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## Society for Community Health Awareness, Research and Action - SOCHARA

Registered under the Karnataka Societies Registration Act 17 of 1960, S.No. 44/91-92.

*Passed at the EC meeting on 8-11-2024*

### Society for Community Health Awareness, Research and Action

#### Grievance Redressal Policy

##### Title: SOCHARA Grievance Redressal policy

##### Commencement:

**Applicability:** Grievance is a concern/ problem/ complaint related to work environment, reporting relationship with the employer and employee.

SOCHARA Grievance redressal policy shall cover management, core group, project staff, admin and account staff, auxiliary staff, field coordinators, volunteers, interns, students, mentors and partners.

**Objective:** To create a safer working environment where grievances are dealt fairly and promptly.

**Committee:** Committee shall consist of Secretary- Coordinator, co-coordinators, Admin officer, respective project managers/ lead and complainant.

##### Process:

**Level 1:** the affected employee should submit a grievance in writing or email, stating his/her name, designation and grievance to the respective project lead/manager. The respective project lead/manager should address the grievance within two working days in writing. In case the grievance is not amicably settled, or under the jurisdiction of the project lead, he/she should be reporting it to co-coordinators or secretary- coordinator.

**Level 2:** if the concerned employee is not satisfied with the Level 1 he/she can send a concern to the secretary- coordinator immediately. The Secretary- coordinator should address the issue within 3 working days, if the concerned person is not satisfied with the secretary-coordinator, the case can be referred to the executive committee of SOCHARA.



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**CHC Extension Unit, Chennai :** SKELDALE Apt., 1st Floor, No. 14/7C, Rathinapuri, Koyambedu, Chennai - 600 107, Tamil Nadu.  
Tel : +91-44-24796638 Email : tnchc@sochara.org

**Centre for Public Health and Equity, Bhopal :** No. E-7/17, Ashok Housing Society, Arera Colony, Bhopal - 462 016, Madhya Pradesh.  
Tel : +91-755-4287647 Email : cphebhopal@sochara.org

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**Registered Office :** No. 326, 5th Main, 1st Block, Koramangala, Bengaluru - 560 034, Karnataka, India.

**Reporting:** The Grievance Redressal committee will report the final proceedings to SOCHARA president.

**Conditions:**

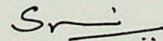
1. The Concerned employee should report the grievance within a period of 5 days from date of occurrence.
2. Following matters does not come grievance redressal
  1. Salary, allowances, work timings, benefits, any other disciplinary procedures.
  2. Any Grievance arising out of removal or dismissal of an employee, date of joining of an employee, initial appointment or absorption, terms and conditions related to job/ employment.
  3. Any other matters which may be decided or approved by Secretary - coordinators and committee members

**Amendments:** the Secretary- Coordinator in consultation with the executive committee can modify, alter, delete or add any clause or subclause to the policy when the need arises.

The Secretary-Coordinator shall be the final authority in interpreting the policies, where some cases are not covered.<sup>1</sup>

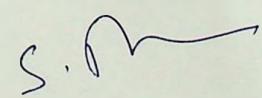
2. For grievance redressal policy, some more clarity may be needed on what is covered by the policy.-Dr.Adithya

For Society for Community Health Awareness, Research and Action ( SOCHARA )

  
Dr. S Pruthvish

President



  
Ms. Prafulla S

Secretary Co ordinator

<sup>1</sup> <https://resources.indegene.com/indegene/pdf/policies/grievance-redressal-policy.pdf>