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**HUMAN RESOURCE MANAGEMENT
(HRM)**

Reasons for Revision: Accreditation Standards for Dental health care service providers 2nd edition January 2012

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GOVERNMENT DENTAL COLLEGE & HOSPITAL, AHMEDABAD



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AMENDMENT SHEET

Sr.No.	Section No	Date of Amendment	Details of the amendment	Reasons	Signature of amending authority	Signature of approving authority
1						
2						
3						
4						
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5	Head of the Department-Oral Diagnosis and radiology
6	Head of the Department- Conservative dentistry and endodontics
7	Head of the Department-Prosthetic Dentistry
8	Head of the Department-Pediatric Dentistry
9	Head of the Department-Periodontia
10	Head of the Department-Orthodontia
11	Head of the Department-Public Health Dentistry
12	Head of the Department-Oral Pathology
13	Head of the Department-General Pathology
14	Department of General Medicine
15	Nursing in charge
16	Pharmacist
17	Administrative Officer

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HRM Committee

Committee	Designation
Chapter Champion	Asst.Professor (Oral Pathology)
Member	Tutor(Periodontia)
Member	Tutor(Orthodontia)
Member	Administrative Officer
Member	Office Superintendent
Member	Office Superintendent
Member	Junior Clerk

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Introduction:

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This hospital for dental care is a super specialty with 243 dental chairs and 22 bedded dental care set up. There are different cadres of employees ranging from Class 1 to Class 4 working in this hospital. This hospital for dental care considers its human resource as an asset. Thus the hospital has formulated various policies and procedures related to HR such as human resource planning, induction, training, performance appraisal, and grievance handling etc. so as to cover all aspects of human resource management in effective and efficient manner. All these policies and procedures have been complied under **Human Resource Manual**.

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HRM – 1 (1.1-1.3)

GDCHA HAS A DOCUMENTED SYSTEM OF HUMAN RESOURCE PLANNING.

HRM-10 (10.1-10.3)




THERE IS A PROCESS FOR COLLECTING, VERIFYING AND EVALUATING THE CREDENTIALS (EDUCATION, REGISTRATION, TRAINING AND EXPERIENCE) OF DENTAL/MEDICAL PROFESSIONALS PERMITTED TO PROVIDE PATIENT CARE WITHOUT SUPERVISION.

HRM-11 (11.1-11.2)

THERE IS A PROCESS FOR COLLECTING, VERIFYING AND EVALUATING THE CREDENTIALS (EDUCATION, REGISTRATION, TRAINING AND EXPERIENCE) OF PARA-DENTAL STAFF (NURSING STAFF/DENTAL HYGIENIST/DENTAL TECHNICIAN AND DENTAL ASSISTANT).

HRM-12 (12.1-12.3)

THERE IS A PROCESS TO IDENTIFY JOB RESPONSIBILITIES AND MAKE CLINICAL WORK ASSIGNMENTS TO ALL DENTAL AUXILIARY STAFF MEMBERS COMMENSURATE WITH THEIR QUALIFICATIONS AND ANY OTHER REGULATORY REQUIREMENTS

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PURPOSE:

To streamline the process of human resource planning by GDCHA

SCOPE:

Entire GDCHA

RESPONSIBILITY:




Government of Gujarat, Additional Director of Dental, Head of the Departments, Administrative Department of GDCHA and Other outsource agencies


GENERAL:

Manpower planning for the permanent staff to be deployed at Hospital for dental care rests with the Department of Health and Family Welfare, Government of Gujarat. The authorities at the state ensure availability of the right mix of manpower required to provide quality healthcare services taking in to consideration the patient load, number and type of procedures, type and level of care, specializations, infrastructure etc. Hospital for dental care tries to maintain appropriate mix of hospital staff which is inclusive of the outsourced manpower as well. The manpower population of the hospital comprises of full time employees as well as outsourced employees and a break up ratio of Permanent strength to rotating strength is maintained.

