

CSIR
Procedure of
Redressal of
Grievances

(Upto August, 2016)

CSIR Grievance Procedure

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(1)

Sub:- Discussion with the representative of the local unions/Associations to settle dispute and to establish cordial relations with the employees.

Reference C.S.I.R. letter No. 1/55/77-Vig. dated 4th August, 1977 through which Directors had been advised that discussions should be held only with those Associations which were formed in accordance with the norms laid down in the Central Civil Service (Recognition of Services Association) Rules, 1959. A large number of class III and Class IV officers have formed Associations and Trade Unions which are strictly not in accordance with the above mentioned norms and in the interest of proper employer/employee relations, many Directors started having informal discussions with office bearers of all Unions whether recognised or not.

The Federation of the C.S.I.R. Employees & Workers unions held their seventh Annual conference in R.R.L., Hyderabad last year. Prof. M.G.K. Menon, the then D.G., CSIR addressed this conference. He also set the very healthy tradition of having a few meetings with the representatives of the Federation. A discussion had been scheduled by him with the office bearers of the Federation on the 12th May, 1981. This discussion, however, took place with me on 20th and 21st May, 1981.

I found that the attitude of the office bearers of the Federation was constructive and I have promised to continue the discussions with them on 17th and 18th June, 1981 at Hyderabad. I think it will be a healthy practice if the Directors and the Administrative Officers give an opportunity to the office bearers of such Associations and Trade Unions to meet them from time to time so that the problems of our employees can be better understood and such problems as be within the authority of the Laboratory solved and the others be passed on for further discussions at the CSIR level. Let us all make an effort for a cordial relationship between us and the all officers of the C.S.I.R. at all levels and open up new channels of communication.

I have also advised the Federation to frame their Constitution along lines on which recognition from C.S.I.R. could be expeditiously considered.

Copy of CSIR D.O.No.7(4)/81-PL(Vol.II), dated 11.6.1981

(2)

Sub:- Discussion with the representative of the local Unions/Associations to settle dispute and to establish cordial relations with the employees.

DO No.7(4)/81-PL(Vol.II) dated 11-6-1981 addressed to all Directors of the National Labs./Instts. by the DGSIR impressing upon the need for meetings by the Directors and the Administrative officers of the Labs./Instts. with the office bearers of the local Associations

and Unions of employees so that such problems as are within the authority of the Laboratory/Institute could be resolved locally with a view to developing cordial relationship between the workers and the management.

The issue of frequent meetings between the representatives of the Associations and the management of the Labs./Instts. came up again during the course of discussions held on 9th May,83 with the representatives of the Federation. The DGSIR desires that the Directors of the Labs./Instts. may kindly meet as often as possible the representatives of the local Associations/Unions which are affiliated to the Federation of CSIR Employees, Unions and Associations and the CSIR-SWA so as to facilitate settlement of as many cases as possible locally in the Lab./Instt. concerned.

Copy of CSIR letter No.7(4)/81-PL(Vol.II/Vig, dated 6.8.1983

(3)

Sub:- Procedure for redressal of Grievances of CSIR Employees.

1. One disturbing element is the large number of letters/representations/complaints coming to me almost every day in matters which should normally have been dealt with at the Laboratory level. Many of these are violative of the conduct procedures and should have been routed through the Director of the Laboratory.
2. We have felt that some order must be introduced in dealing with such grievances. I find that a standard procedure has already been enunciated by the CSIR in 1973-74 and I am again sending a copy of this procedure. I would assume that most of the Laboratories would have already constituted Grievance Committees in accordance with the instructions contained in this document and these Committees are active. Where such Committees have not been constituted I would urge that such Committee may be set up in accordance with the laid down procedure.
3. The representation to the Director General comes only at the last stage as mentioned on page 2 of the document. When a complaint comes directly to DG, the DG has no way to judge any complaint; nor is it a desirable practice. We would not like the procedure to be bypassed but at the same time our procedure should be such that it inspires confidence and fairness.
4. I have also now set up at the Headquarters a Central Grievance Cell consisting of Professor P.K.Jena as Chairman and Dr. Ram K. Iyengar, Additional Director General as the alternate Chairman, J.S.(A) as member and Deputy Secretary (Vig.) as Convener. In accordance with the procedure, the comments of the Director and the findings of the Laboratory Grievance Committee will be looked at by the Central Grievance Cell. Other cases that come to us directly will be sent to the concerned Laboratory. All employees should be informed that henceforth any Grievance/ Complaint/ representation which comes directly to DG and not in accordance with

the steps laid down in the CSIR Grievance Procedure will be sent back to the Laboratory for being dealt with in accordance with this procedure.

5. We should also review now how effectively our Grievance Committees are functioning. We would like to have your reaction in this regard and any suggestions for improving the procedure that you may like to make would be considered and, if necessary, put up to the Governing Body. I am hoping that at the Headquarters the introduction of this new Grievance Cell will expedite decisions in regard to appeals. You may like to consider to lay down a time limit for disposal of a grievance. At the Headquarters, a time limit of one month has been set.

I suggest that the procedure may kindly be widely publicised in your Laboratory by putting a copy on the Notice Board and also in the staff meetings convened for the purpose. I further hope that you will take personal interest in the matter.

Copy of CSIR D.O Letter No. 1/47/81-O&M dated 25.7.1986

Item No. 14: CSIR Grievance Procedure

There is an urgent and long-felt need to organise a machinery and develop a procedure for redressal of grievances of the employees of C.S.I.R. A scheme has therefore, been developed to be called as C. S. I. R. Grievance Procedure and is attached herewith (Annexure 14.1)

The object of the Scheme is to provide for a just, speedy and effective redressal of grievances of employees. Care has been taken to ensure that the system must not only be just but also must demonstrably be fair and impartial. This is necessary to inspire confidence of employees in the system which in turn would improve their morale and performance.

This procedure is meant only for individual grievances and not for collective grievances'. Further, the grievances must be specific and not of general nature. The grievances must also be of such nature that there might have been a possibility of making error in judgment on the part of decision making authority so that there may be a scope for review of the decision and redressal of the grievances. Any decision taken by a properly constituted Committee strictly under the appropriate rules after due deliberation and proper procedure, will hardly offer any scope for consideration by this forum and has, therefore, been excluded from the purview of this Grievance Procedure.

It has been proposed that there should be a Grievance Committee in each Laboratory/Institute and also in Central office. In a Grievance Committee, the officers representing management side will be nominated and will be from various essential functional areas while the employees representatives will be elected category-wise so that they can effectively represent various categories of personnel.

In the procedure for redressal of grievances, four steps have been provided:

- In the first step, the aggrieved employee just informally goes to his immediate supervisor and verbally tries to sort out his problem.
- In the second step, the aggrieved employee lodges a formal complaint in writing with the personnel officer.
- In the third step, the aggrieved employee lodges a complaint to the Grievance Committee, setting the machinery into motion.
- In the last step, the aggrieved employee appeals to DGSIR

The first two steps are vital because these are the forums where most grievances are expected to be sorted out speedily and amicably. Only when these forums fail, the elaborate and time-consuming machinery of Grievance Committee should be set into motion.

The C.S.I.R. Grievance Procedure is placed before the Governing Body for approval.

CSIR GRIEVANCE PROCEDURE

Annexure: 14.1

(a) Contents

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COUNCIL OF SCIENTIFIC AND INDUSTRIAL RESEARCH CSIR GRIEVANCE PROCEDURE

The following procedure shall be followed in dealing with the individual complaints/grievances of employees:

Short Title

This procedure shall be called CSIR Grievance Procedure.

1. Definition

In this procedure unless the context otherwise requires:

1. 'CSIR' means the Council of Scientific & Industrial Research and shall include its offices/Laboratories/Institutes located in New Delhi and in other parts in the territory of India.
2. 'Employee' for this purpose means an employee of the CSIR.
3. 'Grievance' means complaints affecting an individual employee, in respect of his :
 - a) salary
 - b) overtime
 - c) leave
 - d) transfer
 - e) seniority
 - f) training opportunities
 - g) research facilities
 - h) completion of probationary period/confirmation (except any decision of a duly constituted committee in accordance with the provisions of Bye- Laws/Rules regarding completion of probationary period/confirmation).
 - i) promotions/recruitments (except the promotions/recruitments made on the recommendations of Departmental Promotion Committee/ Selection Committee, in accordance with the provision of the Bye- laws/Rules).
 - j) Other working conditions.

