



GRIEVANCE AND DISCIPLINE MANAGEMENT POLICY

JINNAH MEDICAL COLLEGE PESHAWAR

Any updates or modifications to this policy will be communicated to all stakeholders in a timely manner.

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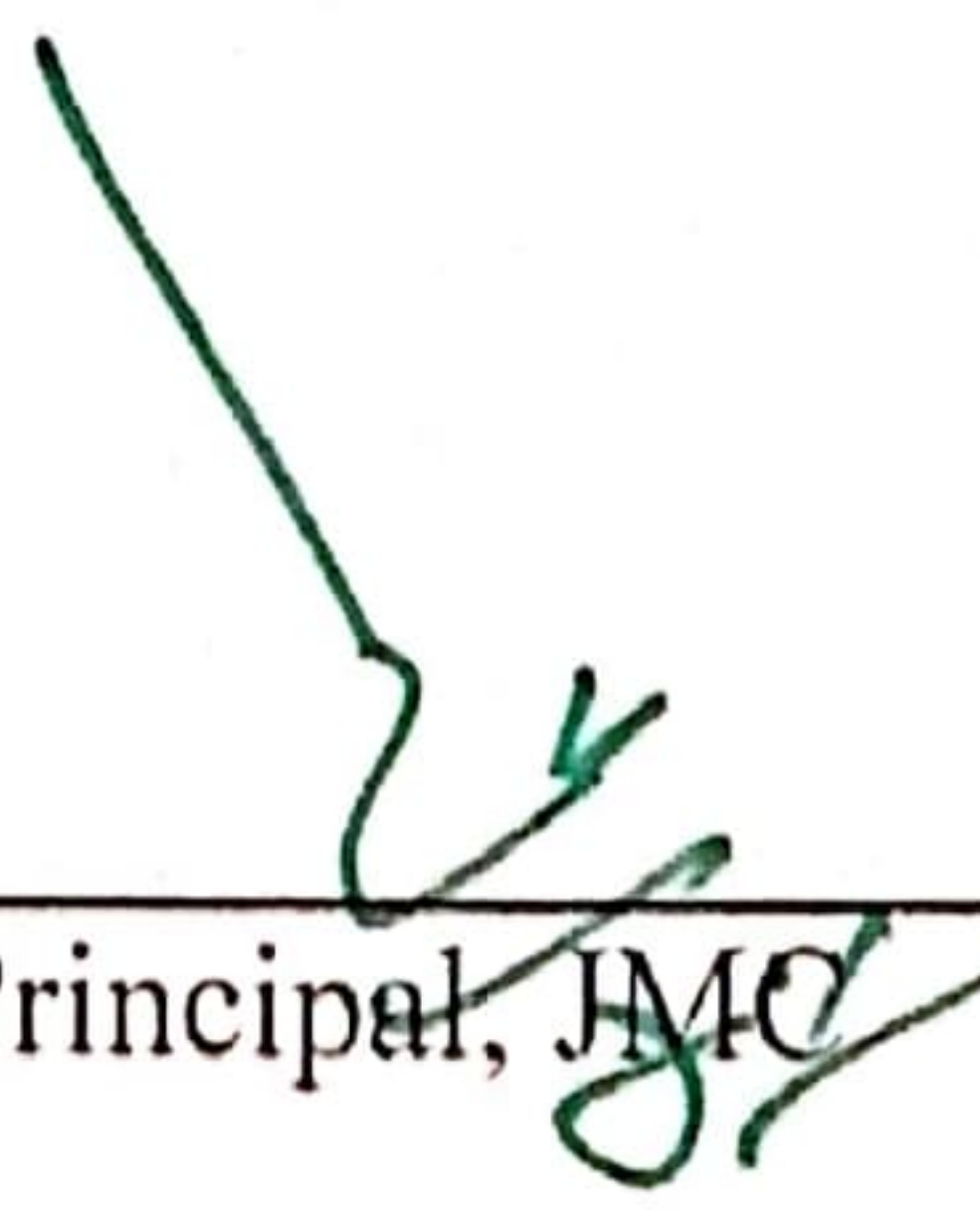
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GLOSSARY OF TERMS AND ABBREVIATIONS