POLICY:

- The assessment of manpower requirement in each department/division is periodically reviewed depending on increase or decrease of workload, technological changes or any other relevant factor.




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- In case any new staff is required to affect continuity of care either directly or indirectly, the same is communicated to the state authorities who are responsible for the approval and provision of the required manpower.
- The documents related to the staff assessments as well as approvals are maintained separately as an essential element of the manpower planning process.
- The Health and Family Welfare Department has defined pre-requisite qualifications for each and every position to be filled. The criteria includes the basic educational qualifications required for each and every position, experience if any required, registration with professional bodies (such as DCI, MCI, NCI etc), special qualification in terms of training etc.
- It is mandatory to follow the policy for credentialing to fill up any vacant post either by external recruitment or by internal recruitment.
- The policy also identifies the need for verifying the credentials so as to ascertain their genuineness and thereby to avoid any fraudulent practices. Usually every employee is required to submit attested copy of the credentials as per the policy.
- The job descriptions and job specifications are well defined.
- A detailed verification of the candidate's educational qualifications, experience, background etc is carried out by the respective authorities prior to their actual job placement.(phone, reference check or letter, regulatory requirement)
- Police verification of the candidate is carried out for each category of staff.

CLASSIFICATION OF EMPLOYEES:

The hospital employees are classified into following categories:

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- a) **Permanent Staff** – The permanent staff of the hospital are grouped in four classes as per the educational qualifications, experience, seniority level, nature of work etc of the individual staff.

The four class are as follow :




- i) Class I
- ii) Class II
- iii) Class III
- iv) Class IV

The decision in relation to inclusion of an employee in a particular class depends on the policy of the primary employer i.e. the Department of Health and Family Welfare. However the above mentioned criteria provide the necessary guideline for such decisions.

- b) **Probationers** - Any newly employed staff recruited by the Department of Health and Family Welfare for the hospital is usually placed on a probationary period which is according to the rules and regulations of the government.

- c) **Outsourced Staff** - The hospital employees outsourced staff who can be further classified as :

- i) Contractual staff under the purview of Department of Health and Family Welfare, Government of Gujarat.
- ii) Staff outsourced from the Rogi Kalyan Samiti (Government sponsored NGO)
- iii) Staff outsourced from other NGOs like the Red Cross Society.
- iv) Contractual staff as per tender sanctioned to supply men power.

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Nature of Staff Outsourced:

The type of staff outsourced by the hospital is specified below:




- i) Paramedical Staff
- ii) Administrative Staff
- iii) Security Staff
- iv) Housekeeping (Sweepers, Ward Servants) etc.

In each level there are various cadres, which are as follows

- i. Clinical – Professor, Associate Professor, Assistant Professor, Tutors, Medical Officer, Resident Doctors.
- ii. Nursing- Nurse incharge, Staff Nurse
- iii. Paramedical- Laboratory technician, Laboratory assistant, X ray technician, Pharmacist
- iv. Administrative - Additional Director (Dental), Administrative Officer, Office Superintendent, Head Clerk, Sr Clerk and Jr Clerk, Data Operator, AHA
- v. Support Services- Sanitary Inspector, Linen keeper Security, Housekeeping, , Driver, Gardener

d) **Deputation:** In order to cope with immediate shortage of staff or as and when necessary the Department of Health and Family Welfare deposes the required manpower periodically to satisfy the need of the situation. However it is generally ensured to provide for permanent manpower once the immediate need is satisfied.

e) **Contractual Labor:** The hospital recruits contractual labor on a daily wage basis for performing various unskilled jobs as and when necessary.

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RECRUITMENT OF STAFF:

- The recruitment of staff for the hospital (excluding outsourced staff as mentioned) is carried out by the Department of Health and Family Welfare, Government of Gujarat.
- All vacancies arising out of creation of new positions, consequential vacancies on account of internal lateral / vertical movement, transfer, retirement, resignations etc are communicated to the state authorities who after due consideration undertakes the necessary steps to fill the gaps either by internal promotions, transfers (internal or external), deputation or by fresh recruitment.
- Positions which are outsourced and are to be filled at the hospital level, the creation of vacancy is notified to the appropriate outsourcing authority who is responsible for filling the vacant (existing /new) position.

