

Grievance Redressal policy of ICAR-CIFE

ICAR-CIFE has an adequate mechanism through which any employee/customers can raise their grievances and seek timely redressal. Grievance refers to any discontent or dissatisfaction, whether expressed or not and whether valid or not, arising out of anything connected with the organization that an employee thinks, believes or even feels, is unfair, unjust or inequitable.

Objective:

The Objective of the grievance redressal is to provide an easily accessible mechanism for settlement of grievances and to adopt measures to ensure expeditious settlement of grievances of employee/customers leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

Five steps in a grievance procedure are:

1. The employee should raise his or her grievance with the immediate supervisor.
2. If the decision taken by the supervisor is not acceptable to the aggrieved employee, he or she should be made known to whom next in the echelon of management, he or she should refer the grievance.
3. The grievance should be handled promptly and dispassionately.
4. Only the grievance raised by the employee having understood the instructions issued to him or her employer will register the protest and set the grievance handling procedure in motion.
5. If the aggrieved employee still remains dissatisfied, there will be no direct action by the either party which might prejudice the case or raise doubts while the grievance is being investigated.

Grievance Redressal procedure at CIFE

Step 1

In case of any Grievance the complainant can send a written communication to the Institute to the administrative officer on following address

Senior Administrative Officer
ICAR-CIFE, Panch Marg, Off Yari Road,
Versova, Mumbai-400061.

The complainant can also write an email to sao@cife.edu.in.

The Grievances should be expressed in writing duly signed by the complainant or legal heirs, assigns, legal representatives with full details of the complaint and contact details of the complainant.

Step 2

In case the complainant is not satisfied with the response or has not received any response within 10 working days, the complainant can escalate and approach the Chairman Grievance committee of the Institute.