Where the grievance is of general applicability or of collective nature, it shall fall outside the scope of this procedure.

3. Grievance Committee

There shall be a Grievance Committee in each Laboratory/Institute/Central Office of the CSIR.

4. Constitution of Grievance Committees

(1). Laboratories/Institutes Grievance Committee

The constitution of Grievance Committee for each Laboratory will be as follows:

| | |
|---|--|
| a. A Project Coordinator - | To be nominated.....Chairman by the Director/Head of the Lab./Instt. |
| b. One Scientific/Technical Officer of - the status of Scientist 'C' or above. | To be nominated.....Member by the Director/Head of Lab./Instt. To be nominated.....Member |
| c. Administrative Officer - | by the Director/Head of Lab./Instt. To be nominated.....Member |
| d. Accounts Officer - | To be nominated.....Member by the Director/Head of Lab./Instt. |
| e. Five representatives of employees - in the Lab./Instt. one from each of the following categories: | To be elected.....Member To be elected.....Member To be elected.....Member To be elected.....Member To be elected.....Member |
| i. Scientific | |
| ii. Technical | To be nominated by the Director..... |
| iii. Auxiliary Technical |Member Secretary |
| iv. Administrative | |
| v. Class IV (Scientific/Technical/Auxiliary/ Technical/Administrative etc.) | |
| vi. Personnel Officer/Officer nominated for the purpose. | |

(2). Central Officer Grievance Committee.

The constitution of Grievance Committee for the Central Office of CSIR will be as follow:

| | |
|---|--|
| a. One officer of the status of Chief/Head. - | To be nominated by the DGSIR.....Chairman |
| b. One scientific/technical officer of the status of Scientist 'C' or above. | To be nominated by the DGSIR.....Member |
| c. One officer of Administration of - | To be nominated by the |

| | |
|---|--|
| <p>the status of Under Secretary or above.</p> <p>d. One Budget & Accounts Officer/Senior Accounts Officer. -</p> <p>e. Five, representatives of employees in the Central Office, one from each of the following categories:</p> <p>i. Scientific</p> <p>ii. Technical</p> <p>iii. Auxiliary Technical</p> <p>iv. Administrative</p> <p>v. Class IV (Scientific/Technical/Auxiliary Technical/Administrative etc.)</p> <p>vi. Personnel Officer</p> | <p>DGSIR.....Member</p> <p>To be nominated by the DGSIR.....Member</p> <p>To be elected.....Member</p> <p>To be elected.....Member</p> <p>To be elected.....Member</p> <p>To be elected.....Member</p> <p>Member Secretary</p> |
|---|--|

5. Membership

1. No person who is not an employee of CSIR, including its National Laboratories/Institute/Central Office, shall be eligible to be a member of any Grievance Committee.
2. The term of membership shall be two years.
3. There shall be no bar to renomination re-election of a member after the expiry of his term.

6. Vacancies

1. If a member is transferred from the concerned Laboratory/Instts./Central Office, he shall cease to be a member of the concerned Grievance Committee. The resultant vacancy shall be filled for the unexpired period of the term in the same manner as the membership position vacated by the member was filled earlier.
2. Vacancy caused by death, retirement, resignation, termination, discharge or dismissal, or in the event of the employee ceasing to be employed in the CSIR including its National Laboratories/Institutes/Central Office or otherwise, shall be filled for the unexpired period of the term in the same manner as the membership position vacated by the member was filled earlier.
3. Any elected member representing the employees who without obtaining prior permission of the Chairman of the Grievance Committee, fails to attend three consecutive meetings of the Committee, shall cease to be a member of the Grievance Committee. The resultant vacancy shall be filled for the unexpired period of the term in the same manner as the position vacated by the member was filled earlier.

7. Election

The procedure for election of members representing employees is prescribed in Appendix-IV.

8. Power to co-opt

The Grievance Committee shall have the right to co-opt in a consultative capacity persons employed in the same National Laboratory /Institute/Central Office for his having particular or special knowledge of a matter under consideration. Such co-opted member shall not be entitled to vote and shall be present at the meetings only for the period during which the particular question is before the Grievance Committee.

9. Terms-of the Grievance Committee.

Each Grievance Committee shall be reconstituted every two years.

10. Scope of Grievance Committees.

(1) The scope of the Grievance Committee shall be as follows:

(a) The Grievance Committee will provide an apparatus in the institutional framework that may:

- (i) facilitate easy access to individuals for ventilating personal grievances;
- (ii) ensure speedy consideration of grievance and decision thereon;
- (iii) impart a degree of objectivity and fair-play in the whole process.

(b) The Grievance Committee should not look only into technicalities but would help to establish good communication between the Lab. /Instts./Central Office and the employee.

(c) The Grievance Committee should make every effort to remove misunderstandings and to develop congenial atmosphere in the laboratory/Institute/Central Office etc.

2. The Grievance Committee shall consider only individual grievances of specific nature of an employee and raised individually by the concerned aggrieved employee.

3. The Grievance Committee shall not consider:

(a) any grievance of general applicability or of collective nature or raised collectively by more than one employee.

(b) any grievance relating to subjects for which separate committees exist e.g., Royalties Committee, Patents Committee, Accommodation Committee and any other such Committees.

(c) any grievance arising out of disciplinary action having been taken against employees under Disciplinary Rules.

11. Meetings of the Grievance Committees

- 1) The Grievance Committee will meet at least once in a month. However it may also meet earlier as and when necessary, at the instance of its Chairman/Secretary.
 - 2) The notice of the meeting shall be given by the Secretary at least three days prior to the date of meeting.
 - 3) The agenda of the meeting shall be prepared by the Secretary taking into account the grievances submitted to him. The agenda papers shall be circulated by the Secretary to the members along with the notice of the meeting.
 - 4) The presence in a meeting of at least six members of Grievance Committee, of which a minimum of three elected representative members and three other members, shall be necessary to form a quorum.
 - 5) If in a complaint allegations are made against a member of the Grievance Committee, that member shall not associate with the deliberations of Committee in the concerned case. Similarly, where a member of the Grievance Committee makes a complaint to the Committee, he will not attend the meetings of the Committee when his representation is being considered by the Committee.
 - 6) The Grievance Committee will evolve its own procedure, on mutually agreed principles, for the conduct of business in the meetings of the Committee, within the framework of this Grievance Procedure. The procedure should be evolved at its first and also subsequent few meetings if necessary.
- ¶ The Chief (Administration)/Director or Head of National Laboratory/Institute shall arrange for providing necessary accommodation for holding meetings of the Grievance Committee. He shall also provide all necessary facilities to the Committee and the members thereof for carrying out work of the Committee.
- 2) The Grievance Committee shall ordinarily meet during working hours of concerned National Lab/Instt. Central office on any working day the employees representatives shall be deemed to be on duty while attending the meeting.

12. Procedure for redressal of Grievances.

- (1) Stage I-Verbal representation to Sectional Head/Group Leader:
 - (a) An aggrieved employee may present his grievance verbally in person to his Sectional Head/Group Leader within 7 working days from the date on which the cause of grievance or complaint arose or took place.

- (b) The Sectional Head/Group Leader will give his verbal reply to employee within 7 working days from the date of receipt of verbal complaint.

(2) Stage II- Application to Personnel Officer/Officer nominated for the purpose

- (a) If the aggrieved employee is not satisfied with the verbal reply of the Sectional Head/Group Leader or if he fails to receive any verbal reply from the Sectional Head/Group Leader within the stipulated period of 7 working days, he may submit an application stating his grievances in Grievance Form-I, prescribed in Appendix-I, in duplicate, to the Personnel Officer/Officer nominated for the purpose, within a period of 21 working days from the date on which the cause of grievance arose or took place.
- (b) Head of the Laboratory/Institute/Personnel Officer, Central Office, may, at his discretion, relax this time limit by a period not exceeding 7 working days where he is satisfied that there are genuine reasons due to which the employee could not submit his grievance within the stipulated time limit of 21 working days.
- (c) All such grievances shall be acknowledged and entered in the Grievance Register maintained for the purpose, in Form-III, prescribed in Appendix-III, by the Personnel Officer/Officer nominated for the purpose. He will send one copy of the application to the Sectional Head/Group Leader for his report and return of the same within 3 working days. The Personnel Officer/Officer nominated for the purpose will also make necessary enquiries from the Sectional Head/Group Leader of the employee and give reply to the employee within 10 working days of the date of receipt of grievance in Grievance Form I. The duplicate copy of Grievance Form-I, duly completed and filled in, will be maintained as office record.

