

NATIONAL INSTITUTE OF MINERS' HEALTH, NAGPUR.

Citizens'/ Clients' Charter

1.0 OBJECTIVE

With the objective of providing the employee/ other citizens/ clients machinery for prompt redressed of their day- to - day grievances, the Institute lays down the following procedures and the machinery thereof, as specified herein.

2.0 SCOPE

All employee/ other citizens/ clients can invoke this procedure for redressal of their individual grievances except the following issues:

- 2.1 General issues involving scale of pay, allowances, fringe benefits etc.
- 2.2 Disciplinary action taken under CCS (Conduct) Rules and CCS (CCA) Rules and action taken under other Rules of the Institute.
- 2.3 Cases relating to vigilance and security
- 2.4 Discharge or termination of services as per terms of employment.
- 2.5 Recruitment/ Assessment promotion policies of the Institute and related matters.

3.0 PROCEDURE

- 3.1 The aggrieved employee/ citizen/ client may take up his grievance within 30 days of the occurrence of the cause of the grievance in writing with the Grievance Redressal Committee/ Citizens' of Clients' Charter committee constituted by the competent authority.
- 3.2 The above Committee, on receipt of the grievance from an employee/ citizen/ client in writing, will look into the grievance and take necessary steps for redressal of the grievance expeditiously.
- 3.3 All the grievances of individual employee/ citizens/ client will be registered in a register to be maintained by the Administration Department.
- 3.4 After examination and consideration of the grievance, the decision of the Committee will be communicated to the aggrieved employee/ citizen/ client within a month.
- 3.5 The committee, if it feels necessary may give a personal hearing to the employee/ citizen before disposing off the grievance.
- 3.6 For those matters on which the Committee is not in a position to take a decision, the Committee may refer the same to the Director.
- 3.7 On receipt of the reply from the Committee, if the aggrieved employee/ citizen/ client are still not satisfied, he may make an appeal to the Director, giving all details of his grievance in writing within one month.
- 3.8 The decision of the Director will be communicated to the aggrieved employee/ citizen/ Client within 30 days and will be final in the matter.