



परमाणु ऊर्जा शिक्षण संस्था
(भारत सरकार के परमाणु ऊर्जा विभाग का स्वायत्त निकाय)
ATOMIC ENERGY EDUCATION SOCIETY (AEES)
(An Autonomous Body under Department of Atomic Energy, Govt. of India)
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AEES/R&V/SOP/2026/C-879

July 29, 2026

STANDARD OPERATING PROCEDURE (SOP) FOR HANDLING OF COMPLAINTS AND GRIEVANCES IN AEES

1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a uniform, transparent, fair, and time-bound mechanism for receiving, examining, and resolving complaints and grievances in the Atomic Energy Education Society (AEES). The SOP aims to ensure adherence to prescribed channels of communication, promote workplace harmony, and facilitate prompt redressal of genuine grievances of students/ parents/ employees (referred to as complainant hereafter).

2. Scope

This SOP shall apply to all complaints / grievances by a complainant against any employee of AEES in matters relating to alleged misconduct, service conditions, administrative grievances, workplace issues, financial irregularities and any other matter connected with official duties and responsibilities of an employee towards students or other employees.

Complaints falling under specific statutory mechanisms, such as sexual harassment complaints, vigilance matters, criminal offences, RTI matters, or cases already under judicial consideration, shall be dealt with in accordance with the applicable rules and procedures.

3. Definitions:

3.1 Complaint: Allegation regarding misconduct, violation of rules, corruption, abuse of authority, harassment, etc.

3.2 Grievance: Dissatisfaction related to service conditions, transfers, promotions, APAR, leave, salary, etc.

For the purpose of this SOP, both these terms have been used interchangeably and cover both the definitions.

3.3 Anonymous complaints

For the purpose of this SOP, an anonymous complaint means a complaint that does not disclose the identity of the complainant.

3.4 Pseudonymous Complaints

For the purpose of this SOP, a pseudonymous complaint means—

- a complaint submitted under a fictitious or false name;
- a complaint where the identity of the complainant cannot be established; or
- a complaint received with the name of a person, but where the authorship or ownership of the complaint is subsequently denied or remains unconfirmed despite due verification.

3.5 Non-specific / Unverifiable Complaint

For the purpose of this SOP:

- "Non-specific complaint" means a complaint lacking material particulars such as dates, events, persons involved, or specific allegations.
- "Unverifiable complaint" means a complaint for which no reasonable means of verification are available.

4. General Principles

- a) A complainant shall ordinarily submit representations, complaints, or grievances through the prescribed official channels. **Annexure A & B** illustrating the prescribed channel for all categories of complaints/Grievances is enclosed.
- b) Where the complaint is against the immediate superior/ reporting officer, the complainant may submit the complaint directly to the next higher authority.
- c) Complaints shall be dealt with objectively, impartially, and confidentially.
- d) No complainant shall be subjected to victimization, retaliation, or discrimination for filing a bona fide complaint.
- e) All complaints shall be processed in a time-bound manner.
- f) Frivolous, malicious or deliberately false complaints may attract appropriate disciplinary action under the applicable rules.

5. Submission of Complaints

5.1 Complaint should be signed with date and name and should contain a declaration that the facts stated are true to the best of the complainant's knowledge.

5.2 Every complaint shall contain:

- Name of the complainant;
- Employee number/designation;
- Office/School/Centre;
- Correspondence address and contact details;
- Specific facts, dates, and particulars of the grievance or complaint; and
- Supporting documents, if any.

5.3 Complaints may be submitted in physical form or through authenticated official electronic communication.

6. Treatment of **Anonymous, Pseudonymous and Non-Specific Complaints** (as per Central Vigilance Commission Circular No. 03/03/2016 dated 07.03.2016).

6.1 Anonymous complaints

a) No action will be taken on complaints containing vague, non-specific, or unverifiable allegations. Anonymous complaints shall ordinarily be filed without any further action.

b) However, where an anonymous complaint contains specific, definite, and verifiable allegations involving serious misconduct, corruption, financial irregularity, abuse of official position, or any matter significantly affecting the interests, reputation, or functioning of AEES, the Competent Authority may, after recording reasons in writing, order a discreet preliminary examination solely for the purpose of verifying the facts.

c) Such preliminary examination shall not be construed as a formal investigation or disciplinary proceeding.

6.2 Pseudonymous Complaints

- i. Where a complaint contains the name and address of the complainant, but its authenticity is doubtful, the office concerned may verify its genuineness by sending a communication through Speed Post, Registered Post, or authenticated electronic communication seeking confirmation of authorship and contents of the complaint.
- ii. If no response is received within 15 days, a reminder may be issued allowing a further period of 15 days.
- iii. If no response is received even after the expiry of the reminder period, the complaint shall be treated as pseudonymous.