(3) Stage III- Application to Grievance Committee

- (a) If the employee is not satisfied with the decision communicated to him by the Personnel Officer/Officer nominated for the purpose or fails to receive a reply within the stipulated period, he may present his grievance to the Grievance Committee in Grievance Form-II, prescribed in Appendix-II, in duplicate, within 10 working days of receipt of reply by him at Stage II or failure to receive any reply, as the case may be, stating the reason why he is not satisfied with the reply received by him at Stage-II.
- (b) On receipt of written grievance application, in duplicate, in Grievance Form-II, the Secretary of the Grievance Committee, shall acknowledge receipt of the application and enter it in the Grievance; Register maintained for the purpose, and send one copy of the application to the "Competent Authority' for his perusal and action and for return-with comments to the Secretary within 10 working days. The Competent Authority in this respect will be that authority who can have the grievance redressed.
- (c) The Secretary shall submit to the Grievance Committee all applications of grievances received in Grievance Form-II irrespective of whether any reply has been received

from the "Competent Authority" referred to hereinbefore. Where such comments have been received, these shall also be submitted for consideration of the Grievance Committee along with the grievance applications.

- (d) The Grievance Committee shall consider the grievance in detail and for the purpose may call the aggrieved employee for discussion or for presentation of further facts. The Grievance Committee shall also take into account the comments of the "Competent Authority and obtain such further clarification from him as may be deemed necessary; Thereafter, decision shall be taken by the Grievance Committee on the grievance before it. The decision shall be in conformity with the relevant Bye-laws, Rules and Regulations of CSIR in force.
- (e) In the event of unanimous decision of the Grievance Committee, the decision of the Committee along with all the relevant papers shall be placed before the Director/Chief or Head nominated for the purpose by DGSIR.
- (f) Normally, the Director/Chief or Head nominated for the purpose by the DGSIR should endeavour to accept and implement the unanimous decision of the Grievance Committee, provided that the said decisions are not in violation of Bye-laws, Rules and Regulations of CSIR in force, do not have implications on identical issues in other Labs. /Instts. /Central Office etc., are within the powers of Director/Director-General, as the case may be, to authorise such implementations and are not otherwise incorrect or unacceptable.
- (g) If, however, Director/Chief or Head nominated for the purpose by DGSIR finds that the unanimous decisions of the Grievance Committee are in violation of the bye-laws, rules & regulations of CSIR in force or have implications on identical issues in other Labs. /Instts. /Central Office etc. or are not within the powers of Director/Director-General as the case may be, to authorise its implementation or is otherwise incorrect or unacceptable he shall call a meeting of the Grievance Committee and shall discuss the case with the Grievance Committee in this meeting. He may also call the aggrieved employee for discussion. Thereafter, the Director/Chief or head nominated for the purpose by the DGSIR shall decide the case as he may deem fit and he shall record his decision giving his views and reasons in detail.
- (h) In the event of difference of opinion, among the members of Grievance Committee, the views of the members along with all the relevant papers, shall be placed before the Director/Chief or Head nominated for the purpose by DGSIR and he shall decide the case as he may deem fit and he shall, record his decision giving his views and reasons in detail.
- (i) The final decision of the Director/Chief or Head nominated for the purpose by Director General shall be communicated to the aggrieved employee in writing.

If the employee is still not satisfied with the decision of the Director/Chief or the Head nominated for the purpose by DGSIR, he shall have the right to appeal to the Director General, SIR, within 30 working days from the date of receipt of decision of Director/Chief or Head nominated for the purpose, by DGSIR.

13. General

- (1) All Grievances, Forms/Applications shall be signed and dated by the aggrieved employee himself.
- (2) (a) If the grievance arises out of an order given by the competent or superior officer, such order ;shall be complied with before the employee invokes procedure laid down for redressal of grievances.
(b) If, however, there is a time lag between the issue of an order and its compliance, be complied within the due date.
(c) In exceptional cases, where an order if complied with, will adversely, materially and substantially affect the aggrieved employee and if it can be reasonably apprehended that it will not be possible to undo the said adverse effect on a subsequent date, the aggrieved employee may apply for redressal of his grievance to the Personnel Officer/ Officer nominated for the purpose directly in Grievance Form-I at the earliest and may also apply immediately thereafter to the authority which had passed the said order to stay the order till the disposal of his grievance application, mentioning in his stay application, the Grievance Serial Number and date of receipt obtained from the Personnel Officer/Officer nominated for the purpose and the reason for which the stay order has been requested for. The Officer to whom the application for stay order has been made will consider the application on merit and will pass necessary orders as he may deem fit.
- (3) If the grievance of the aggrieved employee is against his Sectional Head/Group Leader, the aggrieved employee may present his grievance directly in Grievance Form-I to the Personnel Officer/Officer nominated for the purpose without going through the procedure of making verbal representation to his Sectional Head/Group Leader.
- (4) In the matter of grievances relating to promotion the aggrieved employee will present an application directly in Grievance Form-II, in duplicate, stating his grievances to the Grievance Committee within a period of 21 days from the date of receipt of such promotion order. However, the Head of the Lab. /Instt. /Personnel Officer, Central Office may, at his discretion, relax this time limit by a period not exceeding 7 working days where he is satisfied that there are genuine reasons/due to which the employee could not submit his grievance within the stipulated time limit.
- (5) Once a grievance is presented to the Grievance Committee in Grievance Form-II, pending decision of the Grievance Committee, no representation/ appeal on the same grievance shall be entertained.

- (6) Grievance placed before the Grievance Committee shall not be admitted again for consideration before any other Committee/Council etc. of the Lab. /Instt. /Central Office.

This 'Grievance Procedure' is in addition to the existing machinery of redressal of grievances under the Central Civil Services (Classification Control and Appeal) Rules.

14. Dissolution of Grievance Committee

The Director General/Director of National Laboratory/Institute, as the case may be, may after making such enquiry, as he may deem fit, dissolve the concerned Grievance Committee at any time by an order in writing if he is satisfied that the Committee has not been constituted in accordance with the procedure laid down or that not less than three elected representatives of the employee have, without any reasonable justification, failed to attend three consecutive meetings of the Committee or that the Committee has for any other reason ceased to function:

Provided that where a Grievance Committee is so dissolved, the Director-General/Director of the National Laboratory/Institute should endeavor to take steps to reconstitute the Committee in accordance with the provisions laid down.

(Appendix I-IV to CSIR Letter No. 1/47/81-O&M Dt. 25.7.86)

Appendix-I

Council of Scientific & Industrial Research

Name of the Lab/Instt/Office _____

GRIEVANCE FORM-I

Part I

**APPLICATION FOR GRIEVANCE REDRESSAL – TO PERSONNEL OFFICER/OFFICES
NOMINATED FOR THE PURPOSE**

(To be filled in by the aggrieved employee concerned)

1. This Form is to be filled in by the concerned aggrieved employee in duplicate.
2. Only part I of this Form is to be filled in by the concerned aggrieved employee. He must put his dated signature on this Form at the end of part I as indicated otherwise, the application will not be entertained.
3. The rest of the Parts of this Form are to be filled in by the office of Personnel Officer/Officer nominated for the purpose.
4. This application should be presented by the aggrieved employee to the Personnel Officer/officer nominated for the purpose and his acknowledgment of receipt in Grievance Form-I, Part IV must be obtained immediately.
5. Please strike off the words/portions not applicable.

6. Wherever the space provided in a column is found insufficient, separate sheet may be used. These sheets must be serially numbered and attached to this Part of the Form. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet must be duly signed by the concerned person.