Procedure:

- The recruitment of the staff by the State Authorities is done following the policy and procedures as per the guidelines of the State Authorities.
- In case of outsourced staff, the respective authorities (example-Rogi Kalyan Samiti, Red Cross Society etc) through which the staff is to be recruited is responsible for conducting interviews as per their policy.
- However prior to the actual job placement of the selected staff in their respective positions, they are evaluated by the Dean to ascertain the suitability of the selected staff for the position. This is done to ascertain whether the staff is competent enough to assume the responsibilities within the ambit of the position and thereby monitoring the quality of staff recruited by the outsourcing organization.

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Credential check


- A detailed verification of the candidate's educational qualifications, experience, background etc is carried out by the respective authorities prior to their actual job placement.(phone, reference check or letter, regulatory requirement)

Appointment:

- The respective recruiting authorities (example the Health and Family Welfare Department – Government of Gujarat, Outsourcing agencies etc) are responsible for the appointment of the designated staff.
- All the appointment related procedures are satisfied as per the policy of the specific authorities.
- All the employees recruited by the Health and Family Welfare Department are required to undergo a mandatory pre-employment medical checkup. They are also required to submit name and contact of two persons who could be contacted for reference check of the candidate.
- It is also the policy of the department to conduct police verification of the candidate incase required. Only after satisfactorily clearing all the appointment related formalities along with the medical check, the appointment letters are issued to them.
- In case of staff outsourced, they have to submit medical certificate to the hospital prior to the job placement of the staff.
- Reference check of the contractual employee is under the responsibility of the contractor.

All employees recruited by the Health and Family Welfare Department are given a copy of their job responsibilities, service conditions, benefits and other employment related

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issues. The staff recruited for positions which are outsourced are given a copy of their job responsibilities, general rules & regulations, job timing, holidays and reporting authority after they are interviewed by Dean.

HRM – 02 (2.1-2.5)

THE STAFF JOINING GDCHA IS INDUCTED AND ORIENTED TO THE GDCHA ENVIRONMENT

PURPOSE

To lay down policies and procedures for recruitment of staff and orienting them to the organization's environment

SCOPE

Hospital Wide




RESPONSIBILITIES

Administrative Department of GDCHA and Other respective departments

POLICY:

To ensure that all new employees are socialized and oriented to the hospital environment and facilitate a smooth transition to ultimately achieving the objective of medical and service excellence in delivering patient care.

PROCEDURE:

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- All new employees joining Hospital for Dental care (permanent or on contractual basis) shall attend an Induction Training session within 2 weeks of joining the organization.
- The Induction Training session shall be conducted at a centralized location in the conference room and the first three days shall be common for all functional categories of employees (Physicians, Nursing, Paramedics, and Support functions).
- The Induction training session for Class I to IV would be carried out. The staff would be inducted on following aspects:
 - History of Hospital for Dental Health
 - Mission and goals of the organization
 - Organization Structure
 - Services Offered at Hospital for dental Health
 - Function Specific Orientation by the head of the department

Apart from the centralized induction, it shall be the responsibility of the Administrative department to conduct a hospital specific orientation program to familiarize all employees with the hospital environment in which they shall be working. The orientation program shall cover aspects such as

- Physical Layout of the hospital
- Key Personnel
- Medical Programs
- Hospital policies and procedures
- Quality initiatives

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- Employee rights & Responsibilities
- Patient Rights & Responsibilities
- Service standards
- Safety Awareness

The employees at GDCH Hospital are also provided with an Employee Handbook after the induction program.

This handbook covers relevant information about the hospital and serves as a guide book for employees.

