



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र, चेन्नई



REGIONAL HEADQUARTERS, SOUTHERN REGION, CHENNAI

चना अधिकार - समयबद्ध /RTI - TIME BOUND

सं./ Ref: भविप्रा/द. क्षेत्र/ सूचना अधिकार /2023 AAI/SR/RTI/2023/T-163 दिनांक / Date : 21.07.2023

सेवा में / To

श्री / Shri.Venkataramana
Chennai

विषय / Sub : सूचना अधिकार अधिनियम, 2005 के अंतर्गत माँगी गई सूचना श्री. वेक्टरमन के आवेदन के संबंध में /
Information under RTI Act, 2005- Application of / Shri. Venkataramana --reg

संदर्भ /Ref : AAICH/R/T/23/00163 dated 28.06.2023

महोदय / महोदया / Sir/ Madam,

कृपया आपके ऑनलाइन के माध्यम से प्राप्त सूचना अधिकार के अनुरोध के संबंध में।
Reference may please be made to your online RTI Request as above.

इस संबंध में उक्त सूचना के संरक्षक द्वारा प्रदान की गई अपेक्षित सूचना कृपया इसके साथ संलग्न है। In this regard, the
information furnished by the custodian of information is attached herewith.

यदि आप उक्त उत्तर/सूचना से संतुष्ट नहीं हैं, तो आपके द्वारा प्रथम अपीलीय प्राधिकारी के समक्ष 30 दिनों के अंदर अपील
किया जा सकता है। In case, you are not satisfied with the reply/information, you may prefer an
appeal within 30 days to the First Appellate Authority.

प्रथम अपीलीय प्राधिकारी के संबंध में विवरण निम्न है:-
The details of FAA are given below.

एस.जी. पणिक्कर / S G Panicker,
क्षेत्रीय कार्यपालक निदेशक / प्रथम अपीलीय प्राधिकारी
Regional Executive Director/First Appellate Authority
भारतीय विमानपत्तन प्राधिकरण / Airports Authority of India,
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र / Regional Headquarters, Southern Region,
चेन्नई हवाई अड्डा / Chennai Airport
चेन्नई / Chennai - 600 016
दूरभाष / Phone No.: 044-22561234
ई मेल / Email : redsr@aai.aero

भवदीय / Yours faithfully,

(वेकटेश्वर एल / VENKATESHWAR L)
महाप्रबंधक (सं.दि.नि- द.क्षेत्र)
General Manager (CNS-SR)
जन सूचना अधिकारी - सूचना अधिकार
PUBLIC INFORMATION OFFICER-RTI

संलग्न/Encl.: यथोपरि/As above



भारतीय विमानपत्तन प्राधिकरण / AIRPORTS AUTHORITY OF INDIA
दक्षिणी क्षेत्र, चेन्नै / Southern Region : Chennai – 600 027
मानव संसाधन प्रबंधन विभाग
Department of Human Resources Management



AAI/SR/M/RTI/EH/R&P

Date: 17.07.2023

OFFICE NOTE

SUB: Information sought under RTI Act, 2005 –reg.

Reference is made to the RTI application No.AAICH/R/T/23/00163 dated 28.06.2023 in respect of Shri.VENKATARAMANA, Chennai seeking the information under RTI Act, 2005.

The requisite information is furnished below:

Sl. No.	Information sought	Reply
	Under the provisions of RTI Act, 2005, the following may please be provided.	
1	Kindly provide status of my pending grievance address vide letter dated 05.02.2022	The reply to the grievance dated 05.12.2022 not 05.02.2022 Shri. S Venkataramana, Sr.Supdt.(FS) was given vide Memorandum no. AAI/SR/9-1(1)/EA/R&P dated 11.05.2023 which was forwarded to Shri. S Venkataramana, Sr.Supdt.(FS) vide Airport Director, Chennai Airport Office Memorandum No. AAM/HRM/SG/2023/3223 dated 28.06.2023.
2	The details of Staff Grievance Officer and Grievance Redressal Committee of RHQ (SR) may be furnished and time limits to address the grievance	Information available in para 4 (A), (B), (C) & Para 5 of CHQ letter No.A.60011/05/2023/HRPC/38 dated 27.01.2023 (copy enclosed)
3	The Staff grievance officer (second appellate authority) at CHQ vide email dated 13.02.2023 address to RED/SR Chennai. The SGO & LGO failed to resolved the matter, hence Action taken report may be informed.	The reply to the grievance dated 05.12.2022 i.r.o Shri. S Venkataramana, Sr.Supdt.(FS) was given vide Memorandum no. AAI/SR/9-1(1)/EA/R&P dated 11.05.2023 which was forwarded to Shri. S Venkataramana, Sr.Supdt.(FS) vide Airport Director, Chennai Airport Office Memorandum No. AAM/HRM/SG/2023/3223 dated 28.06.2023.
4	The detail correspondence with regard to processing of above grievance may be furnished.	Query is not specific.
5	Guidance for taking further course in failure of grievance redressal committee addressing the grievance be provide	The information available in Para 5.5 of CHQ letter No.A.60011/05/2023/HRPC/38 dated 27.01.2023 (copy enclosed)