Name _____ Designation _____

Section/Division _____ Grade _____

Grievance in brief:

(a) Full facts:

(b) Redress requested:

Date: _____
employee

Signature of the aggrieved

GRIEVANCE FORM-I

Part II (For office use only)

NOTE:- .

1. Part-II of this Form is for action to be taken in the office of Personnel Officer/Officer nominated for the purpose and should be maintained in the office as record.
2. Wherever the space provided in a column is found insufficient, separate sheets may be used. These sheets "must be serially numbered and attached to this Part of the Form.. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet must be duly signed by the concerned person.

Grievance Serial No. _____ Date of Receipt _____

Forwarded for immediate
Examination and report, to Sectional Head/Group
Leader

Name _____

Designation _____

Section/Division _____

Date forwarded _____

Signature of Personnel Officer/Officer
nominated for the, purpose

Date _____

.....

Report of Sectional Head/Group Leader:

Date of return to Personnel Officer/Office
Nominated for the purpose _____

Date _____ Signature of Sectional Head/Group
Leader Investigation Report of Personnel Officer/Officer nominated for the purpose based
on the report of the Sectional Head/Group Leader.

Date _____

Signature of Personnel Officer/Officer
nominated for the purpose

GRIEVANCE FORM-I

Part III

Reply On Grievance
(To be given to aggrieved employee concerned)

NOTE:-I

1. Part III of this Form is for action to be taken in the office of Personnel Officer/Officer nominated for the purpose and after completion of investigation should be duly filled in and given to the concerned employee and his acknowledgement of receipt obtained on the duplicate copy of this Part.
2. Wherever the space provided in a column is found insufficient, separate sheets may, be used. These sheets must be serially numbered and attached to this Part of the Form. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet must be duly signed by the concerned person.

Name _____

Designation _____

Section/Division _____

Grade _____

Grievance Serial Number _____

Date of Receipt _____

Reply of Personnel Officer/Officer nominated for the purpose after investigation mentioning his decision along with reasons:-

Date _____

Signature of Personnel Officer/Officer nomination for the purpose.

ACKNOWLEDGEMENT OF THE AGGRIEVED EMPLOYEE

Grievance Serial No. _____

Received a copy of reply in Grievance Form I, Part III.

Dated _____

Signature of the aggrieved employee.

Name _____

GRIEVANCE FORM-I

Part III

ACKNOWLEDGEMENT

(To the given to aggrieved employee concerned)

NOTE:- Part IV of this Form is to be filled in by the office of Personnel Officer/Officer nominated for purpose immediately on receipt of application for grievance redressal in Form I, Part-I and given to concerned employee as acknowledgement and his acknowledgement of receipt be obtained on duplicate copy of this Part.

Received an application for grievance redressal in Grievance Form-I, from:

Name _____

Designation

Section/Division _____

Grade _____

Grievance Serial Number _____

Date of Receipt _____

Date _____

Signature of Personnel Officer/Officer nomination for the Purpose.

.....

ACKNOWLEDGEMENT OF THE AGGRIEVED EMPLOYEE

Grievance Serial No. _____
Received a copy of reply in Grievance Form I, Part III.

Dated _____ Signature of the aggrieved employee.

Name _____

Appendix-II

Council of Scientific & Industrial Research

Name of the Lab./Instt./Office _____

GRIEVANCE FORM-II

PART I

**Application for Grievance Redressal- To Grievance Committee
(To be filled in by the aggrieved employee concerned)**

NOTE:-

1. This Form is to be filled in by the concerned aggrieved employee in duplicate
2. Only Part-I of this Form is to be filled in by concerned aggrieved employee. He must put his dated signature on this Form at the end of Part I as indicated otherwise, the application will not be entertained.
3. The rest of the Parts of this Form are to be filled in by the office of Secretary Grievance Committee.
4. This application should be presented by the aggrieved employee to the Secretary Grievance Committee and his acknowledgement of receipt in Grievance Form II, Part VI, must be obtained immediately.
5. Please strike off the words/portions not applicable.
6. Wherever the space provided in a column is found insufficient, separate sheets may be used. These sheets must be serially numbered and attached to this Form. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet must be duly signed by the concerned person.

Name _____

Designation _____

Section/Division _____

Grade _____

.....

Whether you had applied earlier in Grievance Form -I ? Yes/No.

(1) If the answer to the above is "Yes", please give following details:

Grievance Serial No. _____ Date of Receipt by _____
Personnel Officer/Officer nominated for the purpose.

Date of Reply of Personnel Officer/
Officer nominated for the purpose. _____
Brief decision communicated in the reply:

Reason for appeal:

Redress Requested:

(2) If the answer to above is "NO", please give following details:
Reason for not applying in Form-I: Grievance in brief: -

(a) Full facts:-

(b) Redress requested:

Date _____ Signature of the aggrieved employees

GRIEVANCE FORM-II

PART II INVESTIGATION (For office use only)

NOTE:

1. Part-II of this Form is for action to be taken in the office of the Secretary, Grievance Committee and should be maintained in the office as record.
2. "Competent Authority" referred to below should normally be that authority who can have the grievance redressed.
3. Wherever the space provided in a column is found insufficient, separate sheets may be used. These sheets must be serially numbered and attached to this Part of the Form. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet must be duly signed by the concerned person.

Grievance Serial No. _____ Date of Receipt _____

Name of the aggrieved employee _____

Forwarded for immediate examination Name _____
and comments, to the Competent
Authority.

Section/Division_____

Date forwarded_____

Date_____

Signature of Secretary
Grievance Committee.

Comments of the "Competent Authority":-

Date of return to Secretary, Grievance Committee_____

Date_____

Signature of the "Competent Authority"

GRIEVANCE FORM-II

PART III

Proceedings of Grievance Committee

(For Office Use Only)

1. Part III of this Form is for action to be taken in the office of the Grievance Committee and should be maintained in the office as record.
2. Please strike off the words/portions not applicable.
3. Wherever the space provided in a column is found insufficient, separate sheets may be used. These sheets must be serially numbered and to this Form, Reference of the appropriate sheet number should in the relevant column of this Form. Each page of every sheet must be signed by the concerned person.

Grievance Serial No. _____

Name of the aggrieved employee_____

Dates on which grievance put up to Grievance Committee. 1. _____ 2. _____
 3. _____ 4. _____
 5. _____ 6. _____

Date on which decided by Grievance Committee _____

.....
 Details:- Unanimous/Not Unanimous

Date _____ Signature of Secretary Grievance Committee Signature of Chairman
 Grievance Committee

.....
 Date forwarded to Director/Chief or Head nominated for the purpose by DGSIR, for decision

Date_____

Signature of Secretary, Grievance Committee

**Action by Director/or Head Nominated for the Purpose
(For office use only)**

Note:

1. Part-IV of this form is for action to be taken in the office of Director, nominated for the purpose by DGSIR and should be maintained in the office as record.
2. Wherever the space provided in a column' is found insufficient, separate sheets may be used. These sheets must be serially numbered and attached to this part of the Form. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet be duly signed by the concerned person.

Grievance Serial No. _____

Name of the aggrieved employee_____

Application only in the case of difference of opinion in Grievance Committee (Decision not unanimous):

Discussed with Grievance Committee on (date)_____

Discussed with aggrieved employee on (date)_____

Applicable in all cases whether Grievance Committee's decision is unanimous or not:-

Date of final decision_____

Details of final decision along with reasons:_____

Date of return to Secretary, Grievance Committee. _____

Date_____

Signature of Director/Chief or Head
nominated for the purpose by DGSIR.

GRIEVANCE FORM-II

PART V

REPLY OF GRIEVANCE

(To be given to employee concerned)

NOTE:-

1. Part-V of this Form is for action to be taken in the office of the Secretary Grievance Committee and should be duly filled in after the final decision of Director/Chief or Head nominated for the purpose by DGSIR is received from him in Part IV of this

Form and should be given to the concerned employee and his acknowledgement of receipt be obtained on the duplicate copy of this part.

2. Wherever the space provided in a column is found insufficient, separate sheets may be used. These sheets must be serially numbered and attached to this Part of the Form. Reference of the appropriate sheet number should be made in the relevant column of this Form. Each page of every sheet must be duly signed by the concerned person.