HRM - 03 (3.1-3.2)

THERE IS AN ON GOING PROGRAMME FOR PROFESSIONAL TRAINING AND DEVELOPMENT OF THE STAFF.

PURPOSE

Professional training and development of the staff

SCOPE


Hospital Wide

RESPONSIBILITIES

Dean, Administrative Department and other Departments of GDCHA.

POLICY:

Hospital for Dental Care is committed to train all employees to:

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- Provide excellence in patient care
- Understand and internalize the organizational vision, values, principles and policies
- Facilitate and improve job performance
- Encourage employee self development.

PROCEDURE:

- The GDCHA has documented policy for the training and development of staff. Training is imparted to all categories of staff including doctors, nurses, paramedical staff and outsourced staff.
- Once an employee is inducted and oriented to the organization, it shall be the responsibility of the respective Departmental Heads to impart function specific training before allowing an employee to function independently. The span of training may vary from department to department depending on the nature of the task and the experience and learning potential of the individual.
- Under no circumstances, will an employee be allowed to impart independent patient care without relevant functional training and permission by the Superior.
- The training module and the time table is made by the concerned department along with HR Committee and the record is maintained.
- Besides the job specific training, all the staff employed at Hospital for Dental Care(permanent and contractual) are required to undergo in house training on following aspects:

- 1) Employee and Patient Safety – Done by Safety Committee
- 2) BLS training – Conducted as and when required by the trained staff.

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- 3) Infection Control Practices – Training conducted by Infection control Committee.
 - 4) Hygiene and Cleanliness – Done by Infection control Committee.
 - 5) New Equipment Installation and equipment maintenance training – By the concerned agency providing the equipment.
- To check the effectiveness of training imparted to the employees pre and post assessment of staff in the form of a short questionnaire is done.
 - The employees performing well in this assessment are involved in training their colleagues who perform below average.
 - The staff also undergoes governmental training from time to time. The records of all such training sessions and conferences attended by the staff are maintained by a clerk in the Admin Office.

HRM – 04 (4.1-4.4)

STAFF ARE ADEQUATELY TRAINED ABOUT THE SAFETY RELATED ASPECTS

PURPOSE

Training of staff on safety related aspects




SCOPE

Hospital Wide

RESPONSIBILITIES

Dean, Administrative Department, Safety Committee

PROCEDURE :

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- GDCHA has identified the defined risks which include patient, visitors and employee related risks. All the staff of GDCHA is trained on the risk management.
- The staff can demonstrate and take actions to report, eliminate or minimize risks like blood spillage, medication errors and adverse event reporting.
- The staff is aware of the procedures to be followed in the event of an incident. They intimate the sequence of events and the eventuality of the occurrence of any adverse event.
- Staff is trained on occupational safety aspects. The GDCHA has identified the areas with potential occupational hazards and the staff is made aware of the possible risk involved and the preventive actions to avoid risks (Refer FMS manual).

HRM - 05 (5.1-5.4)

AN APPRAISAL SYSTEM FOR EVALUATING THE PERFORMANCE OF AN EMPLOYEE EXISTS AS AN INTEGRAL PART OF THE HUMAN RESOURCE MANAGEMENT PROCESS




PURPOSE

To lay down the policies and procedures for appraisal of employees as an integral part of human resource management process.

SCOPE

Hospital Wide

RESPONSIBILITIES

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Dean, Administrative Department and Respective Head of the Departments

POLICY:




1) For all the staff except for class IV the appraisal system is based on annual CR as per Government norms.

2) For contractual employees the appraisal system is established for the need of training and also to assess the potential which can be utilized for the benefit of the hospital over and above their functional area.