614-RTI
21/07/2023

(C.THAMBLTHURAI)
Jt. General Manager (HR)
AAI, RHQ-SR

(Through GM(HR)/SR)

To
The General Manager (CNS-SR), PIO, AAI-SR, Chennai

Received
on
21/07/2023



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आज़ादी का
अमृत महोत्सव

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No: A.60011/05/2023/HRPC/38

Date: 27th January 2023

The Regional Executive Director
Airports Authority of India
Northern/Western/Eastern/Southern/North-East Region
Delhi/Mumbai/Kolkata/Chennai/Guwahati

The Executive Director,
Airports Authority of India
RCDU/FIU, New Delhi

The Airport Director
Airports Authority of India
Kolkata/Chennai Airport

The Director,
Indian Aviation Academy,
New Delhi

The Principal,
Civil Aviation Training College (CATC),
Bamrauli, Prayagraj

The General Manager,
Airports Authority of India
CRSD/E&M Workshop,
New Delhi

Corporate HRM Circular No. 04 / 2023

Sub: Revision of Grievance Redressal Mechanism

The competent authority has approved the comprehensive revised policy of Grievance Redressal Mechanism which is enclosed for reference and compliance.

R. Prabhu
(R. Prabhu)

Executive Director (HR)

Encl: As above

Distribution: -

- ❖ OSD to Chairman
- ❖ DGM (ES) to Member (Plg & HR)/ Member (Fin)/ Member (ANS & Ops)/ CVO
- ❖ ED (Admin.)
- ❖ All HoDs at CHQ / Operational Office / AAI Office Complex
- ❖ All GM (HR) at CHQ
- ❖ GM (IT) for uploading on AAI Website
- ❖ GS (AAEU) / GS (IAKU) / GS (AAIEG) / GS (ATCG(I)) / GS (IAAIOA) / GS – AAI SC/ST EWA / GS- AAI SC/ST/OBC (NE) EWA
- ❖ Hindi version will follow

AIRPORTS AUTHORITY OF INDIA

GRIEVANCE REDRESSAL MACHINERY FOR THE EMPLOYEES OF AAI

1. OBJECTIVES:

To provide easily accessible machinery for settlement of grievances and to adopt measures that would ensure expeditious settlement of grievances of serving employee, leading to increased satisfaction in the job, thus resulting in improved productivity and efficiency.

2. APPLICABILITY:

The Scheme will cover all serving employees of AAI.

3. GRIEVANCE:

'GRIEVANCE' for the purpose of this scheme shall mean grievance arising out of the decision of the Authority related to implementation of the policies and the rule, interpretation of 'service rules' of an individual nature and any other matter related to work situation, but does not include on matters of general policy or grievances pertaining to or arising out those referred in para 6 (ii) and (iii) of this policy.

4. CONSTITUTION OF GRIEVANCE OFFICER AND STANDING GRIEVANCE REDRESSAL COMMITTEES :

4.1 The nomination of LGO at Airport level, SGO at RHQ/CHQ level and constitution of the GRCs at RHQ and CHQ level to function as First and Second Appellate Authority shall be as under :

A. Grievance Officer :

LGO (Local Grievance Officer)	Grade-I Airports	Senior most Officer from HR Dept.
	Grade-II/ III/ IV Airports	Officer In-charge of Airport
SGO (Staff Grievance Officer)	RHQs	GM(HR), RHQ
	CHQ	Designated GM(HR)

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B. First Appellate Authority :

GRC-RHQ (Grievance Redressal Committee at RHQ level)	<u>Composition of GRC-RHQ</u> RED – Chairman Head of Finance at RHQ – Member GM(HR) – Member Secretary
GRC-CHQ (Local)	<u>Composition of GRC-CHQ (Local)</u> ED(HR) Designated GM(Fin.) at CHQ – Member Designated GM(HR) – Member Secretary

C. Second Appellate Authority

GRC-CHQ (Grievance Redressal Committee at CHQ level)	<u>Composition of GRC-CHQ</u> Member (Finance) – Chairman ED(HR) - Member Designated GM(HR) – Member Secretary
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4.2 The constitution of the Grievance Redressal Committee will be displayed prominently in the respective offices and AAI Website. The above Committees will be Standing Committees in nature and shall meet at least once a month to consider all the cases referred to the Committee and communicate the decision to the employee concern.

