

In its fifth meeting on 01 November 2020, the IEEE Kerala Section Executive Committee 2020 has approved the constitution of a three-member Grievance Redressal Committee (GRC) consisting of the following members.

1. Prof. V K Damodaran, *Chair* [Darshan, Thaara 301, Kunnukuzhy, Trivandrum - 695035, Kerala, India. email: vkd@ieee.org]
2. Prof. (Dr.) Lillikkutty Jacob, *Member*
3. Mr. Varghese Cherian, *Member*

The mandate of the GRC is to resolve the complaints/issues faced by the IEEE Members in the territory of the Kerala Section with better transparency.

Who Can Approach?

Any member of IEEE under the Kerala Section can approach the GRC if he/she has a legitimate complaint against any other member, volunteer, current or past section level office bearer, or any functionary of other IEEE organizational units (OU), of having in any way adversely impacted upon such person's freedom to activity, self-respect, ethical rights, or finances.

How to Approach?

1. Grievances can be sent to the Chairman of the GRC by e-mail or a written complaint, clearly specifying the person(s) involved, non-compliance noticed, and the date(s) or events, decisions, or acts that have caused the grievance.
2. The Complaint should be signed if written or sent from own e-mail ID in active use, adding a self-declaration that all possible efforts have been made to discuss and resolve the issue with the person/group responsible for the complaint matter, where possible, and that this grievance is brought to GRC only after drawing the attention of the leaders of the primary OU of which the complainant(s) belong, for resolution. The names of persons with whom such discussions were held and the dates or stages of such redressal efforts also should be included in the complaint to GRC.

Timeframe for Grievance Redressal

1. The grievances brought to the notice of the work level team or OU level should normally be resolved within 30 days, and if it still remains unresolved, either the OU or the Complainant or both jointly can approach the GRC.
2. GRC should under normal circumstances resolve the issue within 60 days. However, in cases where outside agencies are involved or a number of individuals or OUs are to be consulted, the GRC may set a larger timeframe for resolution.

Permissions and Rights

1. GRC has permission to seek clarifications and suggestions from any or many members of IEEE or non-IEEE entities, including the Section Chair.

2. Grievances can be brought before the GRC, even bypassing the envisaged grievance channel, if sufficient reasons exist by stating the same, and GRC may admit the same only if convinced of the urgency and reasons for such direct approach.
3. GRC is responsible for upholding the IEEE Code of Ethics and relevant IEEE Rules and Guidelines in seeking resolutions to the grievances brought before it.
4. Receipt of complaints to the GRC will be notified to the Section Chair and the Defendant on admitting the same.
5. The Recommendations of the GRC are to be presented directly to the IEEE Kerala Section Chair, who would notify the parties as well as initiate remedial actions as appropriate.