PROCEDURE:

Annual Confidential Report:

- GDCHA has a documented performance appraisal system in the form of ACR. At the end of financial year all the staff except for class IV is provided ACR form by the Administrative department for self-appraisal to be filled in defined time line as per Govt of Gujarat rule. Refer ACR form.
- The hospital management prepares and forwards an Annual confidential report (ACR) on annual basis for each employee of the hospital under the purview of Department of Health and Family Welfare, Government of Gujarat.
- The Confidential Report is a detailed report relating to the performance of the employee against certain preset criteria including the trainings attended by the concerned employee over the last one-year period.
- The Confidential Report is an objective method of evaluating the performance of the employee which the Health and Family Welfare Department takes into consideration for decisions relating to promotion, transfer, and increments and in formulating training plan for the different class of employee.

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- However, the Confidential Report is not the only objective criteria for such decisions, length of service of the concerned employee is also taken into consideration while such decisions are taken.
- While the focus is on reducing subjectivity and enhancing objectivity so as to achieve fair appraisal of performance, it is also used as a tool for further development of the employee. It is done by identifying training requirements and the same is provided.
- Performance appraisal is carried out annually and is documented.
- The employees of GDCHA are made aware of the appraisal system at the time induction training

HRM – 06 (6.1-6.6)

GDCHA HAS WELL DOCUMENTED DISCIPLINARY PROCEDURES.

PURPOSE

To lay down the policies for disciplinary procedure.

SCOPE




Hospital Wide

RESPONSIBILITIES

Dean, Administrative Department and Respective Head of the Departments, Internal complaint committee

GENERAL:

- GDCHA has documented disciplinary policies and procedures. The policies and

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procedures are known to all staff of GDCHA.

- The hospital's policy is to ensure fair and effective arrangements exist for dealing with disciplinary matters and that as far as possible common standards are observed for all employees. The procedure covers unsatisfactory conduct at work and unsatisfactory work performance if this is willful or caused by carelessness.
- This Disciplinary Code aims to:
 - I. Promote efficient and safe performance of work.
 - II. Maintain good employee relations within the hospital.
 - III. Help and encourage staff to achieve and maintain the appropriate standards of conduct that the hospital expects of its entire staff.

PRINCIPLES:

- Minor lapses from accepted standards of behavior will normally be responded to by informal advice and encouragement.
- Formal disciplinary proceedings will not be started without prior investigation of the alleged offence.
- Employees have the right to advance notice in writing of the complaint against them and have the right to state their case, orally and/or in writing, before a decision on disciplinary action is reached.
- Employees have the right to be represented.
- Employee shall receive written confirmation of any penalty imposed.
- Matters shall be dealt with quickly and within specified time limits wherever practicable.
- Employees have the right to appeal higher level against any disciplinary penalty imposed.




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GROSS MISCONDUCT:

Gross misconduct is conduct so serious that it effectively breaches the contract of employment and so justifies the employer in effecting a summary dismissal. While it is possible to give examples of actions, which may constitute gross misconduct, each case must be considered in the light of its particular circumstances. These may include the nature of the job as well as the details of the offence. The following list of examples of offences normally regarded, as gross misconduct is therefore illustrative and not exhaustive: -

- Theft, fraud, deliberate falsification of records.
- Fighting or assault on another person.
- Deliberate damage to hospital property.
- Serious incapability through alcohol.
- Being under the influence of illegal drugs or other deliberately misused substances.
- An act or omission at work, which results in unacceptable loss, damage or injury.
- Repeated willful disobedience of a reasonable instruction.
- Offensive behavior of a serious nature, including racial or sexual harassment.
- Serious breach of confidentiality.
- Deliberate disregard of a safety regulation or requirement.
- Improper use of the employee's position for his/her or another's private advantage, or an attempt to do so.
- Criminal activities outside work where, in the reasonable opinion of management, such conduct are incompatible with the individual's employment.
- Bringing the hospital into disrepute.