Appendix III

Name _____
Designation _____
Section/Division _____
Grade _____

Grievance Serial No. _____ Date of Receipt _____

Final decision with reasons of Director/Chief or Head nominated for the purpose by DGSIR, after the consideration of decision of Grievance Committee:-

.....

Appendix IV

PROCEDURE FOR ELECTION OF EMPLOYEES REPRESENTATIVES ON GRIEVANCE COMMITTEE

1. Electoral Constituencies

The employees in a National Laboratory/Institute or Central Office of CSIR, as the case may be, entitled to vote, shall be divided into the following five electoral constituencies:

- (a) Scientific
- (b) Technical
- (c) Auxiliary Technical
- (d) Administrative
- (e) Class IV (Scientific/Technical/Auxiliary Technical/Administrative)

2. Qualification of candidates for Election

An employee of not less than 21 years of age and with a continuous service of not less than six months in CSIR, including its any National Laboratory/Institute/Central Office etc. may, if nominated as provided hereinafter, be a candidate for election as a representative of the employees on the Grievance Committee of the concerned National Laboratory/Institute/Central Office.

Provided that the service qualification shall not apply to the first election National Laboratory/Institute/Central Office etc. which has been in existence for less than six months.

3. Qualification for voters

All employees -who are not less than 21 years of age and who have put in not less than six months' continuous service in the CSIR, including its any National Laboratory/Institute/Central Office etc. shall be entitled to vote for electing representatives of the employees to the Grievance Committee of the concerned National Laboratory/Institute/Central office etc.

Provided that the service qualification shall not apply to the first election in a National laboratory/Institute etc. which has been in existence for less than six months.

4. Procedure for election

- a) The Director General/Director or Head of the National Laboratory/Institute shall nominate an officer for conducting the elections of employees' representative on the Grievance Committee and for purposes related thereto.
- b) The officer nominated for the purpose shall fix a date as closing date for receiving applications from candidates for election as employees representatives on the Grievance Committee.
- c) For holding the election, the officer nominated for this purpose shall also fix a date which shall not be earlier than 3 days and later than 15 days after the closing date for receiving nominations.
- d) The date so fixed shall be notified at least 7 days in advance to the employees. Such notice shall be put on the notice board- or given an adequate publicity amongst the employees. The notice shall specify, the number of seats to be elected by various categories/classes/constituencies of employees.

5. Nomination of candidates for election

- a) Every nomination shall be made on a nomination paper in Form 'A' prescribed in Annexure-(i) copies of which shall be supplied by the officer nominated for the purpose to the employees requiring them.
- b) Each nomination paper shall be signed by the proposer, by the candidate to whom it relates and also attested by at least two voters. Only a voter belonging to the concerned electoral constituency shall be eligible to be a proposer. Similarly, attestation shall be made only by the voters belonging to the concerned electoral constituency'. The same person shall not be eligible to be a proposer- as well as an attester. The completed nomination paper shall be delivered to the officer nominated for the purpose.

6. Scrutiny of nomination papers.

- a) On the day following the last day fixed for filing nomination papers, the nomination papers shall be scrutinised by the officer nominated for the purpose in the presence of the candidates and the attesting persons.

Provided that where a candidate or an attesting person is unable to be present at the time of scrutiny, he may send a nominee for the purpose who is an employee of the concerned National Laboratory/Institute/Central Office, duly authorised in Form 'B', prescribed in Annexure-(ii).

- b) Those nomination papers which are not valid, shall be rejected.
- c) A nomination paper shall be held to be not valid if:
 - i. the candidate nominated is ineligible for membership under para 2 mentioned hereinbefore,
 - ii. the requirements of para 5(2) mentioned hereinbefore have not been complied with.

7. *Withdrawal of candidates validly nominated*

Any candidate whose nomination for election has been accepted may withdraw his candidature within 48 hours of the scrutiny of nomination papers.

8. *Voting in Election*

- a) If the number of candidates who have been validly nominated is equal to the number of seats, the candidates shall be forthwith declared duly elected.
- b) If in any constituency the number of candidates is more than the number of seats allotted to it, voting shall take place on the day fixed for election.
- c) The voting shall be by secret ballot.
- d) The voting shall be conducted by the officer nominated for the purpose;
- e) Every employee entitled to vote at an electoral constituency, shall have only one vote which he shall be entitled to cast only in favour of any one candidate.

9. *Arrangements for election.*

The officer nominated for the purpose by the Director-General/Director or Head of the National Laboratory/Institute as the cases may be, shall be responsible for all arrangements in connection with the election.

APPENDIX I-IV to CSIR letter No. 1/47/81-O&M dated 25.7.1986

(4)

Sub:- Discussions with the representatives of the local Unions/Associations affiliated to the Federation of CSIR Employees & Workers Unions & Associations and Scientific workers's Unions & Associations and Scientific Workers Association.

Reference D.O. letter No.7(4)/81-PL(Vol.II) dated 11th June, 1981 (Para 13.2.1) from Dr.G.S.Sidhu, the then Director-General, C.S.I.R. and subsequent letter No.7(4)/81-PL(Vol.II/Vig.) dated 6-8-83 (Para 13.2.2) on the above subject. The Director-General, C.S.I.R.

has desired that discussions may be held regularly with the representatives of the local Unions/Associations in order to settle local problems.

Copy of CSIR letter No.US(LA)/Fed/85-E.II, dated 23.9.1986

(5)

Sub:- Procedure for redressal of Grievances of CSIR Employees.

A large number of letters/representations/complaints were being received almost every day concerning matters which should normally have been handled at the laboratory level. Many of them were violative of conduct procedure.

Accordingly, a standard procedure for handling grievances was sent to you vide DG's D.O. letter of even number dated 25-7-1986. This procedure clearly lays down steps required to be followed by all employees in such cases before making representation to the DGSIR. In spite of these clear cut guidelines, a large number of representations are still being received by the DGSIR either direct or through other channels like MP's etc. This is done without exhausting normal channels as reflected in the procedure.

I would, therefore, request you kindly to again give wide publicity to the grievance procedure and the employees may be advised to follow this procedure meticulously. While making representations/complaints to the DGSIR, the employee should invariably mention that all normal channels have been exhausted by him and such representations/ complaints should, in all such cases, be routed through proper channel.

Failure to comply with these instructions will, attract stern action against the concerned employee(s).

Copy of CSIR D.O.No.1(100)/86-Vig,12.2.1987

(6)

Sub:- Procedure for redressal of Grievances of CSIR Employees.

The CSIR continues to receive representations from employees of various Labs./Instts. concerning grievances relating to their service matters which should normally be handled at the laboratory level. Many of them are violative of Conduct procedure. The grievance procedure circulated vide D.O.No. 1/47/81-O&M dated 25th July 1986 lays down the procedure for redressal of grievances.

In accordance with the above cited procedure the Grievance Committee of the Labs./Instts. is required to meet at least once in a month and, if necessary, even earlier at the instance of the Chairman/Secretary,. In order that the grievances are attended to promptly, you are requested kindly to ensure that the Grievance Committee of your

Lab./Instt. meets at least once in a month preferably on any fixed date in the first week of the month. The Central Grievance Committee will also-likewise, meet .in the first week of every, month on a fixed date. Accordingly, all cases requiring consideration by Central Grievance Committee may be sent to CSIR by the end of the previous month together with a self contained note supported with relevant documents so that these are considered by the Central Grievance Committee every month.

Copy of CSIR No.1(100)/86-Vig., dated 3.7.1987

(7)

Sub:- Clarification regarding grievance procedure in case of selection/appointments through duly constituted DPC/Selection Committees.

Many of our Labs./instts. sought clarifications whether the grievances of the employees working therein relating to their promotion/assessment/ recruitment which have been made on the recommendations of the DPC/Assessment Committee/Selection Committee could be entertained by the local Grievance Committee.