Institute	Institute means, JMC, JTH, and its associated Allied Schools (current and future)
JMC	Jinnah Medical College, Peshawar
JTH	Jinnah Teaching Hospital, Peshawar
CEO	Chief Executive Officer
Premises	Means; premises of Jinnah Medical College and Jinnah teaching Hospital, Peshawar i.e., campus, class rooms, hostels, play grounds, libraries, laboratories, cafeterias & transport etc.

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Introduction:

This Policy covers issues and matters relating to grievances, discipline, and code of conduct. By creating a safe and supportive environment where employees can raise concerns, we promote a positive and productive workplace. Furthermore, our clear code of conduct minimizes misunderstandings among employees, supervisors, students, and clients.

SECTION 01: GRIEVANCE

1.1. Scope:

This policy is applicable to all employees of the Jinnah Medical College (JMC), Jinnah Teaching Hospital (JTH) Peshawar, and its associated Allied Schools (current and future).

1.2. Objective:

The objective of this policy is to outline the process by which employees may raise any work related concerns they may have.

1.3. Policy:

1. The Grievance procedure should be employed in the following circumstances:
 - a) Where an employee wishes to raise an issue concerning his/her own terms and conditions of employment.
 - b) Where an employee wishes to raise an issue concerning any aspect of his/her individual working relationships within the JMC, JTH, and Allied Schools.
 - c) Where an employee has concerns regarding their individual working conditions or working situation, including but not limited to:
 - i. False or misleading information,
 - ii. Bribery or demands for unsolicited money,
 - iii. Discrimination by immediate supervisors,
 - iv. Harassment,
 - v. Unfair evaluation,
 - vi. Administrative issues.
2. Employee shall initially approach the immediate supervisor in case of any grievance issue.
3. Where the issue is not resolved through the immediate supervisor, employees may raise the grievance issue in writing with the Superior after intimating the immediate supervisor.
4. The Grievance Committee shall review the matter and shall arrive at a decision within five working days. The outcome/solution shall be communicated to the employee in writing. The Grievance Committee of the Institute shall comprise the following members:

i. Principal (JMC)	Chairman
ii. Respective Dean/Departmental Head (JMC/JTH)	Member
iii. Hospital and Medical Director (JTH)	Member
iv. Director Medical Education (JMC)	Member
v. Special Advisor to Grievance and Discipline Committee (JMC/JTH)	Member
vi. Representative – Student Affairs	Member
vii. Human Resource Manager (JMC/JTH)	Member/Secretary
5. In the event that the employee is not satisfied with the outcome, appeal may be made to the CEO JMC & JTH. The decision of the CEO shall be considered final and binding

within 24 hours of the initial decision.

SECTION 02: DISCIPLINE

2.1. Scope

This policy is applicable to all employees of the Jinnah Medical College and Jinnah Teaching Hospital, Peshawar, and its associated Allied Schools (current and future).

2.2. Objective

The objective of this policy is to inform all employees of the Institute's expectations in terms of performance and behavior both inside and outside of the workplace. This policy also aims at specifying the corrective disciplinary actions which will be taken to address unacceptable behavior.