- iv. Pseudonymous complaints shall ordinarily be filed without further action.
- v. However, where such complaints contain specific and verifiable allegations involving serious misconduct, corruption, financial irregularity, abuse of authority, or any matter affecting institutional interest, the Competent Authority may, for reasons recorded in writing, order a discreet preliminary examination.

6.3 Non-specific / Unverifiable Complaint

- a) Complaints which are vague, general, speculative, or unsupported by material particulars shall ordinarily be closed without further examination.
- b) Where feasible, the complainant may be asked to furnish additional particulars or supporting documents within a specified period.
- c) If the complainant fails to furnish the required information within the stipulated period, or if the allegations continue to remain incapable of verification, the complaint shall be closed and recorded accordingly.

6.4 Notwithstanding the provisions contained in this SOP, where the Competent Authority is satisfied that the complaint discloses prima facie serious and verifiable allegations involving corruption, financial irregularity, abuse of authority, gross misconduct, or matters affecting the institutional interest of AEES, it may, after recording reasons in writing, order a discreet preliminary examination, irrespective of the nature or source of the complaint.

7. Preliminary Examination

7.1 Where it is decided to examine a complaint further, a preliminary examination will be conducted to ascertain whether a prima facie case exists.

7.2 A preliminary examination shall be fact-finding in nature and shall not constitute disciplinary proceedings or imply any finding of guilt.

7.3 For the purpose of such examination, the Competent Authority may call for records, reports, comments, or any relevant information required for such examination.

7.4 The preliminary examination shall ordinarily be completed within ten (10) working days, unless reasons for extension are recorded in writing.

8. Communication to the Official Concerned

8.1 Where a complaint against an official is found fit for further examination, a copy of the complaint or a statement of allegations may be provided to the official concerned within fifteen (15) days of such decision, unless disclosure is likely to prejudice the examination or is otherwise not considered appropriate by the Competent Authority.

8.2 The concerned official shall be afforded a reasonable opportunity to submit his/her comments or explanation within the period specified by the Competent Authority.

9. Grievance Redressal Mechanism

9.1 Grievance Redressal at AEES Schools/Centres

Grievances may be submitted through the prescribed channel as per Annexure A.

The Chairman, LMC may, where considered necessary, refer the matter to the Grievance Redressal Committee (GRC) constituted by AEES as notified vide AEES Letter No. AEES/R&V/GRC/2026/C-1583 dated 5.3.2026.

Any member in the GRC having a direct interest or conflict of interest in a matter under consideration shall recuse himself/herself from the proceedings. Chairman, LMC will nominate another member to the GRC in place of such a member.

9.2 Apex Grievance Redressal Committee (AGRC)

An Apex Grievance Redressal Committee (AGRC) shall function at the Central Office, Mumbai to consider grievances which are:

- (i) unresolved at the level of the Adjudicating Authority,
- (ii) related to policy matters, service conditions or administrative issues requiring decision at the Central Office and
- (iii) pertaining to employees posted in the Central Office

9.3 The composition of the AGRC will be as follows:

- Chief Vigilance Officer, AEES, Mumbai - Chairman
- Coordinating Principal, AECSs, Mumbai - Member
- Chief Administrative Officer/
Administrative Officer-III, AEES, Mumbai. - Member

9.4 Any member having a direct interest or conflict of interest in a matter under consideration shall recuse himself/herself from the proceedings. Competent authority will nominate another member in place of such a member.

9.5 For a meeting, all members will have to be present for quorum. The Chairperson of the AGRC may invite any officer or subject matter expert to assist the Committee whenever necessary.

9.6 Submission of Cases

Cases falling under Para 9.2 shall be submitted through the prescribed channel as per Annexure B.

9.7 Display of Grievance Mechanism

Every School/Centre shall prominently display the grievance redressal mechanism, together with the contact details of the designated Staff Grievance Officer, on its Notice Board and official website.

9.8 No matters should be sent to the Central Office, AEES by any complainant directly by bypassing the prescribed channels.

10. Functions of the GRC and AGRC

10.1 The GRC/AGRC shall review complaints referred to it and may:

- a. Seek comments from the concerned Head of Office i.e., Head of the school (Principal/Vice Principal wherever Principal is not posted) and Chief Administrative Officer in Central office.
- b. Call for relevant files, records, reports, declarations, or documents;
- c. Close complaints found to be frivolous, malicious, or lacking substance and also inform the complainant, wherever appropriate.
- d. Where substance is found, the GRC/AGRC shall recommend the nature of action required, including administrative measures, further inquiry, vigilance examination, or disciplinary proceedings, as applicable.

