

सरदार वल्लभभाई पटेल राष्ट्रीय पुलिस अकादमी
SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY
(भारत सरकार : गृह मंत्रालय) (Government of India : Ministry of Home Affairs)
हैदराबाद : Hyderabad- 500 052.

No. 27011/1/2019/Estt/E-1

Dated: 10 /12/2019

Standing Operative Procedure No. 19 /2019

Subject: Redressal of Staff Grievances.

The Academy is committed to provide a fair and harmonious work environment. A Grievance Redressal Mechanism is being set up to vent out day-to-day grievances related to the permanent staff & deputationists of the Academy to facilitate a resolution of grievances in a fair and impartial manner by maintaining necessary confidentiality, as the case may be as per guidelines of the Department of Administrative Reforms and Public Grievance (DARPG), Govt. of India. Any permanent staff/deputationist with a genuine grievance which falls within the ambit of the Academy may submit representation to the Director as per the following procedure:-

- a). When a member of staff needs to submit any grievance, he/she may submit formal written request to the Superintendent (Estt).
- b). Once, the grievance/representation is received, the Superintendent (Estt) will immediately record the grievance in the "Grievance Redressal Register", who will subsequently refer the representation/grievance alongwith register to the concerned Section Head, to which the grievance pertains.
- c). The concerned section head should write the gist of the issue/grievance in the "Grievance Redressal Register" along with his/her comments and put up the register to the Faculty in-charge.
- d). The Faculty In-charge will write his/her comments/interpretation in the "Grievance Redressal Register".
- e). On furnishing comments/interpretations by the faculty in-charge, the Section Head will send the "Grievance Redressal Register" to the Superintendent (Estt) at once.
- f). On receipt of the register, the Superintendent (Estt) will hand over the register alongwith complaint/grievance application to SPS to the Director to get schedule time for hearing. On receipt of the time, the same will be communicated to the R I (Lines) instantly.

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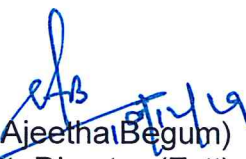
g) On the approved schedule time, the individual shall be presented before the Director for hearing by the DC (Lines)/R I (Lines).

h). After hearing the grievance, the SPS to the Director will send the register to the Superintendent (Estt), who will convey the instructions/decision of the Director to the concerned Section/Faculty in-charge for further necessary action.

i) Same procedure will be followed for both uniformed/non-uniformed permanent/deputation personnel.

2. All the Section Heads to brief the staff working under their control accordingly.

3. This is issued with the approval of the Director.


(S. Ajeetha Begum)
Asstt. Director (Estt)

To:

1. All Section Heads
2. All Faculty Members

Copy to:

1. The Joint Director (Admn) : For favour of kind information please.
2. The Joint Director (Senior Course) : -do-
3. Deputy Director (Basic Course) : -do-