form	02	<a href="#">FORMATS FOR SOP'S\L&amp;D\Training Feedback Form.docx</a>
3	Training Effectiveness Form	03	<a href="#">..\..\Copy of FEEDBACK ON TRAINING EFFECTIVENESS - SMU.xlsx</a>

<b>LEARNING &amp; DEVELOPMENT PROCEDURE</b>	Doc. No.
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**9.0 Reference Record:**

Sl. No.	Record Title	Format No.
01	Training Need Analysis	
02	Training Calender	

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<b>STANDARD OPERATING PROCEDURE</b>			
<b>RECRUITMENT PROCESS</b>			
<b>Prepared by:</b>	<b>Approved by:</b>	<b>Version:</b>	<b>Effective Date:</b>
Human Resource	Lt Gen(Dr) M D Venkatesh	0.1	01.08.2017

### HISTORY OF CHANGES

New Revision level	Index	Change	
		From	To

### TERMS AND ABBREVIATIONS

S No	Terms	Abbreviations
1	SSC	Staff Selection Committee
2	CV	Curriculum Vitae
3	QRs	Qualitative Requirements
4	EE & C	External Expert and Candidates

**1.0 Purpose:** - The objective of this document is to provide and maintain the protocol of the university and for all its constituent unit. This document will ensure that all Units follow these uniformed procedures in drafting, posting requisition, interviewing candidates, presenting offers and on -boarding of new hires.



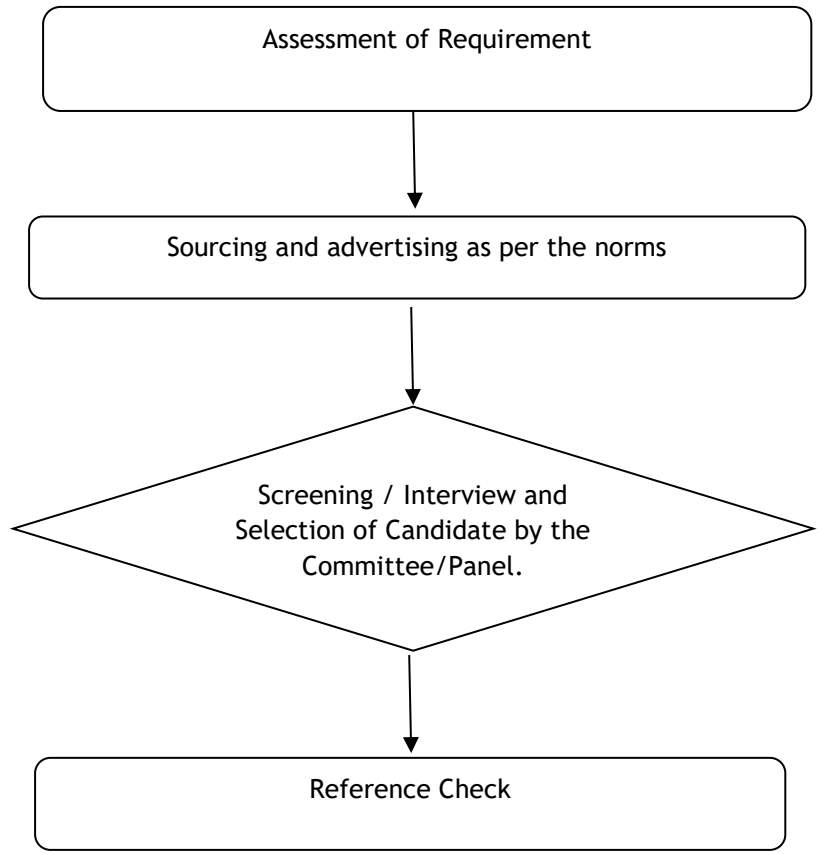
<b>STANDARD OPERATING PROCEDURE ICO RECRUITMENT PROCESS</b>	Doc. No.
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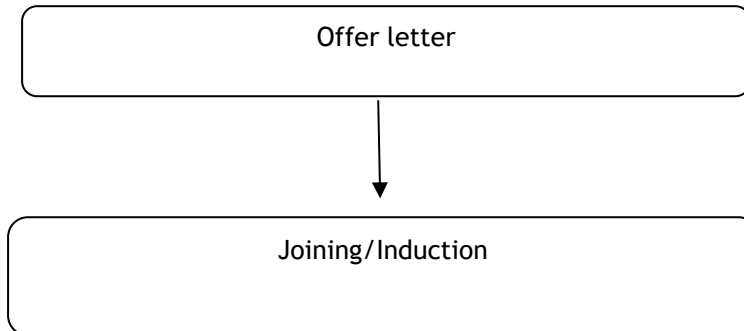
**2.0 Scope:** Manpower is considered as the most important assets of the organisation. Hence, hiring right resources is the most important aspect of Recruitment. This covers all entities of SMU.