This matter was placed before the Central Grievance Committee at CSIR Hqrs. After careful consideration it has been felt by the Committee to impress upon all the National Labs./Instts. that DPC/Assessment Committee/Selection Committee should invariably be constituted strictly in accordance with the rules and bye-laws of the CSIR, with a view to ensuring that the Grievances on this account are minimised or rather avoided altogether. However, in spite of this, if any employee of your Lab/Instt. points out any technical flaw in the constitution of such a Committee or in the procedure followed in the-matter of selection/ assessment, he is free to refer his grievance to the Local Grievance Committee who may consider such a case in all respects and if satisfied, make recommendations to the Director of concerned Lab./Instt. for re-opening of such cases with a view to examining them from all relevant aspects including the validity of the Selection Committee/Assessment Committee/DPC etc. to meet the ends of justice. This clarification may also be widely circulated for information of your staff as well as the Chairman and the Members of the Local Grievance Committee.

Copy of CSIR letter No. 2/2/Misc./88-CGC, dated 23.8.1988

(8)

Sub:- Revised CSIR Grievance Procedure.

The existing CSIR Grievance Procedure had been in existence since 1975 and therefore, need was felt to 'revamp it with a view to providing quicker redressal of grievances so as to inspire confidence of the-employees in the system.

The Governing Body of the CSIR, at its 125th meeting held on 8-1-1992, has approved a Revised CSIR Grievance Procedure, subject to the condition that if grievance involves interpretation of financial rules and regulations, the same shall be referred ,by- the Grievance Committee to the competent authority for due consideration. We are enclosing herewith a copy of the Revised CSIR, Grievance Procedure with the request that the same may kindly be given wide publicity in your Lab./Instt. As you will see therefrom, the Revised Grievance Procedure has the following salient features:-

1. Setting up of a consultative mechanism for informally sorting out grievances;
2. Specific time limits within which the LGC/CGC has to give its decision;
3. Personal presentation of grievances by the staff;
4. Time limit for entertaining grievances;
5. Decisions of LGC/CGC will be reasoned ones;
6. Membership of the LGC made broad-based;
7. Setting up of a Monitoring Cell at the CSIR Hqrs.

We shall, therefore, feel grateful if you will kindly take the following steps immediately:-

- a. To set up a Committee consisting of a Sr. Scientist and COA to function as Consultative Mechanism;
- b. To constitute Local Grievance Committee in your Lab./Instt. in accordance with the revised constitution-however, the procedure for selection of " elected members" will remain the same as hithertofore;
- c. Nominate an Officer from your Lab./Instt. who may be contacted by the CSIR Monitoring Cell for obtaining requisite information with regard to pending grievances, etc.

We shall be separately notifying the constitution of the Monitoring Cell at the CSIR Hqrs. as also laying down prescribed proforma for sending monthly reports about the disposal of grievances and/or those pending, etc.

CSIR letter No. Const./CTE/CGC/91 dated 26.3.1992

CSIR GRIEVANCE PROCEDURE

1. Short Title

This procedure shall be called 'CSIR Grievance Procedure'

2. Definitions

In this procedure unless the context other wise requires:-

- (i) 'CSIR' means the Council of Scientific & Industrial Research including all its offices/Laboratories/Institutes and their regional/Zonal/Extension Centres, etc.
- (ii) 'Employee' for this purpose means a regular employee of CSIR.
- (iii) 'Personnel Officer' means an officer so designated or any other officer nominated to act as Personnel Officer.

- (iv) 'Grievance' means grievance of an employee affecting him/her individually in any matter relating to his/her service in CSIR excepting disciplinary and vigilance-matters.

3. Grievance Committees

For redressal of grievances, there shall be a two-tier system as follows:-

- (i) Local Grievance Committee in each Lab./Institute/CSIR Hqrs. Office. (LGC).
- (ii) Central Grievance Committee at CSIR Hqrs.(CGC).

Local Grievance Committee shall consider those matters which can be redressed locally at Lab./Institute/CSIR Hqrs. office level within the powers delegated to the Heads of Labs./Instts.

Central Grievance Committee shall act as an appellate authority if an employee is not satisfied with the decision of the Local Grievance Committee or the Director feels that the decision has wider implications. It shall also consider those grievances which cannot be redressed within the powers delegated to the Heads of Labs./Institutes.

A consultative mechanism has also been introduced.

Objective of the Grievance Committees

The objectives of the Grievance Committees shall be as follows;-

- a. The Grievance Committee will provide an apparatus in the Institutional frame work that may:
 - i. Provide easy access for ventilating personal grievances;
 - ii. ensure speedy consideration of grievance and decision thereon;
 - iii. impart a degree of objectivity and fair-play in the whole process.
- b. The Grievance Committees should not look only into the technicalities but should help to establish good communication between the employees and the Labs./Institute/CSIR Hqrs.
- c. The Grievance Committee should make every effort to remove misunderstandings and to develop congenial atmosphere in the Labs./Institute/CSIR Hqrs. office.

Scope of The Grievance Committee

- 1. The Grievance Committees shall consider only individual grievances of specific nature of an employee and raised individually by the concerned aggrieved employee.
- 2. The Grievance Committees shall not consider :
 - a. Any grievance of general applicability or of collective nature or raised collectively, by more than one employee.
 - b. Any grievance arising out of disciplinary action having been taken against employees under Disciplinary Rules.
 - c. Any grievance involving decision of DPC, Selection Committees and Assessment Committees. However, if there are any ex-facie procedural lapses in constitution of committees, or following of prescribed procedure, e.g. absence of SC/ST representatives where mandatory, lack of quorum, etc.

these could be looked into by the Grievance Committees. A Local Grievance Committee will consider only cases of ex-facie violation of rules/procedures. Other cases of specified lapses would be considered by the CGC.

- d. Time barred cases or cases referred to CAT Courts. A case will be treated as time-barred if no representation is made within 45 days of the decision/order. However, the CGC may entertain any case which is time barred, on merit.
- e. Any grievance against a decision for which there are statutory rules of appeal, etc.

Constitution of Grievance Committees:

A. Local Grievance Committee in a Lab/Instt. shall be constituted as follows:-

- i. A scientist of Group IV(5) or above. - Chairman
- ii. One scientist of Group IV - Member
- iii. One officer from Group V/III in the - Member To be nominated by the Director
Grade of Sci. C or above.
- iv. One representative from Group II/I - Member
or equivalent.
- v. One representative from Admn. - Member
(other than Heads of Admn. & Finance)and Accounts/Stores purchase/Stenographers Cadres/ persons holding Isolated posts.

One representative each from the following categories of employees of the Lab./Instt.

| | | | |
|------|--|------------------|--|
| i. | Group IV - | Member | |
| ii. | Group V/III - | Member | *To be elected as per procedure already laid down. |
| iii. | Group II - | Member | |
| iv. | Group I & Group 'D' Non-Tech - | Member | |
| v. | Administrative (General/Finance - and Accounts/Stores Purchase/Stenographic cadres as also persons holding isolated posts. | Member | |
| vi. | Personnel Officer/Officer nominated for the purpose by the Heads of Labs/Instts. - | Member Secretary | |

*Also to be nominated if there are no contestants.

B. Local Grievance Committee in the CSIR Hqrs. will be constituted as follows:-

| | | | |
|------|---|----------|-----------------------------|
| i. | One scientist of the status of Group IV(5) or above - | Chairman | |
| ii. | One member from Group IV - | Member | To be nominated by DG, CSIR |
| iii. | One member from Group V/III or equivalent of the status of 'C' or above. - | Member | |
| iv. | One Officer of Administration of the status of Under Secretary or above (other than incharge of CSIR Hqrs. admn.) - | Member | |
| v. | One Sr. FAO/F&AO - | Member | |

One representative each of the employees of the following categories in the CSIR Hqrs.:-

| | | | |
|------|--|--------|-------------------------------------|
| i. | Scientific Group IV - | Member | |
| ii. | Technical Group V/III/II - | Member | |
| iii. | Administrative-I(All admn. personnel in the scale ofRs.950-1400 and above but below the scale of Rs.2000-3500) - | Member | To be elected as per the procedure. |
| iv. | Admn.II-Rs.2000-3500 & above - | Member | |
| v. | Group 'D' (Non-Tech.)/Group I - | Member | |
| vi. | Personnel Officer/Officer nominated for the purpose. - | Member | To be nominated |

C. Central Grievance Committee:

| | | | |
|------|---|----------|-----------------------------|
| i. | Retired Director/Sr. Director or equivalent - | Chairman | |
| ii. | Two Directors/Director level Scientists of National/Labs./Institutes. - | Member | To be nominated by DG, CSIR |
| iii. | Joint Secretary (Admn.) - | Member | |

| | | | | |
|-----|--|---|-----------|--|
| iv. | Deputy Secretary/Sr. D.S. (Grievance) | - | Secretary | |
|-----|--|---|-----------|--|

Procedure For Redressal of Grievance

Stage-1 Consultative Mechanism.