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Some reasons for misconduct:

- Disobedience or willful insubordination.
 - Theft, fraud or willful damage to employers goods or property
 - Taking or giving any bribes or illegal gratification
 - Habitual absence without leave or unauthorized absence
 - Breach of any law applicable to the organization
 - Disorderly behavior during work hours at the office
 - Sleeping or dosing off during duty hours. (Applicable for Class 3 and Class 4 who are involved in direct patient care.)
 - Refusal to accept a charge sheet, order or communication.
 - Interfering or tampering with the records of the hospital.
- The above list is only indicative.

POLICY:




Permanent Staff:


GDCH has a policy to take disciplinary action against misconduct as per Government norms.

Contractual Staff:

- Any act of misconduct/indiscipline shall be reported to the Internal Complaint Committee in writing.
- The committee would decide as to who would carry out the enquiry on the act of misconduct depending of the cadre of staff.

- Class 1, Medical Officers and Paramedics, Nurse - Dean

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- Class 4 – Sanitary Inspector
 - Admin Staff, Registration staff, Enquiry Counter Staff, Data Entry Operators, Store – Administrative Officer
- There can be more than one officer for the Enquiry if the committee so desires.
 - The employee should be given an opportunity to present his point of view on the alleged misconduct
 - The punishment should be awarded on the basis of findings of the enquiry, past record of the employee and the gravity of misconduct.
 - The decision about the type of punishment shall rest with the Internal Complaint Committee.

PROCEDURE:

- The disciplinary procedure is based on the principle of natural justice. It is implied to both the party employee and employer and both are given an opportunity to present their case and the decision is taken accordingly
- The disciplinary procedure is in consonance with the prevailing laws like labor laws, CCA rules and the rules made by the Internal Complaint Committee.

Informal Action:

- Minor faults will be dealt with informally by way of advice, coaching, counseling or training as appropriate. Examples of such offences would include isolated instances of poor time keeping, unauthorized absence or non-compliance with sickness notification rules.

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- The immediate superior would normally have responsibility for bringing the matter to the attention of the Dean and discussing it with them. Generally, this will resolve the problem without recourse to the formal disciplinary process.
- The member of staff should be advised clearly of the standard of behavior expected of them and informed that if he/she does not improve then they will be subject to formal disciplinary action as set out below.

Formal Stages:

- In respect of matters that are more serious than minor breaches of conduct, a memo is issued by the Dean and a written explanation is expected from the employee within 5 days.
- In case the Dean is not satisfied with the explanation received again second Memo is issued and employee is expected to submit a written explanation within 2 working days. The same step is followed in case the employee doesn't submit a written explanation within the defined time frame.
- In all total three Memos are issued to the employee.
- The disciplinary action to be taken against class – 4 employees is taken by the Disciplinary Committee headed by Dean
- In case of other cadres, a confidential report with the copy of memos is forwarded to the Commissioner Health. This report consists of remarks by the Disciplinary Committee on the matter.
- In case the employee doesn't turn up with an explanation or the explanation received was not satisfactory even after three Memos then the employee is given SHOW CAUSE Notice.

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- The employee is required to respond to the notice within seven days.
- In case the employee does not respond to the Show cause notice or the explanation furnished by the employee then the matter is referred to the Commissioner Health and appropriate action is taken.




Appeal against Formal Disciplinary Action:


- The GDCHA has made provision of appeals in all disciplinary cases. The Commissioner Health, Medical Services and Medical Education, Health and Family Welfare Department Government of Gujarat is an appellate authority.
- In case the employee is unsatisfied with the ruling given by the higher authorities at State level he/she can approach the Tribunal or the Court of Law.

For Outsourced Staff

- In case of disciplinary action in case of Minor faults verbal notice is given.
- If there is no improvement or satisfactory answer a written notice is given and that to the contractor.
- If there is no improvement after that the dismissal or decision about the disciplinary action is to be taken by the contractor.

PROCEDURE ON HANDLING SEXUAL HARASSMENT AT THE WORKPLACE:

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To define mechanism for preventing and handling of sexual harassment incidences at the work place.

PURPOSE:

The Hospital ensures that there is a mechanism to prevent sexual harassment at the workplace and to detect, enquire and take appropriate actions against such incidence.

