

## **EMPLOYEES GRIEVANCE PROCEDURE**

### **Grievance Procedure for Group 'A' Employees.**

#### **1.0 INTRODUCTION:**

For the past some time, it has been noticed that in disguise of Union/Associations, employees of the company are writing letters to outside Agencies/Authorities including high dignitaries and Political Leaders. This practice is considered to be against the code of conduct enshrined in the Service Rules of the employees. Therefore, it is advisable to the Employees to take precaution in this matter.

Notwithstanding, the company Management is sincerely concerned to the genuine grievances of the Employees as it believes that employees grievances are manifestation of their dissatisfaction against their working conditions, managerial decisions etc; if not promptly attended to, may cause frustration amongst the employees. Keeping this in view a formal grievance Machinery is introduced as under:-

#### **2.0 OBJECTIVE:-** The objectives of the grievances procedure will be:

- 2.1 to settle grievances of the employees in shortest possible time;
- 2.2 at lowest possible level of authority; and
- 2.3 to provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.

#### **3.0 SCOPE AND COVERAGE:**

The procedure will cover all executives of the company upto the level of DGMs. Executives in higher levels may take up their grievances, if any, with their reporting officer. Grievance for the purpose of this procedure would only mean individual grievance and the matters under the scope of this procedure, which can be invoked by an aggrieved executive, shall be those relating to the following:

- Salary payment
- Recoveries of dues etc.
- Increment
- Working conditions
- Leave
- Allotment of quarters
- Medical facilities
- Non-extension of benefits under rules
- Transfer
- Promotion
- Similar issues

The grievance arising out of the following issues shall not be come under the purview of the grievance procedure:-

- Terms of appointment settled prior to joining
- Annual performance Appraisal
- Matters relating to disciplinary enquiry, action and vigilance Cases
- Where the grievance does not relate to an individual executive

#### **4.0 PROCEDURE:**

The individual grievance of the executive shall be dealt with as per the procedure laid down below:

##### **4.1 Stage-I**

- 4.1.1 The aggrieved executive shall take up his grievance orally with his immediate superior (not below the rank of Manager) who will give a personal hearing and try to resolve the grievance at his level within seven days.

For this purpose every plant GM shall nominate and notify a list of Executives in different departments who will hear oral grievances. Wherever necessary, the nominated officer will consult his Head of the Deptt. and/ or such other Department(s) before communicating back with the aggrieved executive.

- 4.1.2 In case the executive is not satisfied he can submit his grievance in writing in Form-I within 15 days from the date on which the act of grievance arose or came to his notice to the Head of Deptt. concerned.
- 4.1.3 The Head of Department concerned will record his comments on the grievance form within 7 days after making necessary enquiries/obtain necessary guidelines from other departments, if any, as required.

##### **4.2 Stage-II**

- 4.2.1 In case the executive is not satisfied with the decision communicated to him at Stage-I or if he fails to receive the reply within stipulated period, he may submit his grievance in the prescribed form (Form-II) within a period of 15 days to a Staff Council in the Plant/Corporate Centre as the case may be. The staff council will be constituted by Dir(T) for plants and Director(HR) for corporate office by the designation of the Member. The Council will consist of the following :

###### **a. At Plants :-**

- - GM of the Plant
- - The concerned HOD of the aggrieved executive
- - Head of the Finance in Plant
- - Asstt. Manager(HR) Plant

**b. At Corporate Office :-**

- - Executive Director(HR)
- - Head of Department concerned
- - GM(Finance)
- - Manager(HR)- Member Secy.

The Council thus constituted the staff council shall continue to function so long as no further changes are required in its constitution.

The Council will examine the details of the grievance and may also discuss with the aggrieved employee, if felt necessary. The Staff Council shall give its reply to the aggrieved executive within 30 days from the date of receipt of the grievance. However, wherever felt necessary by the Staff Council, it may make a recommendation for a final decision of Director (HR), who will convey his decision within 30 days from the receipt of grievance from the Grievance Committee. The decision of the Dir.(HR) shall be final subject to the provisions contained in paragraph below:

The executives of the levels of Head of the Department & DGM's may take up their grievances verbally with their immediate superior officials (it could be a DGM or GM) to get their grievances resolved within the stipulated 7 days, failing which they can communicate the same in writing to the said superior official in Form-I. The superior official shall reply to the individual within 7 days after ascertaining the requisite information from all the Deptts. concerned.

Wherever the executives of the level of HOD/DGM's do not receive within the stipulated period or are not satisfied with the reply so received, they may choose to submit their grievances in Form-II to the Staff Council. In such an eventuality, the GM/Head of the Plant will have a dual role to perform in addition to being the Head of the Department of the aggrieved executive.

**4.3 Stage-III**

- 4.3.1 In exceptional cases, the aggrieved executive who is not satisfied with the decision will have an option to appeal to MD. The MD will take a decision and communicate the same within 30 days from the receipt of the appeal and his decision will be final and binding.

**5.0 GENERAL CONDITIONS :**

- 5.1 The executive shall bring up his grievance immediately and in any case within a period of three months of its decurrence.
- 5.2 If the grievance arises out of an order given by the Management, the said order shall be complied with before the executive concerned invokes the procedure laid down for redressal of his grievance.

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**Form-I**

**(Grievance Procedure for Group 'A' Employees)  
STAGE-I GRIEVANCE**

Name :

Employee No:

Deptt. Code No.

Designation:

Grievance & Reason:  
In brief

Pay Scale:

Department:

Section:

Dated:

Signature of employee

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(For the use of the Head of the Department)

Grievance No. :

Received on:

Whether interviewed  
employee :

Yes/No the

Sources & Results,  
Of enquiry :

Replied on :

Dated :

Signature of Head of the Department

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**Form-II**

**(Executive Grievance Procedure)  
STAGE-II GRIEVANCE**

Name :

Employee No:

Deptt. Code No.

Designation:

Grievance & Reason:  
In brief

Pay Scale:

Department:

Section:

Dated:

Signature of employee

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(For the use of the Head of the Department)

Grievance No. :

Received on:

Whether interviewed  
the employee :

Yes/No the

Sources & Results,  
Of enquiry :

Replied on :

Dated :

Signature of the Secretary Staff Council

