

टाटा स्मारक केंद्र
TATA MEMORIAL CENTRE

टाटा स्मारक अस्पताल
TATA MEMORIAL HOSPITAL



प. ऊ. वि. भारत सरकार का एक सहायता अनुदान प्राप्त संस्थान
A GRANT-IN-AID INSTITUTION OF THE DEPARTMENT OF ATOMIC ENERGY. GOVT OF INDIA

Ref: TMC/HRD/F-181/2024

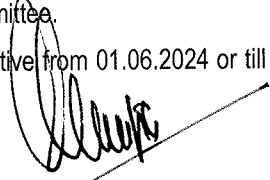
AA No. 1293222
28.05.2024

OFFICE ORDER NO. 43/2024

The Committee for Grievance Redress Mechanism for Tata Memorial Hospital is reconstituted as under :

Dr. Vijaya Patil, Prof & Head, Div. of Clinical Anesthesia, TMC	Staff Grievance Officer
Mr. Benny George, CAO (HRD), TMC	Member
Mrs. Sindhu Nair, Nursing superintendent, TMH	Member
Representative of TMH Workers' Union	Member
Representative of TMC SC, ST & OBC Employees' (Welfare Association)	Member

- The Staff Grievance Officer (SGO) assisted by respective members is to deal with grievances of employees.
- SGO shall make herself freely available to hear the grievances personally, at least once in a week at fixed timings.
- Every grievance from the staff shall be registered and if a final decision is not possible within a fortnight, an acknowledgment shall be sent to the applicant along with an indication as to when he/she expect a final reply.
- SGO shall be specifically charged with the work of monitoring the grievances and ensuring that timely action is taken on the same. As a matter of general rule, no grievance shall be pending beyond the limit of the three months.
- As far as possible, a reasoned reply shall be given while replying to the grievance submitted by an employee.
- It should be the duty of every official to deal with the staff matters in a fair, impartial and speedy manner. Where Rules and Regulations have already been laid down by the Centre, the same should be applied uniformly, discretion, where permissible, should be used in a limited number of cases and in a manner which does not lead to dissatisfaction among other employees.
- In addition, the system shall also keep provisions for appeals by employees to the higher authority viz. Director, TMC / ACTREC with CAO, TMC and DIRECTOR, TMH as Apex Committee.
- The tenure of the aforesaid Committee shall be for a period of two years effective from 01.06.2024 or till further orders, whichever is earlier.


[DR. SUDEEP GUPTA] / (डॉ. सुदीप गुप्ता)
DIRECTOR / निदेशक
TATA MEMORIAL CENTRE / टाटा स्मारक केंद्र

All concerned
All Notice Boards
All Heads of Departments / Divisions / Sections / Units

Dr. E. Borges Marg, Parel
Mumbai - 400 012. India.
Phone : +91-22-2417 7000
+91-22-6953 7300

डॉ. ई. बोर्जेस मार्ग, परेल,
मुंबई - ४०० ०१२, भारत.
दूरभाष : +९१-२२-२४१७ ७०००
+९१-२२-६९५३ ७३००