

REPORT OF THE ASIAN-PACIFIC POSTAL COLLEGE GOVERNING BOARD

The 43rd Asian-Pacific Postal College (APPC) Governing Board Meeting was held on 3 September 2013. It was attended by 12 member countries namely Australia, China, India, Indonesia, Japan, Korea, Pakistan, Philippines, New Zealand, Sri Lanka, Thailand and Vietnam. Mr. Somboon Mekpaiboonwattana, Deputy Permanent Secretary of the Ministry of Information and Communication Technology of Thailand: Chairman of the Governing Board Mr. Somchai Reopanichkul: Director of APPU Bureau and Ms. Araya Prasittiboon: Manager Administration and APPU Affairs were present.

Representatives from La Poste France, Deutsche Post, UniApro, IPC, Eurogiro, Planet Finance, WHATNEXT4you, Afghanistan, Bangladesh Bhutan, Brunei Darussalam, Cambodia, Myanmar, Singapore and Chairman of APPU EC: Mr. Mark Lawley were also present at the Meeting as observers.

Mr. Somboon in his opening address welcomed members and observers and announced that the Royal Thai Government will continue contributing Baht 2,000,000 to the APPC. He urged member countries to make best use of the College. He also thanked and urged observers to contribute more, in cash or in kind so that the College could provide larger number of fellowships to postal managers from LDCs in the region.

The Meeting took note of the APPC's Activities in 2012 and agree the following:

1. The Meeting agreed to set up a working group composed of New Zealand, India, Australia and Thailand to review the salary scale and allowance for all staff at the Bureau as well as consider the mechanism to reward the staff members for their excellent performance when APPC has an excess income.
2. The Auditor's report for the year 2012 was presented and approved;
3. The Meeting agreed to appoint IAC Audit Limited as the Bureau's auditor for year 2013 at the auditing fee of Baht 40,000 for APPC and Baht 30,000 for APPU;
4. The Meeting endorsed in principle the Business Plan of APPC (2013-2016);
5. The Meeting approved 14 courses and 4 special programmes to be conducted in 2014.
6. The Meeting approved the 2014 APPC budget;
7. Thailand Post announced that it will waive the rental fee of Baht 1,500,000 for 2014 after having waived the fees for 7 consecutive years from 2007-2013;
8. The Meeting concurred with the recommendation of New Zealand, Chairman of the Working Group on Review of Education Grant that no change is made to the current arrangement for education grant in the Staff Regulations;
9. The Meeting also approved the Grievance Procedures drafted by New Zealand, Chairman of the Working Group as per the attachment which is tabled to the Congress for final approval;

10. The Meeting concurred with the proposal from New Zealand to set up an Induction Advisory Sub Committee composed of senior officials from Thailand Post, Ministry of Information and Communication Technology, Manager Administration and the new Director to assist the new Director, as required, during his first year of tenure.

GRIEVANCE PROCEDURES (New Delhi, September 2013)

1. Introduction

The Asian-Pacific Postal Union (APPU) recognises that from time to time employees may wish to seek redress for grievances relating to their employment. In this respect it is our policy to encourage free communication between employees and their managers/supervisors) to ensure that problems can be resolved quickly to the satisfaction of all concerned.

This procedure sets out the way in which any grievances by employees against the organisation will be handled.

2. Definition and Scope

Bureau: Asian-Pacific Postal Union (APPU) Bureau located in Bangkok, Thailand.

Employee: A person who currently works for and receives salary/wages from the Bureau.

Personal Grievance: A formal complaint by an employee against their employer about employment relationship problems, decisions or actions that lead to disadvantages.

Grievances include but not limited to the following:

- a) Unjustifiable dismissal;
- b) Unjustifiable action which disadvantages the employee;
- c) Inappropriate use of resources or assets by those in authority;
- d) Discrimination;
- e) Duress over membership of a union or other employee organization;
- f) Abuse of power by the superiors;
- g) Losing entitlement to certain statutory rights;
- h) Harassment (sex and racial).

Discrimination includes but not limited to:

- a) Sex;
- b) Marital status;
- c) Religious belief;
- d) Ethical belief;
- e) Colour;
- f) Race;
- g) Ethnic or national origins;
- h) Disability;
- i) Age;
- j) Political opinion;
- k) Employment status;
- l) Family status;
- m) Sexual orientation.

3. General Principles

- Grievances should be raised as soon as possible, to allow issues to be resolved quickly.
- Employees should be given the opportunity to explain their grievance and how they think it should be resolved.
- If the employee's grievance is against their line manager they may raise the matter with another manager in the organisation, where possible.
- The Bureau will ensure that the timing and location of all meetings under this procedure are reasonable.
- Where relevant, any investigations will be conducted by a manager more senior than the manager who took the action which is being appealed.
- Employers, employees and their companions should take reasonable steps to attend grievance and appeal meetings.
- Records shall be kept detailing the nature of the grievance raised, the employer's response, any action taken, the reasons for it and other information relevant to the process. These records shall be kept confidential.

4. Timeframe

If an employee feels they have grounds for raising a personal grievance with the Bureau, then this must be done within 90 days of the action occurring or the grievance coming to their notice, whichever is the later. If the grievance is raised outside this time it will be considered too late to be accepted as a grievance by the Bureau. The Bureau can however, agree to an extension of the 90-day up to a maximum of a further 90 days.

5. Process

5.1 Dealing with a grievance informally

If an employee has a grievance or complaint to do with their work they should, in the first instance and, wherever possible, discuss it with their line manager. They may be able to agree a solution informally.

5.2 Formal grievance

If it is not possible to resolve a grievance informally, or the employee does not feel it is appropriate to do so, they should raise the matter formally using the procedure below.

The employee can raise the grievance verbally or in writing. However, raising the grievance in writing is highly recommended as it will ensure the issue is recorded and dated.

A grievance can be filed with the employee's direct manager, to the manager's superior, or directly to the Director of the Bureau. In each case a copy of the file will be given to the Director of the Bureau. If the grievance relates to the Director of the Bureau, it should be filed with the Chair of the Local Executive Committee.

Both parties may wish to seek independent advice on how to deal with the specifics of the case.

The direct manager, or the manager's superior will consider the action within 90 days and formally write to the employee with an outcome following consideration of the issue.

If the problem cannot be resolved to a mutually acceptable outcome, the employee can request that the issue be forwarded to the Local Executive Committee. In this case, the Local Executive Committee will form an ad-hoc Working Group to consider the issue and come to a final decision.

The Local Executive Committee must consider the fairness of the manager or superior manager's decision in relation to the action. For instance, before taking action, did the manager:

- With regard to the resources available, sufficiently investigate the allegations against the employee;
- Raise his or her concerns with the employee;
- Give the employee a reasonable opportunity to respond to those concerns;
- Genuinely consider the employee's explanation (if any) in relation to the allegations.

6. Remedies

The remedies for personal grievances may be ordered by the Bureau or the Local Executive Committee:

- Reimbursing wages and other money lost by the employee as a result of the grievance;
- Reimbursing of all or part of the employee's reasonable costs (e.g.: legal fees) of pursuing the grievance.

7. Flowchart of Employment Relationship Problem Resolution Process