A two member committee consisting of the following may function as Consultative Mechanism:-

- i) Senior most scientist who is not Chairman of the Grievance Committee.
- ii) Controller of Administration.

This Committee will set-apart fixed time every week for any aggrieved employee to present his grievance verbally in person. This committee will determine and get grievance sorted out through the management and advise the aggrieved employee about the relevant rules and procedures. If he/she is not satisfied, he/she may file a written grievance either to the Local Grievance Committee or to the Central Grievance Committee, depending upon the nature of the grievance.

Stage-2 Disposal of grievance at Lab. Level

The local Grievance Committee shall consider the grievance in detail and for the purpose may invariably call the aggrieved employee for discussion or for presentation of facts. The Grievance Committee shall also take into account the comments of the Management and obtain such further clarifications as may be deemed necessary. Normally, as far as possible, all information will be supplied by the Local management to the LGC on priority basis except where the information is of confidential nature. Thereafter, decision shall be taken by the Grievance Committee in conformity with the relevant bye laws, rules and regulations of CSIR in force. The LGC will take a decision on the grievance within 30 days extendible by another period of 15 days, as-a special case, from the date of receipt of grievance-application.

Stage - 3 Central Grievance Committee

The Central Grievance. Committee will consider the appeals by the employees against the decisions of the local Grievance Committee or the reference made by the Lab. against the decision of the Local Grievance Committee. The CGC may also entertain grievances of the employees directly, as specified. Normally, there may not be any need for personal presentation of the facts by the aggrieved employee. However, where an employee wants to be heard in person by the CGC, he may give reasons therefore. In the event CGC considers that the circumstances of the case necessitate the personal presentation of the facts by an individual, he may be called to do so. In that event, the CGC may also invite the concerned Labs, representative for any clarification, etc. if necessary.

The decisions of the CGC would be in conformity with the Bye-laws. Rules and Regulations of the CSIR as also the extant rules, orders, instructions, guidelines, etc. on the subject.

Unless over-ruled by DGSIR., the decision of the Central Grievance Committee shall be binding and communicated by the Secretary to the Laboratory/Institute/CSIR Hqrs. office for implementation/ taking necessary action and to inform the employee concerned suitably.

The Central Grievance Committee shall endeavour to decide the cases received by it within 45 days, if inputs to come only from CSIR, otherwise may be extended by 15 days. For this, cooperation of all concerned would be necessary.

Nature of decisions:

The decisions of the Local Grievance Committee/ Central Grievance Committee should be reasoned ones. The decision of the LGC/CGC will be on majority basis. The dissenting views will also be incorporated in the proceedings.

Monitoring:

1. All pending cases of Grievances which are more than one month old should be put up to the MC of the Lab./Instt. under intimation to the CGC.
2. All grievances before the CGC pending for more than 60 days will be brought to the notice of the Chairman, CGC.
3. There will be a proper Cell at CSIR Hqrs. to liaise with National Labs./Instts. and CSIR Sections for collection of data for the CGC. The said Cell at HQ will monitor also the implementation of decisions and apprise CGC periodically.

The Labs, will also be advised not to make unnecessary references to CSIR so as to avoid any delay in redressal of grievances by LGC.

(9)

Sub:- Procedure for redressal of grievances in R&D matters.

I am directed to state that the Director-General, CSIR has been pleased to approve of the procedure for redressal of grievances in R&D matters. A copy of the said procedure is sent herewith for your information and necessary action.

Copy of CSIR letter No. Cons/MC/CGC/92 dated 26.10.1992

PROCEDURE FOR REDRESSAL OF GRIEVANCES IN R&D MATTERS:

Each Laboratory/Instt. to constitute a Standing Committee consisting of five senior scientists belonging to different disciplines to be nominated by the Director of the Laboratory. The presence of 3 members would constitute the quorum. if the grievance pertains to a matter with which any member of the Committee is directly connected, he will not function as a member for that particular grievance.

1. The recommendations of the Standing Committee will be put up to the Director for consideration and further action.

2. Where a scientist is not satisfied with the decision on his grievance at the Laboratory level, he may make an appeal to the Central Grievance Committee through the Director of the Lab. who would forward it to the CGC alongwith comments and all connected papers for consideration by CGC. Where an advance copy has been received, the Monitoring Cell will obtain the comments etc. of the laboratory on the grievance before placing it before the CGC.

(Enclosure to letter dated 26.10.1992)

(10)

Sub:- Procedure for redressal of grievances in R&D matters.

I am directed to refer to this office letter of even number dated 26th October, 1992 and to state that Para-I of the grievance procedure for redressal of grievances in R&D matters has been amended as follows:

“Each Laboratory/Instt. to constitute a Standing Committee consisting of five senior scientists (with not less than ten years experience, normally) belonging to different disciplines, to be nominated by the Director of the Laboratory. The presence of 3 members would constitute the quorum if the grievance pertains to a matter with which any member of the Committee is directly connected, he will not function as a member for that particular grievance. The Standing Committee should provide hearing to the aggrieved employee to give him a chance to present his case personally.

The above amendment may please be incorporated in the grievance procedure notified vide this office letters referred to above.

Copy of CSIR letter No. Cons/MC/CGC/92 dated 28.5.1993

(11)

Sub:- Cases filed in the High Courts, Labour Courts and Administrative Tribunals for redressal of grievances.

As you are aware, employees of CSIR and its Labs./instts. file cases before different forums like High Courts, Labour Courts and Administrative Tribunals for redressal of their grievances. On receipt of notice from the Court, steps are taken for contesting the cases.

In this context, I would like to inform that whenever any case is filed in the High Court under Article 226 by way of writ then before filing any reply on merits, a short counter affidavit raising a preliminary objection on the maintainability of writ petition be filed through an advocate. It may be mentioned in the counter affidavit that writ is not

maintainable against CSIR as it is neither a State nor an Authority under Article 12 of the Constitution as held by the Hon'ble Supreme Court in the case of Sabhajit Tewary Vs Union of India reported as AIR 1975 SC 1329. This judgement is a judgement of five judges and still olds good and has not been overruled so far though referred in the later cases by the Hon'ble Supreme Court.

Further, it is informed that in case of Shri P.K. Biswas & others the Hon'ble Supreme Court has referred the matter to the Constitution Bench but so far it has not come up for hearing.

I am enclosing the compilation of the judgement on this subject for reference in pending or future cases.

Copy of CSIR letter No. 3(89)EA-Law/63/3 dated 3/15.1.2001

(12)

Sub:- Grievance Redressal System in CSIR – Clarification thereof.

CSIR had formulated a comprehensive two tier system of Grievance redressal, one at Lab/Instt/CSIR Hqrs. level in the form of “Local Grievance Committee” and another at central level in the form of “Central Grievance Committee” at CSIR Hqrs. The Grievance Committee(s) shall consider individual grievances of a specific nature of CSIR employees excluding grievances of general applicability or of collective nature or raised collectively by more than one employees, for which JCM has been constituted. Any grievance arising out of disciplinary action or any grievance involving decision of DPC/Selection Committee/Assessment Committee etc. are also excluded from the purview of Grievance Committee(s), unless there is any ex-facie procedural lapse or time-barred cases or any Grievance against a decision on which there are statutory methods of appeal. The Central Grievance Committee at CSIR Hqrs. acts as an Appellate Authority, if the employee is not satisfied with the decision of the Local Grievance Committee or the Director feels that the decision has wide implication.

Rule 20 of CCS (Conduct) Rules, 1964 (as made applicable to CSIR employees) lays down that “no Govt. servant (Council servant) shall bring or attempt to bring any political or other influence bearing upon any superior authority to further his/her interest in respect of service matters pertaining to his/her service in the Government (Council)”.