SCOPE:




This policy and procedure is applicable to all staff working in hospital premises including outsourcing services like Housekeeping and security etc.

PROCEDURE:

- Any case of sexual harassment of female staff/ patients/ attendants is reported to the Dean at the earliest.
- The complaint is investigated by the Internal Complaint Committee in 48 hours and submits the report to the Dean.
- Local helpline 181 is displayed strategic location.

Process to lodge the complaint

- The complainant will present their written grievance about conduct of the accused to the committee. Help is given to the complainant in writing the complaint on the person's request (if person is not able to write).

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- All records is to be maintained in writing, all incidents noting dates, places, descriptions of act, notification to accused and names of those connected with the incident.

HRM – 07 (7.1-7.3)

A GRIEVANCE HANDLING MECHANISM EXISTS IN GDCHA

PURPOSE

To lay down the policies and procedure for grievance handling.

SCOPE

Hospital Wide

RESPONSIBILITIES

Dean, Administrative Department and Respective Head of the Departments




GENERAL:


The objective of the grievance redressal procedure is to provide easy and accessible process for settlement of grievances and to adopt measures in organization that would ensure expeditious settlement of grievances of employees leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

All the employees are aware of the procedure to be followed in case they feel aggrieved.

Grievance:

'Grievance' for the purpose of this scheme would only mean a grievance relating to any employee arising out of the implementation of the policies/rules or decisions of the

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organization. It can include matters relating to leave, internal performance appraisal, acting arrangements, non-extension of benefits under rules, etc., of an individual nature.

PROCEDURE:




Subject to the above provisions, individual grievances of employee shall henceforth be processed and dealt within the following manner:


- An aggrieved employee shall take up own grievance(s) orally with immediate superior who will give a personal hearing and try to resolve the grievance(s) at his/her level within a week.
- If the grievance is not satisfactorily redressed, the aggrieved employee may submit his grievance in writing to the immediate superior. Such Nominated Authority will record his comments on the representation within seven days, and if need refer it to the Grievance Redressal Committee in case the grievance is not resolved or settled amicably. The recommendation of the Grievance Redressal Committee will be conveyed within one month to the Dean and the decision of the Dean will be final.

The committee should consider and take a decision on the grievances within a period of one month. The Grievance Redressal Committee should meet at least once a month.

Overall guidance and conditions:

- The employee shall bring up his grievance immediately and in any case within a period of 3 months of its occurrence.




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- If the grievance arises out of an order given by the management .the said order shall be complied with before the employee concerned invokes the procedure laid down herein for redressal of his grievance.
- Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:
 - a. CR,
 - b. Promotions including,
 - c. Where the grievance does not relate to an individual employee, and
 - d. In the case of any grievance arising out of discharge or dismissal of an employee.
- Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority, which will be designated by Dean.
- All grievances referred to the Grievance Redressal Committee, shall be entered in a Register to be maintained for the purpose by the designated employee. The number of grievances, settled or pending will be reported to the Dean every month.

Contractual Staff:

- Contractual staff (especially Class 4 cadre), in case have any grievance will report orally or in written to their immediate supervisor or Contractor.
- The Contractor will try to resolve the grievance at his level within a week and if fails to do so then would bring it to the notice of the Grievance Redressal Committee.
- The Contractor will also be part of the Committee to present the case.

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- The final decision will be made by the Committee.