2.3. Policy

1. An employee who is deemed to be in breach of any of the JMC Complex standards of performance and conduct shall be subject to disciplinary measures. These disciplinary measures may include any of the following:
 - i. Verbal Warning/Counseling,
 - ii. Written Warning,
 - iii. Disciplinary Investigation.
2. In the case of verbal warning or written warning, the employee's immediate supervisor shall discuss with the employee the problems giving rise to disciplinary measures and give him/her, an opportunity to remedy the problem.
3. A written warning may be imposed on the employee after reviewing the circumstances, hearing the employee's defense and consulting with the concerned supervisor. A record of a written warning shall be given to the employee and a copy shall be placed in the employee's personal file.
4. The Principal-JMC, or a committee so detailed above (Grievance Committee), shall handle cases of disciplinary investigation.
 - i. Depending upon the gravity of the situation the employee may be suspended without pay and allowances or with half pay only, during the period of investigation.
 - ii. The period of suspension shall be considered from the date the incident is reported until a decision is rendered on the matter.
 - iii. The results of a disciplinary investigation may include disciplinary decision up to and including termination of contract of employment after the approval of the competent authority.
 - iv. The disciplinary investigation should be completed in a maximum period of one month.
5. The employee may appeal the disciplinary decision by presenting his/her appeal in writing to the CEO-JMC & JTH, within one week of the date on which the disciplinary decision is communicated to him/her in writing. Upon receiving the appeal, the competent authority shall review the matter. The decision of the CEO on the appeal shall be final.
6. All disciplinary decisions other than a verbal notice or warning shall be communicated

in writing to the employee and a record shall be placed in the employee's personal file.

7. The **"Code of Conduct"** section (Section-03) of this policy outlines examples of serious misconduct that may be subject to disciplinary investigation. Please note that this list is not exhaustive, but rather illustrative of the types of behavior that may be considered serious misconduct.
8. In the event that Executive or Senior Management employees are subject to a disciplinary investigation, the matter will be referred to and handled by the CEO personally.

SECTION 03: CODE OF CONDUCT/ETHICS

3.1. Scope

This policy is applicable to all employees of the Jinnah Medical College and Jinnah Teaching Hospital, Peshawar, and its associated Allied Schools (current and future).

3.2. Objective

The objective of this policy is to clearly define and establish the fundamental principles of ethical behavior and disciplinary conduct that employees of JMC, JTH, and its associated Allied Schools, are expected to uphold in their professional capacities and business dealings.

3.3. Policy

General Code of Conduct:

1. The Institute (Jinnah Medical College, Jinnah Teaching Hospital, Peshawar, and its associated Allied Schools) conducts its business with honesty, integrity, and with respect to the interests of those with whom they have working or business relationships.
2. The Institute recruits and promotes employees on the basis of their sharing the Institute's values, and having the skills, qualifications, and abilities required for the work to be performed.
3. The Institute is committed to providing a safe and healthy working environment.
4. The Institute recognizes the importance of maintaining open and transparent communication with employees, typically through regular internal information sharing via E-mails and WhatsApp official groups, feedback mechanisms, and consultation processes.
5. The Institute expects its employees to avoid any personal activities and financial interests, which may conflict with their commitment to effectively performing their jobs. Any conflict of interest arising during the employment period has to be communicated to the relevant authorities.
6. The regular employees of the Institute must not undertake any additional business or employment, for which they are paid in cash or kind.
7. The Institute expects all its employees to conduct themselves with honesty, integrity, and professionalism at all times, taking into account their responsibilities, the interests of the Institute, and the well-being of the students and colleagues.

Quality Standards:

1. Upon joining the JMC or JTH, or its associated Allied Schools, employees are expected to thoroughly familiarize themselves with these policies and procedures, and adhere to them accordingly. If clarification is needed, employees should consult their immediate supervisor or, in their absence, any other designated representative.
2. Ignorance of established policies, work instructions, job descriptions, or published directives will not be considered a justifiable excuse for unsatisfactory performance.

Institute's Tools and Property:

1. The Institute's property must not be removed from the premises without prior notification and approval from the immediate supervisor or relevant departmental authority. All borrowed items must be returned within the agreed-upon timeframe.
2. Employees are responsible for the proper use, handling, and care of Institute-provided office tools, equipment, vehicles, laboratories, and other assets. In the event of damage or loss, employees must promptly report the incident to the designated officer. For clarification, employees should consult their reporting supervisor or, in their absence, an alternative designated officer.
3. Permission to use the Institute's vehicles, tools, and equipment off-campus must be obtained from the relevant immediate supervisor or Director Administration prior to removal.
4. Unauthorized use of the Institute's assets for personal purposes will typically result in disciplinary actions.