5. PROCEDURE FOR HANDLING GRIEVANCE:

The Employee Grievances shall henceforth be processed in the following manner:

5.1 An employee posted at Airport Grade-I/II/III/IV/ Station can take up his/her grievance orally or in writing with the **Local Grievance Officer (LGO)** through his/her HoD at Airport. LGO shall get the facts of the case and after giving a personal hearing to the employee concerned, if necessary, shall try to resolve the grievance at his/her level in consultation with the concerned Department HoD or Unit/ Station/ Airport-In-Charge/ senior most of HR Head of Airport, if necessary, depending upon the nature and scope of the grievance. Further, in case the grievance is not settled within 30 days from the date of the receipt of the representation, LGO shall intimate the same to the employee concerned giving reasons for the delay and indicating the likely date of disposal. Further LGO may recommend to take up the issue with the Staff Grievance Officer (SGO) at RHQ, in case they are unable to resolve the grievance/ issue at their level.

5.2 An employee posted at RHQ/CHQ shall convey his Grievance to **Staff Grievance Officer (SGO)** at RHQ/ CHQ respectively, who shall get the facts of the case and after giving him/her a personal hearing, if necessary, will try to resolve the grievance at his/her level in consultation with the concerned Department HoD or Unit/ Station/ Airport-In-Charge/ senior most HR Head of Airport, depending upon the nature and scope of the grievance, if necessary. In case, the grievance is not settled within 30 days from the date of the receipt of the representation, SGO shall intimate the same to the employee concerned giving reasons for the delay and indicating the likely date of disposal. Further SGO-RHQ may recommend to take up the issue with the SGO at CHQ, in case they are unable to resolve the grievance/ issue at their level, which are inter-regional in nature or under the domain of CHQ.

5.3 If the grievance is not satisfactorily resolved locally or there is any undue delay in its redressal, the employee concerned may submit his/her grievance in writing through proper channel to GRC-RHQ in respective Region / GRC-CHQ Local at CHQ as **1st Appellate Authority** within 30 days. The GRC-RHQ/GRC-CHQ (Local) shall resolve the grievance at their level within 45 days unless its redressal falls within the competence of CHQ. In that case, the grievance will be referred to the Grievance Redressal Committee-CHQ, under intimation to the employee concerned.

5.4 Further an appeal can be preferred by the employee concerned against the decision/ recommendation of 1st Appellate Authority i.e GRC-RHQ/ GRC-CHQ (Local) to the **2nd Appellate Authority** i.e. Grievance Redressal Committee-CHQ within 30 days of disposal of his/her grievance by GRC-RHQ. The recommendations and the decision of the Grievance Redressal Committee-CHQ will be processed within 60 days.

5.5 A table indicating LGO/SGO/First/Second Appellate Authority for respective station/region and CHQ, is as below :

Station	LGO	SGO	First Appellate Authority	Second Appellate Authority
Airport Grade I/II/III/IV	Senior most HR officer/ APD /Station in charge		SGO-RHQ	GRC-RHQ
RHQ		GM(HR), RHQ	GRC-RHQ	GRC - CHQ
CHQ		Designated GM(HR), CHQ	GRC-CHQ Local	

5.6 The LGO/SGO and the Grievance Redressal Committees shall be empowered to call and give any directions to any concerned official(s) with a view to ensuring resolving the grievance expeditiously and satisfactorily. Similarly, they can also undertake tours, if necessary with the approval of their Controlling Officers for redressal of grievance.

5.7 Where an employee is not satisfied with the decision of Grievance Officer can prefer appeal to First Appellate Authority. Further if he/she is not satisfied with the decision of First Appellate Authority as indicated above, he/she will have the option to appeal to GRC-CHQ as Second Appellate Authority, which will look into and dispose off the appeal on merit and the recommendation/decision of GRC-CHQ shall be final.

5.8 The **2nd Appellate Authority i.e GRC-CHQ may however choose to refer the Grievance before the Chairman on the grounds of violation of principles of natural justice/ constitutional rights or severity of impact on the employee through certification** of the appeal.

5.9 Also, the **Chairman may take suo moto cognizance to review a Grievance**, if necessary.

6. OTHER CONDITIONS:

6.1 If the grievance arises out of decision given by the Management, the said order shall be complied with, before the employee concerned invokes the procedure laid down for redressal of his grievance.

6.2 The grievance pertaining to or arising out of the following areas shall not come under the purview of the Grievance Redressal Procedure: -

- a) Annual Performance Appraisal/ Confidential Reports
- b) Where the grievance does not relate to an individual employee
- c) Grievance arising out of discharge or dismissal of an employee
- d) Promotions including DPC's minutes and decisions
- e) Reviewing the policy/rule
- f) The grievance related with matter which is sub-judice in any court/ pending before monitoring/regulatory bodies of Govt. of India or adjudicated/ closed by any monitoring/regulatory bodies of State/ Govt. of India
- g) The complaint/ grievance related to harassment/ sexual harassment.
- h) Grievance related to decision/ occurrence during period more than 03 months.