**3.0 Responsibilities:** -The responsibility of executing the recruitment process lies in the hands of HR Department on the below activities:

- i. Planning/Budgeting
- ii. Recruitment/ staffing selection
- iii. Processing
- iv. Salary Determination
- v. Offer letter Roll Out
- vi. Appointment Letter

**4.0 Process (general overview & flowchart)**





**Procedures (Step wise description)**

4. (a) **Step 1. Assessment of Requirement:** - First step is to assess the number of staffs required to be recruited to fill up the vacancy. Assessment will be done by the HOD of the department and then discussed with the concerned HOI. Requirement may be for any of the reasons given below:

- (i) Extra Work Load due to high intake of student/ Patients
- (ii) Replacement of staffs who has resigned.
- (iii) Recruitment of the faculty to teach new subject which is introduced in syllabus.
- (iv) Any other as decided by the HOI.
- (v) Authorization Compliance

(b) **Step 2. Identifying Possible Sources of Supply and Communicating the Information:** -

After the assessment of staff requirement, Concerned HOI instructs HR to go ahead with the filling up of vacancies as per rules & process laid down. Thereafter HR identifies the probable sources for generating a pool of qualified candidates base on the source mix. The process involves searching of potential candidates as per eligibility criteria laid down by Regulatory body like AICTE/UGC/MCI/INC/IAP. The sources include a variety of alternatives which are as follows:-

- (i) **Advertisements in Newspaper (Print Media)** - If advertisement is to be given in Newspaper then the required document which needs to be printed in newspaper is to be sent to PRO, SMU to be printed in Newspaper. If advertisement is to be given in other states in national newspaper, then IPC is required to be done.

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- (ii) Direct Applications- Can be through anyone but it has to be endorsed by Vice Chancellor. Once recommended by the Authority the candidate shall be interviewed.
- (iii) Campus Requirement (Campus recruitment shall be done either by going to the campus and do the recruitment or by contacting the HR or concerned department of the campus and asking for the application as per our eligibility or requirement)
- (iv) Sourcing through different portals ( Electronic Media, Internet - Naukri, Liknedin)
- (v) Referrals in NOTICE BOARD for information of our own staff.

The sources are adopted in such a way that they provide the best and qualified staff/faculty at minimum cost. It is not necessary to recruit faculty through Advertisement, if a good application is received or there is urgent need to recruit a faculty and HR has a good CV of the candidate then in that case faculty can be recruited. Advertisement in the newspaper can only be given if there is non-availability of good CV or mass recruitment drive.

- (c) **Step 3. Receiving of Application:** - Once the source of recruitment is identified , then pool of application of prospective candidates are compiled to fill vacancies by HR Department. The application may be for different departments as requirement was given in the advertisement. All the application once received till the due date, the application are combined together department wise and keep in safe custody.
- (d) **Step 4. Shortlisting of the Application:** - Once the application is compiled, the detailed assessment is carried out by the Screening Committee as per the eligibility and their requirement, thereafter the shortlisted applications are forwarded to the HR Department, for further action. Atleast Three (3) member to be constituted for Screening Committee
- (e) **Step 5. Finalizing of External Expert of the Committee for Interview & Date of Interview:**  
- Once the shortlisted application is received then the same is put up to the Concerned HOI for approval. After the approval first step is to finalize the external expert. Search of External Expert is done by Registrar/Director/Dean (A). Once the external expert is finalized and date is also finalized by the expert, communication of date of interview place, it is sent to panel member.



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- (f) **Step 6. Constitution of Faculty Selection Committee (Convening Order), Invitation to External Expert and Sending of Call Letters:** - After the finalization of the External Expert and dates of interview -
- (i) Convening order of Staff Selection Committee is made which is headed by the Concerned HOI and other members as detailed by concerned HOI.

**Constitution of Staff Selection Committee (SSC): -**

Dean/Director/Registrar/MS/Principal	-	Chairman
Additional Director	-	Member
Dean (Academics)	-	Member
HOD (Concerned Department)	-	Member
External Expert	-	Member
Representative of SMU	-	Member
Representative HR	-	Member

Once convening order is signed by the Concerned HOI, the convening order is given to the member(s) from HR Department for information.

- (ii) Invitation to External Expert: - Invitation to the External Expert Member is sent to the Expert through a mail which is signed by the Concerned Authority.