It has come to notice that the Council employees resorted to bring non-official and other outside influence to further their service interest in spite of the fact that there already exists the Grievance Redressal System in CSIR. Any high dignitary or Member of Parliament normally sponsor the case of an individual council employees only when he is approached or pressed to do so. Therefore, if any reference is received on behalf of council employee from the dignitary, member of parliament, it would be assumed that it has been taken up only at

the instance of the concerned council employee and action will be taken against his/her for violation of rule 20 of CCS(Conduct) Rules and instructions issued thereunder.

It is also observed that in some of the cases, Council employees in their representations to various authorities indicate directly or indirectly official document or any part thereof to whom he/she is not authorized to communicate such document or information to further his/her interest, which is in violation of rule 11 of CCS (Conduct) Rules, 1964.

DG, CSIR desires to make it clear that any instance of violation of these rules and orders would be viewed seriously and the employees responsible for such violation would be severely dealt with. DG, CSIR hopes that the employees will take these instructions in proper perspective. DG, CSIR would like to reassure all the employees that their representations submitted to Local Grievance Committee or Central Grievance Committee in the prescribed manner would receive the fullest and most sympathetic consideration at all levels and their genuine grievances would be redressed without any loss of time.

In order to restore the faith of council employees in the CSIR grievance redressal system, Directors of all the labs/institutes are requested to ensure formation of consultative mechanism and Local Grievance Committee in their labs/institutes. If not already in existence, and also to ensure that the Local Grievance Committee looks into the grievance applications of employees in the right perspective with most sympathetic manner within the time frame prescribed under the rule. Similarly, efforts will be made at CSIR Hqrs to strengthen the Central Grievance Committee to resolve issues referred to it by the labs/institutes.

The CSIR employees are, therefore, requested to follow the provisions contained in rules 11 and 20 of CCS(Conduct) Rules, 1964 and resort to CSIR grievance redressal system for redressal of their grievance.

The above instructions may please be brought to the notice of all employees for their guidance and compliance.

Copy of CSIR letter No. 5-1(42)/2008-PD dated 22.5.2008

(13)

Sub:- CSIR Grievance Procedure-Modifications thereof.

I am directed to invite a reference to CSIR letter No. Const./Cte/CGC/91 dated 26th March, 1992 on the above subject and to state that in order to redress the grievance of Women employees and employees belonging to SC/ST/OBC and Minorities communities of CSIR, the Director General has been pleased to modify the objective, scope and constitution of "CSIR Grievance Procedure" to the extent mentioned below:-

OBJECTIVES OF THE GRIEVANCE COMMITTEE

Para a (i) Provide easy access for ventilating personal grievances, including those grievances of SC/ST/OBC, Woman and Minority Community which relate to discrimination at work place.

SCOPE OF THE GRIEVANCE COMMITTEE

Para 1(a) The Grievance Committees shall consider only individual grievances of specific nature of an employee and raised individually by the concerned aggrieved employee, including those grievances of SC/ST/OBC and Minority Community which relate to discrimination at work place.

(b) Grievances of women employee relating to issues other than sexual harassment which have to be dealt as per instructions contained in DO letter No. 17/228/98-E-II dated 27.1.1998.

Para 2 (a) Any grievance of general applicability or of collective nature or raised collectively by more than one employee. However, such issues could be raised in the Local Council under CCS(RSA), Rules.

CONSTITUTION OF GRIEVANCE COMMITTEES

Para A Note - Apart from the existing model constitution, Liaison Officer SC/ST/OBC may included as a Member In the Local Grievance Committee in a Lab./Instt and One of the nominated members in the committee should be preferably from Woman/Minority Community.

Para B Note - Apart from the existing model constitution, Liaison Officer, SC/ST/OBC may included as a Member in the Local; Grievance Committee in CSIR Hqs. and One of the nominated members in the committee should be preferably from Woman/Minority Community.

CENTRAL GRIEVANCE COMMITTEE

Para ii. Two Directors/Scientist H/G level of National labs./Instt.

- v. One Woman member or a member from Minority community from any cadre of the status of Under Secretary or above
- vi. Liaison Officer of SC/ST/OBC

PROCEDURE FOR REDRESSAL OF GRIEVANC

STAGE-1 Consultative Mechanism

The existing committee may include Liaison Officer SC/ST/OBC and One representative belonging to Woman/Minority community.

You are therefore requested to accordingly re-constitute the Local/Central Grievance Committee as per the aforesaid modified provisions.

This may be brought to the notice of all the concerned in your Laboratory/institute.

Copy of CSIR letter No. 5-1(24)/2008-PD dated 14.7.2008

(14)

Sub:- CSIR Grievance Procedure – amendment thereto.

The Governing Body of CSIR in its 184th meeting held on 16.12.2013 has approved the following amendments to CSIR Grievance Procedure:-

Consultative Mechanism:

- a. Head of Administration in Lab/Instt and US/DS/Sr. DS (CO) at CSIR Hqrs.
- b. A senior scientist who is not the chairman/member of LGC.

Central Grievance Committee:

| | | |
|---|-------------------------------|-----------------------------|
| i. Retired Director/Sr. Director or equivalent | Chairman | To be nominated by DG, CSIR |
| ii. Two Director/Scientists 'H'/Chief Scientists of National Lab/Instts. | Members | |
| iii. Joint Secretary (Admn.) | Ex-officio Member | |
| iv. Financial Advisor, CSIR | Ex-officio Member | |
| v. One Woman member or a member from Minority community from any cadre of the status of Under Secretary or above. | Member | To be nominated by DG, CSIR |
| vi. Liaison Officer of SC/ST/OBC | Member | To be nominated by DG, CSIR |
| vii. Deputy Secretary/Sr. DS (dealing with CGC matters) | Member Secretary (Ex-officio) | |

This may be brought to the notice of all concerned in your Laboratory/Institute.

Copy of CSIR O.M. No. 7-10(3)/2003-R&A/HR-III dated 25.4.2014

(15)

Sub:- CSIR Grievance Procedure- status of Local Grievance Committee and Standing Committee on Grievances in R&D matters thereof-reg.

A CSIR Grievance Procedure was circulated vide CSIR letter No. Const/Cte/CGC/91 dated 26.03.1992 and as amended vide CSIR letter No. 5-l(24)/2008-PD dated 14.07.2008 and 7-10(3)-R&A/HR-III dated 25.04.2014 to provide quicker redressal of grievances to inspire confidence of employees in the system. This provided for setting up of Consultative Mechanism and also LGC/CGC with the objective to provide easy access for ventilating grievances and ensure its speedy consideration and also decision thereon. Further, instructions were also issued vide CSIR letter No. Const/MC/CGC/92 dated 26.10.1992 and 28.05.1993 relating to constitution of Standing Committee for redressal of Grievances in R&D matters.

However, it has been noticed that the grievance redressal mechanism is not being followed seriously/scrupulously by Labs/Instts.

Accordingly, all Labs /Instts are requested to furnish the following :-

1. Whether the Consultative Mechanism Committee/ Local Grievance Committee/Standing Committee in R&D matters are in existence in Labs/Instts.
2. If the above are in existence whether their tenure is valid or not.
3. In case these are not in existence or their tenure has expired the same may be reconstituted immediately.
4. List of pending grievances, if any, may be furnished.
5. A Grievance report both relating to service matters and R&D matters may be mandatorily furnished on quarterly basis regularly online at email address satishbhatia@csir.res.in in the following prescribed proforma :-

Quarterly Report of Pending Grievances of the quarter

January-March

April-June

July-September

October-December

Name of the Lab/Instt:

| Name of the aggrieved applicant | Subject of Grievance | Date of Grievance | Date when considered by Grievance Committee | Positions as shown in previous monthly report | Present Status | Reasons of delay, if any, |
|---------------------------------|----------------------|-------------------|---|---|----------------|---------------------------|
| | | | | | | |

The report to the effect that Grievance Committee are in place alongwith a Grievance Report in the prescribed proforma for the quarter January-March & April-June, 2016 may be sent to CSIR within one months from the date of issue of this letter.

Copy of CSIR letter No. 17-01(2)2016-HR-III dated 12.7.2016