

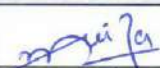
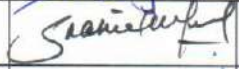

	Document Name:	Grievance Policy of Employees
	Document Number:	DUHS / Reg/ SOP / 08

DOW UNIVERSITY OF HEALTH SCIENCES



STANDARD OPERATING PROCEDURE

Policy for Grievances of Employees (CLAUSE 1.1 OF ISO 9001:2008)

	NAME	DESIGNATION	SIGNATURE	DATE
PREPARED BY:	Ms. Muniza Nasir	Assistant Registrar		02-08-19
REVIEWED BY:	Mr. Shahid Sharif	Director HR		02-08-19
APPROVED BY:	Prof. Mohammed Saeed Quraishy	VC-DUHS		2/8/2019
REVISION NO.:		00		
DATE OF LAST REVISION:		00		
DATE OF ISSUE:		02-08-2019		

Registrar Secretariat
 Controlled QMS Document
 Not Valid If Photocopied



Document Name:

Grievance Policy of Employees

Document Number:

DUHS / Reg/ SOP / 08

Document Change Record

Sr. No	DCR No.	Rev. Date	Page No.	Section No.	Description of Change
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					



Document Name:

Grievance Policy of Employees

Document Number:

DUHS / Reg/ SOP / 08

TABLE OF CONTENTS

SR. NO.	CONTENTS	PAGE NO.
	Distribution List	
	Terms and Definitions	
	List of Abbreviations	
1.	Purpose	7
2.	Scope	7
3.	Policy Statement	7
4.	Procedure	7-8
5.	Related Documents	8
6.	Related Records	8



Document Name:

Grievance Policy of Employees

Document Number:

DUHS / Reg/ SOP / 08

DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
- Pro-Vice Chancellor(s)
- Registrar
- Head of Institutes and Colleges/ Program Director
- All Head of Department(s)
- Office Record File



Document Name:

Grievance Policy of Employees

Document Number:

DUHS / Reg/ SOP / 08

TERMS AND DEFINITION

TERMS	DEFINITION
Competent Authority	Vice Chancellor or the Head of the Institution / decision making body.
Grievance	An official statement of a complaint over something believed to be wrong or unfair



Document Name:	Grievance Policy of Employees
Document Number:	DUHS / Reg/ SOP / 08

LIST OF ABBREVIATIONS

DUHS - Dow University of Health Sciences



Document Name:	Grievance Policy of Employees
Document Number:	DUHS / Reg/ SOP / 08

1. PURPOSE:

The primary aim of this policy is to establish a policy and procedure for the employees of DUHS to bring forward their grievances, and to create a positive and progressive work environment.

Through this policy, the University aspires to deal with all the grievances promptly, fairly and consistently with the objective to optimize the employee motivation and engagement.

2. SCOPE:

This policy is available to all the employees of the University irrespective to employment type or Job type. The Committee formed for this purpose, the Grievance Committee, deals with all the grievance cases associated with the promotions, reimbursements and increments of employees.

3. POLICY STATEMENT:

An employee aggrieved by an order of the Competent Authority, relating to the terms and conditions of service may, within 30 days from the date of the order, prefer an appeal to the appellate authority given in the following table;

Sr. No	Authority making the order	Authority Competent to hear appeals
1	Vice Chancellor	Syndicate
2	Syndicate	Syndicate in Review

Provided further that the appellate authority may condone the delay in preferring appeal or review petition, if it is satisfied that the delay was for reasons beyond the control of the appellant or for the reasons that the earlier appeal of the review petition was not addressed to the proper forum.

Where the order of the Competent Authority affects more than one employee, every affected employee shall prefer appeal separately.

Where an employee has died, the appeal may be filed or pursued if it has already been filed, by any of his legal heirs entitled to inherit his property;

Provided that the benefit likely to accrue in the appeal is heritable.

4. PROCEDURE:

1. Every memorandum of Appeal shall –
 - a. Contain full name and address, official designation and place of posting of the appellant;
 - b. Statement in brief of the facts leading to the appeal; and
 - c. Accompanied by a certified copy of the order appealed from and copies of all other documents on which the appellant wishes to rely.
2. The appeal shall be submitted through the head of the office in which the appellant is posted



Document Name:	Grievance Policy of Employees
Document Number:	DUHS / Reg/ SOP / 08

at the time of filing the appeal and the said head of office shall forward the appeal to the Competent Authority if he himself is not such authority, and the Competent Authority shall after adding his own comments if any transmit the appeal to the appellate authority.

3. The appellate authority shall, on receipt of appeal, call for the record of the case from the Competent Authority and after perusal of such record and if considered necessary hearing the appellant and the representative of the Competent Authority, make such order as it may deem fit.
4. Notwithstanding anything contained in any other law for the time being in force, any person aggrieved by any final order under section 9, may within thirty days of the order, prefer an appeal to the Sindh Service Tribunal established under the Sindh Service Tribunals Act, 1973:
 - a. Provided that where a representative has been preferred under section 9 but no decision has been received by, or communicated to the applicant or, as the case may be, petitioner within a period of sixty days of its submission to the Sindh Service Tribunal within thirty days of the expiry of the aforesaid period.

5. RELATED DOCUMENTS:

- 5.1. ACT OF DUHS, 2004
- 5.2. STATUTES OF DUHS

6. RELATED RECORDS

- 6.1. HR Database record