**Benefits provided to External Expert:-**

1. As external expert member is called by the institute, Travelling Allowance of the expert from his residence to Place and back is borne by the Institute/University. Either they book their ticket on their own or it is reimbursed by Institute once they come for interview or tickets are booked by the institute through travel desk.
2. The travel arrangement for external expert member from to to fro is provided by Institute / University. The HR Department does all the arrangements of the taxi and thereafter coordinates with the driver and external expert member till he/she goes back.
3. Accommodation, if required, shall be provided to the external expert on free of cost basis at Guest House.
4. Food facility of the external expert member is also borne by the institute, the canteen/mess manager shall be informed well before hand indicating the details of external expert.



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- (iii) **Sending of Call Letters:** - Call letters are sent to the shortlisted candidates once signed by Concerned Authority. Call letters are sent to candidates through mail and thereafter they are called over phone for re-confirmation about the interview. The individual shall confirm by mail to HR Department about their attendance.

**Benefits to the Candidates once they come for interview: -**

1. The travelling expense of the individual candidate who comes for the interview are borne by the institute, the candidate is required to produce call letters and tickets during the time of reimbursement (Reimbursement is limited to A/C 3 tire and shared taxi)
- (g) **Step 7. Receiving of External Expert and Candidates:** - The onus of receiving the EE & C shall rest with the HRD.
- (h) **Step 8. Final Interview by Staff Selection Committee:** - Upon completion of the above process , then the final interview starts on the finalized date of interview by Staff Selection committee. The assessment is done by the committee as per the assessment sheet. The assessment sheet comprises of two parts
- (i) Detailed CV analysis Matrix
  - (ii) Teaching Ability Matrix
- (i) **Step 9. Conduct of the Interview:** - At the beginning of the interview, the committee will be briefed in detail about conduct of the selection process by the Chairman. The interview will be regulated by the chairman for fair and transparent conduct and all members will be requested to ask question to the candidates. Member may also check content and authenticate all original documents brought by the candidates and cross check with the CV produced. The members would be requested to fill up the marks for each candidate in the interview assessment sheet immediately after the candidate has left the conference hall. The chairman will conclude the selection process on the spot all members must sign the manuscript copy. Finally, the Board Proceedings made by HR is signed by the chairman and Human Resource Representative.
- (j) **Step 10. Offer Letter to the Selected Candidates -** Once the final Board Proceedings is signed by the Chairman, with the approval of Vice Chancellor thereafter offer letters are made in the name of selected candidates which is signed by the Concerned Authority and then same is sent to the selected candidates to their respective emails or postal address for offer acceptance.

- (k) **Step 11. Travel Guidelines to the selected Candidates:** - Once the Candidate accept the offer, HR Dept should send travel guidelines (as attached) in order to make them comfortable to reach.

## 5.0 General Guidelines

It is of utmost importance that due care is taken in selecting the right kind of Staff/ Employee. Assessment of faculties/Staff during selection process is to be strictly on merit basis. Selection of faculty/Staff would be broadly based on following essential and desirable Qualitative Requirements (QRs) :-

(a) **Essential QRs** :

- (i) Qualifying Academic Degree from recognized Institutes/Universities as laid down by Regulatory Norms.
- (ii) Relevant experience as laid down by Norms or Policy of the university.

(b) **Desirable QRs** : Besides qualifying degrees grades which can be seen from CVs , the following QRs will be ascertained from the candidates during the selection process :-




- (i) Thorough knowledge about their subject.
- (ii) Conceptual clarity in their subject with strong fundamental background.
- (iii) Good skills and good understanding of Pedagogical techniques.
- (iv) Inclination for Research & Development.
- (v) Student friendly nature, display of maturity commensurate with age and pleasant manners.
- (vi) Capability to interact with students for other non-academic activities (like sports, literary and cultural activities )
- (vii) Knowledge about other academic related subjects.
- (viii) Administrative experience & willingness to extend support to Institution administration.
- (ix) Probity in moral and ethical issues.
- (x) Willingness to plan long term stable service at University

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**7.0 Input/Output:**

Supplier	(S)	Department /Units
Input	(I)	MPR( Manpower Requisition Form)
Process	(P)	Selection Process
Output	(O)	Selection
Customer	(C)	Candidates

**9.0 Reference Record:**

Sl. No.	Record Title	Format No.
1	Manpower Requisition Form	 MRF-SMU.doc 1
2	Constitution of Screening Committee and Staff Selection Committee	 constitution of screening committee 2
3	Proceeding of the Screening Committee	 constitution of screening committee 3

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4	<b>Interview Assessment Form</b>	 Interview 4 assesment sheet S
5	<b>Proceeding of the Staff Selection Committee</b>	<a href="#">5..\..\Proceeding after interview.docx</a>
6	<b>Offer Letter</b>	<a href="#">6..\..\sample offer letter.docx</a>
7	<b>Travel Guidelines</b>	 TRAVEL 7 GUIDELINES.docx
8	<b>Joining and Induction</b>	<b>8</b>



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