



NIPER/RGO/00/2017/ 385

24.05.2017

परिपत्र

**TRANSPARENCY AND GOOD GOVERNANCE-2
RAPID GRIEVANCE REDRESSAL MECHANISM**

Happiness of employees is the key to productivity and creativity which is essential for the growth of any organization. Nations across the world are increasingly recognizing the need to measure happiness of citizens as an index of governance success and policy measures. In pursuit of this, 193 countries have adopted the UN resolution declaring 20th March as International Day of Happiness. In India, two states- Madhya Pradesh and Andhra Pradesh have taken the lead to set up Departments of Happiness to work for welfare and happiness of citizens and remove factors which cause negativity and unhappiness.

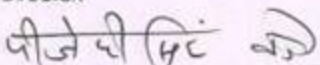
Accordingly, to harmonize governance at NIPER with global and national efforts for promoting happiness and harmony and in exercise of powers vested under the NIPER Act and Statutes, the Director, NIPER, S.A.S. Nagar (Mohali) had directed me that all employees (including ex-employees) having any grievance relating to their service matter/pending litigation in the court/before Ministry/Minister or any other forum to send a representation (hard copy duly signed and dated) to Assistant Registrar (Estb.), NIPER. Efforts will be made to dispose off the grievances rapidly, in a fair and just manner.

Format for sending the representation is as below:

1. Your name, position, address and current status
2. Brief summary of about 200 words relating to your grievance
3. Date and Time since your grievance is pending.
4. Efforts already made by you to get your grievance addressed and current stage (mention detail of court cases, future date of hearings, if any). Attach photocopies of all documents considered relevant to support your case.
5. Solutions and options suggested by you to resolve the grievance.

Representation relating to grievances may be sent within 30 days of this order under a RAPID GRIEVANCE REDRESSAL MECHANISM being initiated by the administration. Personal hearing will be given to all to verify the documents and resolve the grievance at the earliest.

This is being issued with the approval of Director.


[विंग कमांडर पी. जे. पी. सिंह बड़ेव (सेवानिवृत्त)]
कुलसचिव

Distribution:

1. Secretary to Director
2. Dean
3. All concerned
4. All Notice Boards
5. Concerned file.