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6.3 Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the Competent Authority as per the procedure laid down under the AAI (Conduct, Discipline & Appeal) Regulations.

6.4 Staff Grievance Officer at Regions shall maintain the consolidated record of grievance of respective region and shall send a quarterly report to SGO-CHQ indicating the number of grievances received, settled and pending during the quarter of year in the Annexure attached. The SGO-CHQ shall consolidate the records for all Regions and CHQ and upload the details on AAI website.

6.5 If the grievance is resolved by LGO/ SGO/ GRCs, then further appeal on decision can be made within 30 days; otherwise the Grievance will deemed to be disposed off and no further communication shall be entertained in that regard.

6.6 The grievance procedure will be reviewed by the Management as and when it becomes necessary.

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टिप्पणी पत्र / NOTE SHEET

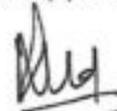
Minutes of Regional Grievance Committee held on 29.03.2023 on the matter of grievance dated 05.12.2022 submitted by Shri S.Venkataramana, Sr.Supdt.(FS), Chennai Airport

The grievance representation dated 05.12.2022 submitted by Shri S.Venkataramana, Sr.Supdt.(FS), Chennai Airport has been examined by the Regional Grievance Committee on 29.03.2023 at 1500 hrs in the O/o RED, SR.

2. After examination of the inputs submitted by the official in his representation and based on CHQ clarifications, the following facts/details were observed:

- (i) The seniority of Fire & Rescue Operators, on their initial appointment, were fixed based on merit (Written Test + Endurance Test + Interview) irrespective of date of passing Basic Training Course whether in first (or) second (or) third attempt (Maximum three chances) till 2000.
- (ii) During the year 2000, CHQ, vide letter No.A.23021/4/99-EW dated 26.09.2000 forwarded therewith a copy of CHQ letter dated 20.01.2000 stating that the confirmation and seniority of F&RO are to be fixed as per their date of passing the test or submission of willingness for test after obtaining HMV license.
- (iii) After issuance of the CHQ letter dated 26.09.2000, the seniority of Fire Service employees were fixed based on merit (Written Test + Endurance Test + Interview). However, the seniority of the candidates, who have not passed Basic Training Course (BTC) in first attempt and passed only in subsequent attempt, was fixed based on their date of passing BTC irrespective of their merit position.
- (iv) During the recruitment process of Assistant (FS) in Southern Region during 2000-01 under DR, 51 candidates were deputed for Basic Training Course (BTC) including Shri S.Venkataramana. Out of them, 47 candidates had successfully completed the BTC and issued offer of appointment. The remaining 4 candidates viz. Shri S.Venkataramana, Shri M.Sivasankar, Shri A.B.Anish and T.Anil Kumar have failed in BTC. Further, they were nominated for re-examination and were declared pass in April, 2001. Hence, the offer of appointment was issued in May, 2001. With reference to CHQ letter dated 20.01.2000, the seniority of the 4 candidates including Shri S.Venkataramana were placed below the candidates who have passed BTC in the first attempt irrespective of their merit position.
- (v) Though Shri S.Venkataramana claims that his seniority should be fixed as per the order of merit as he has joined within 180 days, he was issued with offer of appointment only after passing the BTC in second attempt. As per CHQ letter dated 20.01.2000 referred above, the seniority will be counted from the date of passing the BTC.
- (vi) The matter regarding fixation of seniority with reference to his representation was referred to CHQ in detail vide this office letter dated 03.07.2008, dated 29.05.2013 and dated 06.06.2019 for clarification. In this regard, CHQ, vide letter dated 30.07.2008, dated 20.06.2013 and dated 27.08.2019 informed that the fixation of seniority made by Southern Region is in order and as per the CHQ guidelines. The same was already informed to the official with the copy of CHQ clarifications.

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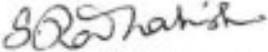


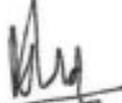


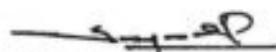
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- (vii) The official was appointed only against the vacancy of Southern Region and his seniority was fixed as per CHQ order dated 20.01.2000. The seniority of candidates passed in second or third attempt in subsequent recruitments was also fixed as per date of passing BTC only in Southern Region till date.
3. In view of aforesaid facts, the committee concluded that the fixation of seniority of the fire official made by Southern Region is in order and as per CHQ guidelines/confirmations.
4. Accordingly, his grievance representation stands disposed.
5. If the above reply is not satisfactory, the employee may prefer an appeal in writing through proper channel to GRC, CHQ [2nd Appellate Authority] within 30 days.


(S. Radhakrishnan)
G.M. (Finance)
Member


(B. Muralidaran)
G.M. (HR)
Member Secretary


(S. G. Panicker)
RED
Chairman