

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Ansari Nagar, New Delhi - 110029

No. F.35-35/004/Committee/Estt.I

Dated: 31st December, 2025

OFFICE MEMORANDUM

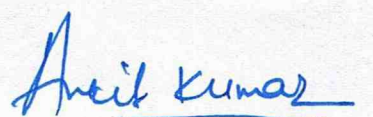
Subject: Standard Operating Procedure (SOP) for submission and redressal of grievances at AIIMS, New Delhi — regarding.

It has been observed that various grievances are being directly submitted to the Director, AIIMS, New Delhi, without following the prescribed channel of communication which often result in procedural delays and duplication of correspondences.

2. In order to streamline the grievance redressal mechanism and to ensure timely and effective disposal of grievances raised by individual employees, staff associations, and unions, it has been decided to prescribe a **Standard Operating Procedure (SOP)** for submission and escalation of grievances at AIIMS, New Delhi, as detailed below:

Protocol for Raising Grievances

- i. **Initial Submission:** The grievance shall be submitted **in writing** to the **concerned Section/Unit/Department** directly dealing with the subject matter. The concerned section shall examine the matter and furnish a suitable reply within **two weeks** from the date of receipt.
 - ii. **Escalation to Chief Administrative Officer:** If no response is received within the prescribed time or if the grievance remains unresolved, it may be **escalated to the Chief Administrative Officer (CAO)**, who shall take appropriate action or provide a response within **one week**.
 - iii. **Further Escalation to Deputy Secretary:** In case of unsatisfactory response or non-resolution at the CAO level, the grievance may be **further escalated to the Deputy Secretary**, who shall also be given **one week's time** to examine the matter and issue necessary directions or response.
 - iv. **Final Escalation:** Only if the matter remains unresolved/unsatisfactory response even after the above stages, the grievance may be referred to the **Additional Director (Administration)** for consideration, and, if necessary, placed before the **Director, AIIMS** for final decision.
3. It is, therefore, impressed upon all concerned officials that this procedure must be followed **invariably** and that grievances should not be addressed directly to higher authorities without exhausting the prescribed channels.


31/12/2025

4. The contents of this Office Memorandum may kindly be brought to the notice of all employees and associations/unions functioning under your administrative control for **strict compliance**.

5. This issues with the approval of the Director, AIIMS, New Delhi.

Ankit Kumar
31/12/2025
(Ankit Kumar)

Administrative Officer

Distribution:

1. All Chiefs of Centres / Heads of Departments / Units / Sections, AIIMS, New Delhi.
2. All Associations / Unions / Faculty / Officers / Staff of AIIMS, New Delhi.
3. PPS to Director / PS to Dean (Research / Academic / Examination) / AD(A) / MS / Sr. FA / Dy. Secy. / CAO / FA / CSO / SE, AIIMS, New Delhi.
4. **Computer Facility** - with a request to upload this O.M. on the official website of the Institute.
5. **Hindi Section**- with a request to provide the Hindi version for uploading on the AIIMS website.
6. All Senior Administrative Officers / Administrative Officers, AIIMS, New Delhi.
7. The President/General Secretary - All Unions / Associations