Telephones, Fax and Courier Services:

1. Office telephones, fax machines, and courier services are for official use only. In exceptional circumstances, such as emergencies, employees may use these facilities for private communication, but they must reimburse the Institute for any associated costs, which will be deducted from their salary at the end of the month.
2. Any telephone lines used for private purposes, even from home, it must be registered under his/her name.

Using the Institute's Official Email System:

1. The Institute's official email system is intended to support the ongoing operations of JMC, JTH, and its affiliated Allied Schools. As a vital tool for conducting official communications, employees are expected to use their Institute email accounts primarily for work-related purposes and refrain from using them for personal matters.
2. Employees are accountable for the security and integrity of their Institute's internet account and must take all necessary precautions to prevent unauthorized access.
3. The installation or loading of unauthorized software onto Institute's systems/computers is strictly prohibited and will typically result in disciplinary actions.
4. If employees are uncertain about any aspect of using the network or email facilities, they should consult the Institute's IT personnel for guidance and support.

Attendance, Punctuality & Sickness:

1. Regular attendance and punctuality as defined in "Leave and Working Hours Policy of JMC", are mandatory for meeting the Institute's commitments to students, clients, and

employees.

2. Employees are expected to arrive on time or before the official start of the duty hours and be prepared to commence work promptly at the scheduled time. If an employee is going to be late or absent, they must notify their immediate supervisor or relevant personnel prior to the start of work, or as soon as possible thereafter.
3. If an employee is sick, then his/her immediate supervisor should be informed before the normal commencement time of work. Days of sickness for each employee shall be recorded and in case of excessive leave, the employee shall be interviewed to justify the reasons.
4. Repeated instances of excessive absences or unpunctuality may lead to disciplinary actions, up to and including dismissal and replacement, to ensure the continued operational efficiency and effectiveness of the Institute.

Confidential Information:

1. Employees may have access to information that should be treated as confidential and kept secure. Employees may see or hear this confidential information and should use good judgment and keep this information secret and safe.

Conflict of Interest:

1. Employees should maintain the highest standards of honesty, integrity, impartiality, and conduct to avoid situations that could create or lead to a conflict of interest.

Outside Employment:

1. All full-time employees of the Institute are expected to make their employment with the Institute their primary occupational focus. Employees must not engage in outside employment that could interfere with their time and attention to duties at JMC Complex or negatively impact the quality of their work.
2. Working for another agency, organization, or institute during the Institute's working hours constitutes gross misconduct and will normally result in immediate termination of services.

Breach of Code of Conduct:

1. Misconduct involves violating the obligations outlined above. Serious misconduct involves severe and/or repeated violations of these obligations.
2. Misconduct may result in a verbal and written warning. If serious misconduct is established, it will typically lead to immediate dismissal without notice.
3. Serious misconduct is behavior that undermines the employment relationship, threatens the well-being of the Institute, its employees, or students, or compromises safety.
4. Examples of serious misconduct include:
 - i. Refusing to perform duties or follow lawful instructions from managers and supervisors.
 - ii. Assaulting or threatening to assault anyone on the Institute premises,
 - iii. Sexual misconduct or harassment.
 - iv. Engaging in behavior that poses safety risks to students, staff, or colleagues.
 - v. Being under the influence of alcohol or non-prescription drugs while working.

- vi. Unauthorized possession or removal of the Institute, colleague, student, or visitor property.
 - vii. Submitting false claims or deliberately falsifying the Institute records.
 - viii. Causing serious damage to the Institute's property through intentionally or negligently actions.
 - ix. Breaching confidentiality.
 - x. Offering or receiving bribes.
 - xi. Repeatedly violating the Code of Conduct.
5. If the Institute suspects a breach of the Code of Conduct, formal disciplinary procedures will be initiated.