HRM – 08 (8.1-8.4)

GDCHA ADDRESSES THE HEALTH NEEDS OF THE EMPLOYEES

POLICY:

To carry out regular health examinations for the employees

PURPOSE:

- Pre employment check up
- Annual Health Checkup and Vaccination drive
- Occupational Health and Safety

SCOPE:

All employees

RESPONSIBILITY:

Dean, Administrative Department and staff




POLICY:


Policy for Pre employment check up

Policy for Annual Medical Checkup and Vaccination Drive

Policy for Occupational Health and Safety

PROCEDURES:

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Pre-employment check up

- The health and family welfare department is recognizes the importance of a healthy workforce to provide the desired services to the public.
- Each and every new selected candidate is undergoing pre-employment check before their joining
- Hospital has policy that before joining the hospital every staff should submitted their medical certificate to the clerk as pre employment health check up
- All the contractual employees are also to undergo pre-employment medical checkup. It is responsibility of contractor and document is maintained and copy of health record should be given to the HR department of hospital

Annual Medical Checkup and Vaccination Drive:

- GDCHA has introduced a system to undertake an annual health check up of all its employees so as to assess their level of fitness.
- Result of the checkup documented in the same format for all.
- Record of the same is maintained.
- Annual health check up consists
 - Blood Tests and other laboratory investigations
 - General Medical Check-up (Physical examination, Vitals, Systemic examination)
- Result of the checkup documented in the same format for all staff.
- Record of the same is maintained.
- All the contractual employees are also to undergo annual-employment medical checkup. It is responsibility of contractor and document is maintained and copy of health record should be given to the HR department of hospital
- The hospital also conducts periodic vaccination program for its employees




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- It covers vaccination against Hepatitis B & COVID-19 etc.
- Vaccination contractual employee is responsibility of hospital.

Occupational Health and Safety:

- GDCH is committed to provide quality work environment by taking adequate preventive measures to reduce occupational health hazards.
- In so far as safety of the employees in the work place is concerned the hospital has laid down policy with regard to protection against fire, infection control, handling of dangerous equipments, safety against exposure to radiation. (Refer-FMS)
- Every employee undergoes fire safety training and thereafter attends fire drills periodically.
- Employees who are exposed to patients and those required to handle waste are given proper training in handling the waste as well as universal precautions.
- In case of accidents or injury sustained (needle stick injury) by employees while at work immediate medical attention would be directed.
- The Service Rule Book addresses such incidents and the procedure to be followed in details.
- The entire hospital premise is strictly declared as no Smoking zone.
- As regards evacuation of employees in case of emergency due to fire, natural calamity or any disaster, these matters are covered in detail in the safety manual and Disaster Management Manual.

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HRM-09 (9.1-9.3)

THERE IS A DOCUMENTED PERSONAL RECORD OF EACH STAFF MEMBER

POLICY:

To maintain personal record for the employees

PURPOSE:

Record of each employee with required documents is maintained in separate file

SCOPE:

All employees

RESPONSIBILITY:

Administrative Department




POLICY


Record of each employee with necessary requirement is maintained in separate file

PROCEDURE

Permanent /Probation Employee

- The administrative department maintains a personal file and service book of each employee which is current and updated from time to time.
- Personal file of an employee starts with the employee joining the organization.
- There is a checklist which gives information about the file contents.
- Files contains records relating to his employment , educational qualification, health status , registration with professional bodies , training record, Joining

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report containing the status, designation, salary details etc of the staff, Explanation letters from the employee for any misconduct or misappropriation, Any appreciation letters from the organization to the employee, all appraisal forms, Service report etc, warning or disciplinary actions taken if any, appointment letter etc. and verified whenever possible.

- However, it is the policy of the Health and Family Welfare Department to preserve the confidential reports (CR) separately as it is very confidential in nature and has very limited access.

Outsourced staff

- File contains detail of contractor, registration, reports of out sourced staff
- Detail of outsourced staff (detail provided by contractors)

Contractual Staff

- The administrative department maintains a personal file of each employee which is current and updated from time to time.
- Personal file of an employee starts with the employee joining the organization.
- There is a checklist which gives information about the file contents.
- Files contains records relating to his employment , educational qualification, health status , registration with professional bodies , training record, Joining report containing the status, designation, salary details etc of the Contractual staff, Explanation letters from the employee for any misconduct or misappropriation, Any appreciation letters from the organization to the employee, appointment letter etc. and verified whenever possible.

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