10.2 The recommendations of the GRC/ AGRC shall be submitted to the Disciplinary Authority or other Competent Authority for appropriate action.

11. Procedure for Redressal of Grievance/Complaints in AEC Schools will be as per Annexure A.

Any complaint from **Parents/Students** against any staff member of School, will also be dealt with in accordance with the prescribed procedures under this SOP.

12. Timelines

12.1 Complaints/grievances should ordinarily be submitted to the concerned authority, as given in Annexures, within 7 days of the occurrence of the event or from the date on which the complainant became aware of the matter.

12.2 The following timelines shall ordinarily be observed for resolution of grievances / complaints:

- Acknowledgement of complaint: within 3 working days.
- Verification of complaint, where required: within 15 days from acknowledgement.
- Preliminary examination: within 10 days of verification of complaint.
- Submission of final AGRC recommendations: within 10 days of preliminary examination.
- Final decision by Competent Authority: within 10 days of AGRC recommendation.

13. Record Maintenance

At the school level, the Principal / VP shall nominate an office staff for keeping a record of the grievances received.

At the Central Office, the Staff Grievance Officer, AEES shall nominate an office staff for keeping a record of the grievances received

A register of complaints shall be maintained in physical and/or electronic form indicating:

- Date of receipt;
- Name of complainant;
- Subject matter;
- Action taken;
- Current status; and
- Date of disposal.

Registers will be maintained in every AEC School and Vigilance Section in Central office with above details.

14. Confidentiality

All complaints, records, proceedings, and recommendations shall be treated as confidential and disclosed only to officials who require such information for the discharge of their official duties.

15. Appeal

Any complainant aggrieved by the decision of the Competent Authority as per the Annexures may submit a representation for review or appeal to the next higher authority within thirty (30) days of receipt of the decision, subject to applicable service rules.

16. Compliance with Conduct Rules

Repeated and deliberate bypassing of the prescribed official channels, without adequate justification, may be viewed seriously and dealt with in accordance with the applicable provisions of Rule 3(1)(iii) of the CCS (Conduct) Rules, 1964 and Rule 27 of AEES Conduct Rules, 2024 and other relevant regulations.

Rule 27 states that

“No teacher shall represent their grievances, if any, except through proper channels, nor will they canvass for any non-official or outside influence or support in respect of any matter pertaining to their service in the school”.


(Dr. L M PANT) 29th July 2026
Secretary

1. All the staff members of AEES.
2. Chairmen and members of all LMCs, for wide circulation to all employees of DAE units located at an AEES Centre.
3. For display on notice boards of all schools and Central Office, AEES, Mumbai

Grievance Redressal at AEES Schools/Centres

Sr. No.	Type of Complaint/Grievance	Through	First Level Redressal	Adjudicating Authority	First Level Appellate Authority	Final Appellate Authority
1	Matters concerning Non Teaching Staff/ Teachers	Reporting Officer	Head of Office (Principal/Vice-Principal if Principal is not posted)	Grievance Redressal Committee	Chairman, Local Management Committee	Apex GRC
2	Matters concerning HM/ Vice Principal	Principal	Grievance Redressal Committee	Chairman, Local Management Committee	Apex Grievance Redressal Committee	Secretary, AEES
3	Matters concerning Head of Office (Vice Principal if Principal is not posted / Principal)	Chairman, Local Management Committee	Grievance Redressal Committee	Chairman, Local Management Committee	Apex GRC	Secretary, AEES
4	Matters concerning Service Matters, Policy Matters, etc.	Reporting Officer	Head of Office	Staff Grievance Officer	Apex GRC	Secretary, AEES
5	Matters pertaining to infrastructure and amenities	-	Head of Office	Chairman, Local Management Committee		

Apex Grievance Redressal Committee

Sr. No.	Type of Grievance	Through	First Level Redressal	Adjudicating Authority	First Level Appellate Authority	Final Appellate Authority
1	Service Matters, Policy Matters, etc. of Non-teaching as well as teaching Staff	Reporting Officer	Staff Grievance Officer	Apex Grievance Redressal Committee	Secretary, AEES	Chairman, AEES
2	Matters pertaining to Reporting Officer of non-teaching staff	Reviewing Officer	Apex Grievance Redressal Committee	Secretary, AEES	Chairman, AEES	
3	Matters pertaining to Reporting Officer in AU	Reviewing Officer	Apex Grievance Redressal Committee	Secretary, AEES	Chairman, AEES	
4	Matters pertaining to Reviewing Officer of Non-teaching staff or in AU	Reporting Officer	Apex Grievance Redressal Committee	Secretary, AEES	Chairman, AEES	